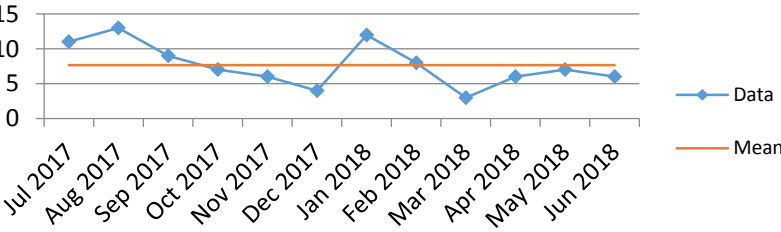


Patient Safety				Patient Experience					Improvement, Risk, Audit and Inspection				
	Reported	Open	Closed	Informal Concerns	Formal Concerns	AM/ Enquiries	Reopened concerns	Redress	Work-plan progress <ul style="list-style-type: none">• Presentations received on- GDPR, Concerns process, Spot the Sick Patient, SI investigations• Audit underway regarding end of life care				
Never events	1	1		34	58	22	8	2					
Serious incidents	6	2											
Incidents overdue for review		9		Formal concerns Responded to within 30 working days (%)			84		Risks	Red	Amber	Yellow	Green
Overdue for investigation		52							New	0	0	1	0
Incidents awaiting closure		25		PEAS Contacts			247		Open	14	33	15	3
12 month trend of falls resulting in harm Incidents by Reported (Month and year) 				Friends and Family Returns		Friends and Family % who would recommend		Open risks rated 20 and above <ul style="list-style-type: none">• PPSU lifespan Morriston• Singleton walk in refrigerators• Risk of harm from misplaced NG tubes• FUNB NRU• FUNB Respiratory• FUND Diabetology and endocrinology• Appropriate temperature for medicines storage• PTS lifespan					
				9002		98%							
Pressure Damage	Reported	Closed as avoidable		All Wales Survey Returns (Q4)		Overall satisfaction of 9/10 or above (%)		Inspecting agency		Service Area		Plan Developed?	
Grade1, 2 and STDI	10	6											
Grade 3+	1	1		645		81%		HFEA in Q4		WFI		Plan developed and agreed by HFEA,	
Hot Spots <ul style="list-style-type: none">• Device related pressure damage Ward D• Delayed WAST transfers from MIU				Hot Spots <ul style="list-style-type: none">• Communication in MIU• Patient information in WFI					Hot Spots <ul style="list-style-type: none">• FUNB improvement work on going				
Learning <ul style="list-style-type: none">• Unit dashboard for overdue incident successful in reducing numbers				Learning <ul style="list-style-type: none">• ‘Teas with PEAS on all wards• Early resolution meetings in WFI reducing concerns					Learning <ul style="list-style-type: none">• Good practice in Spot the Sick Patient				