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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	24 January 2023	Agenda Item	4.3
Report Title	Patient Experience, Risk & Legal Services Report		
Report Author	Sue Ford, Interim Head of Patient Experience, Risk & Legal Services		
Report Sponsor	Hazel Lloyd, Director of Corporate Governance		
Presented by	Sue Ford, Acting Head of Patient Experience, Risk & Legal Services		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to provide the Committee with a quarterly update against the work of the Patient Experience, Risk & Legal Services Department.		
Key Issues	<p>Key issues to highlight include:</p> <ul style="list-style-type: none"> • The Patient Experience, Risk & Legal Services Team have continued to develop a new quarterly report for the Committee. The report covers Complaints, Compliments, Incidents, Ombudsman and Patient Experience and is attached as Appendix 1. • The Health Board's target is to respond to at least 80% of formal complaints within the agreed timescale. Welsh Government also issue a target for all Health Board's to achieve at least 75% each month. During October 2022, the Health Board's performance was 71% which is still below the Welsh Government target. The Corporate team are working closely with the Service Groups to monitor and increase performance. • The Health Board received 478 complaints in quarter 3 (Q3) of 2022/23 (October, November, December). This compares with 540 complaints in quarter 2 (Q2) of 2022/23 (July, August, September). The totals include complaints received and managed via either formal, early resolution and any re-opened complaints. Further details on complaints and themes can be found in Appendix 1 Pages 4-7. • As part of the Health Board's focus on Urgent Care, Planned Care and Cancer Services Page 11 on Appendix 1 highlights the complaints performance and themes in these areas. It is likely that the pressures within A&E during the winter months will be evident from complaints received within the next quarter, which will be added to the next report. • The complaints, incidents, compliments and patient feedback for each of the Service Groups is summarised from Page 13 on Appendix 1. 		

	<ul style="list-style-type: none"> The Ombudsman published the statistics on complaints handled by Welsh Health Boards and Trusts. This is the first time this data has been published and relates to the first half of this financial year (April to September 2022). Further details can be found on Page 30 of Appendix 1. 			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recommendations	Members are asked to: <ul style="list-style-type: none"> RECEIVE the quarterly update against the work of the Patient Experience, Risk & Legal Services Department. 			

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	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 checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
The patient experience, incidents and complaints have been reviewed by the Units Quality & Safety Teams to take forward any learning to mitigate recurrence.		
Financial Implications		
Financial implications will be assessed following completion of the investigations.		
Legal Implications (including equality and diversity assessment)		
Investigation are ongoing in relation to the incident and complaints and will be managed in accordance with the Civil Procedure Rules of the NHS Concerns, Complaints and Redress Arrangements Wales Regulations 2011		
Staffing Implications		
None		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
No implications for the Team to be notified of.		
Report History	<ul style="list-style-type: none"> Quarterly to the Q&S Committee 	
Appendices	<ul style="list-style-type: none"> Appendix 1: Patient Experience, Risk & Legal Services Report 	