

Effectiveness Survey Questions 2025-2026

NWJCC Quality Safety and Outcomes Committee (QSOC)

	Question	Options
1	<p>What is your role on the NWJCC Quality Safety and Outcomes Sub-committee?</p> <ul style="list-style-type: none"> • Independent Lay member/CEO member • Attendee (Director of NWJCC/Llais representative) 	

	Question	Strongly Agree	Agree	Disagree	Strongly Disagree
QSOC Composition and Role					
2	The QSOC has the right mix of skills, experience and diversity to meet its purpose, as set out in the QSOC Terms of Reference (which can be accessed here.)				
3	There is appropriate Health Board participation and engagement at QSOC meetings.				
4	QSOC members fully understand their individual and collective roles and responsibilities.				
5	The Chair provides effective leadership for QSOC meetings.				
6	Lay members and CEO members work effectively together to meet the QSOC stated purpose.				
7	QSOC has the appropriate level of officer input/participation.				

8	I know the mechanisms in place to raise concerns and I feel able to speak openly and to share any doubts or concerns I may have.				
9	The QSOC provides assurance to the Joint Committee that the NWJCC is commissioning appropriate, high quality and safe services from providers (Health boards, Trusts and private sector providers) on behalf of health boards in Wales.				
10	Any further comments				

	Question	Strongly Agree	Agree	Disagree	Strongly Disagree
QSOC Oversight					
11	QSOC meeting agendas are drafted to meet the sub-committee's purpose, as set out within its Terms of Reference (which can be accessed here.)				
12	The QSOC spends sufficient time considering and scrutinising services in Escalation and receives adequate assurance that such services are being appropriately managed so that onward assurance can be provided to the Joint Committee.				
13	The QSOC receives early warning signals of problems ahead that will adversely affect key outcomes, targets or operational performance and is provided with assurance over the required remedial action.				
14	The QSOC spends sufficient time considering and scrutinising the risks allocated to it from the Organisational Risk Register and is clear that the risks reported are a true reflection of the risks the JCC and Health Boards face.				

15	QSOC Members adequately understand the JCC business, operations and risks, as well as challenges and opportunities the organisation may face in relation to the commissioning of appropriate, high quality and safe services from providers.				
16	The QSOC maintains sufficient oversight of the development and implementation of the Joint Committee's strategies for quality, safety and outcomes.				
17	The QSOC receives appropriate assurance that the NWJCC has processes in place for the effective and timely management of concerns (including incidents, complaints & claims) relating to commissioned services from across NHS Wales.				
18	The QSOC receives appropriate assurance that the NWJCC is aware of and actively responds to national and local priorities applicable to the business and services commissioned by the JCC.				
19	The QSOC receives appropriate assurance that the NWJCC is aware of and actively responds to recommendations made by internal and external review bodies, ensuring where appropriate, that action is taken in response.				
20	Any further comments.				
	Question	Strongly Agree	Agree	Disagree	Strongly Disagree
Meeting Management and Governance					
21	QSOC meetings are well structured, with sufficient focus on the commissioning of appropriate, high quality and safe services from providers.				
22	QSOC meetings facilitate a positive culture that supports healthy challenge and constructive discussion.				

23	The duration and frequency of QSOC meetings and the meeting format is appropriate to enable the QSOC to discharge its duties effectively.				
24	QSOC papers are of appropriate size and content and succinctly highlight key issues for the QSOC to consider.				
25	Minutes of the meeting are of high quality and reflective, effectively capturing salient points.				
26	Members receive sufficient information to provide assurance to the Joint Committee regarding QSOC business.				
27	Any Further Comments.				

Question	
Reflective Feedback	
28	What are the key strengths of the QSOC?
29	What do you see as the key development needs of the QSOC for the next 12 months?
30	What areas require improvement for enhanced governance and effectiveness?
31	Any other comments or suggestions for the QSOC?
32	Please feel free to add any additional comments which are not related to meetings.