Primary Care through the Medium of Welsh in Wales – Terms of Reference for the Welsh Language Commissioner’s Inquiry

These terms of reference are in regard to an inquiry under Section 7(1) Welsh Language (Wales) Measure 2011 and come under paragraph 4, Schedule 2 of the Measure.

For this Inquiry primary care refers to first point of contact services provided in the community by GP practices (this can include practice nurses and health visitors for instance), dental practices, community and high street optometrists and pharmacies, multidisciplinary teams within the community and NHS Direct Wales.

Terms of Reference

1. To inquire into the experience of Welsh speakers of receiving or failing to receive services in Welsh from primary care providers in Wales.

2. To inquire into how adequate and effective are the steps being taken to ensure primary care services in Welsh.

3. To inquire about the adequacy and implementation of relevant legislation, policies, standards and codes of practice in the context of the Welsh language and primary care services.

4. To inquire into factors that are central to the provision of primary care services in Welsh, for example configuration of services; the workforce; education and training; commissioning; regulation; research; technology; leadership; patient safety; dignity and respect.

5. To inquire into the relationship between quality of care and use of the Welsh language.

6. To make recommendations regarding any proposed changes in the provision or commissioning of primary care services through the medium of Welsh in Wales.

The inquiry's work will be carried out in private and the Commissioner will decide on the process in which the inquiry will be held. Further details regarding the process will be issued before each respective phase. The findings of the inquiry will be published in a report during the summer of 2014.