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Date: 2nd September 2009
Our ref: JC/0915/fgb
Your ref:
Pages: 1 of 2

24 Cathedral Road / Heol y Gadeirlan
Cardiff / Caerdydd
CF11 9LJ
Tel / Ffôn: 029 20 320510
Fax / Ffacs: 029 20 320555
www.wao.gov.uk

Email / Epost: jeremy.colman@wao.gov.uk
PA / CP Fiona Bashford, fiona.bashford@wao.gov.uk

Mr Jonathan Morgan AM
Chair of the Audit Committee
National Assembly for Wales
Cardiff Bay
Cardiff CF99 1NA

Dear Chair

Assembly Government Response to the Audit Committee Report on *Protecting NHS Staff from Violence and Aggression*

The Deputy Clerk requested my advice on the Welsh Ministers' response of 7 August to the Audit Committee's report on *Protecting NHS staff from Violence and Aggression*.

The Audit Committee's report set out two recommendations, the first of which recommended that the Assembly Government expedited work on the areas covered in my report. The Welsh Ministers' response sets out the action being taken and the timescales involved, in particular:

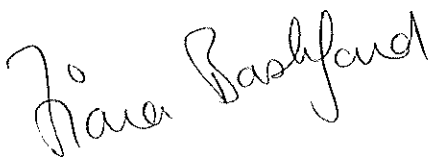
- *improving the reporting of violence and aggression*: by October 2009, all health bodies are to have the most up-to date version of the Datix system so that staff may report incidents electronically; from 1 October 2009, all health bodies are to use standardised incident reporting codes for violence and aggression to ensure consistency of recording incidents by the new Health Boards;



- *action to prevent and control violent incidents*: the Assembly Government is to undertake a wide review of the Training Passport, to be completed by April 2010, which will assess the effectiveness of the training already provided to staff; and, by October 2009, it intends to introduce module D training on restrictive physical interventions. The pilot of CCTV cameras in four A&E Departments and 5 Ambulances is to start in the autumn of 2009 and will run for 12 months. And the Assembly Government is developing a business case for a lone worker tracking system with the aim of presenting that case in September 2009 to the Minister for her approval; and
- *supporting staff in relation to violent incidents*: plans are to be put in place by October 2009 for victims to be offered access to appropriate psychological intervention within three days of the incident; and for the appointment of a case manager to be the main point of contact between the police and the CPS. The case manager will provide updates to the victims on the progress and outcomes of investigations. The Memorandum of Understanding (MoU) with the four Welsh Police forces has been agreed in principle; and the Welsh Assembly expects the MoU with the South Wales Police to be signed in September 2009.

In response to the Committee's second recommendation, the Assembly Government has undertaken to provide the Committee with an update by the end of December 2009 on the actions taken to address violence and aggression against NHS staff. That update provides an opportunity for the Committee to consider whether the Assembly Government has made sufficient progress in tackling this serious problem and in protecting staff from violent and aggressive incidents. I would, of course, be happy to provide further advice when the Assembly Government provides its update at the end of 2009.

Yours sincerely



 **JEREMY COLMAN**
AUDITOR GENERAL FOR WALES