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CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>22 August 2019</b>	<b>Agenda Item</b>	<b>4.2</b>
<b>Report Title</b>	<b>Patient Experience Report</b>		
<b>Report Author</b>	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
<b>Report Sponsor</b>	Cathy Dowling, Assistant Director of Nursing & Patient Experience		
<b>Presented by</b>	Gareth Howells, Director of Nursing & Patient Experience		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	This report provides information on Patient Feedback and Experience, what it means and how we are using it to improve the service. Included within this report is the current performance of our Service Delivery Units and learning.		
<b>Key Issues</b>	<p>The key issues to note since the Committee met in April 2019 are:</p> <ul style="list-style-type: none"> <li>• The inpatient discharge feedback rate in June 2019 was 26.56% against a target of 35%.</li> <li>• The lowest scoring areas for the % who would highly recommend the service to Friends &amp; Family using the Friends &amp; Family returns for April 2019 – June 2019 is set out on page 3 with the main themes identified from the feedback.</li> <li>• Comments from the Celebration of Patient Experience Week is set out on page 6 – 8.</li> <li>• During the period 394 formal complaints were made. Last year for the same time period we received 324 formal complaints that is an increase of 70 formal complaints made this year –details of increase is set out on page 13.</li> <li>• The Health Board's performance against the 30 working day target was 83% for the month of May 2019, achieving the 75% Welsh Government target.</li> <li>• The Health Board is non-compliant with four Patient Safety Solutions, details of which are provided on page 15-18, and sets out the next actions to be taken to progress compliance.</li> </ul>		
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• <b>NOTE</b></li> </ul>		

## Patient Experience Report

### 1. INTRODUCTION

The Patient Experience Report is attached as Appendix 1 and provides details of the work undertaken from 1st April 2019 to 30th June 2019, and information on key performance indicators.

### 2. BACKGROUND

The Patient Experience Report has been developed following feedback from Non-Officer Members.

### 3. GOVERNANCE AND RISK ISSUES

### 4. FINANCIAL IMPLICATIONS

### 5. RECOMMENDATION

The Committee is asked to;

- Note the report and the learning and improvement that is being implemented as a consequence of patient experience feedback and learning from events;
- Support the ongoing development of this report and approach on patient experience by providing feedback from the Quality and Safety Committee.

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input type="checkbox"/>
	Effective Care	<input type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>

	Staff and Resources	<input type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
This report sets out performance against patient experience measures and actions being taken to improve the services that we provide.		
<b>Financial Implications</b>		
No implications for the Committee to note.		
<b>Legal Implications (including equality and diversity assessment)</b>		
No implications for the Committee to note.		
<b>Staffing Implications</b>		
No implications for the Committee to note.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
No implications for the Board to be notified of.		
<b>Report History</b>	Report previously submitted to the April 2019 Committee meeting.	
<b>Appendices</b>	Appendix 1 – Patient Experience Report April 2019– June2019	