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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>27 July 2021</b>	<b>Agenda Item</b>	<b>4.2</b>
<b>Report Title</b>	Patient Experience, Risk & Legal Services Report		
<b>Report Author</b>	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
<b>Report Sponsor</b>	Pam Wenger, Director of Governance		
<b>Presented by</b>	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of this report is to provide the Committee with an update against the work of the Patient Experience, Risk & Legal Services Department.		
<b>Key Issues</b>	<p>Key issues to highlight include:</p> <ul style="list-style-type: none"> <li>• <b>Patient Feedback</b> – For the month of June there were 3,397 Friends and Family survey returns which resulted in 97% of people stating they would highly recommend the Health Board to Friends and Family. This is a 4% increase from May 2021 where the recommendation score was 93%.</li> <li>• The New Patient Feedback System is live and is collecting SMS, Online and Paper surveys. Staff training sessions with Civica are planned for July recording of the training will be available along with user guides. Drop in sessions from August until the end of the year.</li> <li>• During the month of June 2021, the Health Board's PALS Teams recorded 374 records on the Datix system, this compared to a total of 1559 contacts for June 2020 - further details on Page 4 of <b>Appendix 1</b>.</li> <li>• <b>Compliments</b> – 85 recorded for June 2021.</li> <li>• <b>Complaints</b> – The Health Board received 243 (159 formal complaints) complaints during the month June 2021– full details on Page 9 of <b>Appendix 1</b>.</li> <li>• The Health Board recorded 78% performance against the 30 working day target in April 2021. The Welsh Government Target is 75%.</li> </ul>		

	<ul style="list-style-type: none"> <li>• <b>Never Events</b> - The last Never Event was reported to Welsh Government on the 18<sup>th</sup> June 2021 (Retained Guidewire).</li> <li>• A position update regarding the <b>Once for Wales System</b> is on Page 33 of Appendix 1 and identifies that the system went live on 1<sup>st</sup> July 2021 with the exception of the incident module.</li> <li>• An inspection by Health Inspectorate Wales was undertaken at Morriston Hospital (AMAU) – Tier 1 Quality Check on 8 June 2021. Details of their findings are on Page 42 of <b>Appendix 1</b>.</li> </ul>			
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Recommendations</b>	Members are asked to: <ul style="list-style-type: none"> <li>• <b>NOTE</b> the contents of the report</li> </ul>			

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> (please choose)	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	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"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	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"/>
<b>Health and Care Standards</b>		
(please choose)	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"/>
<b>Quality, Safety and Patient Experience</b>		
The patient experience, incidents and complaints have been reviewed by the Units Quality & Safety Teams to take forward any learning to mitigate recurrence.		
<b>Financial Implications</b>		
Financial implications will be assessed following completion of the investigations.		
<b>Legal Implications (including equality and diversity assessment)</b>		
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		
<b>Staffing Implications</b>		
Staff in the Patient Feedback Team changed their work pattern to respond to the timeliness required in relation to the Covid-19 complaints working a 7 day rota 9 – 5pm.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
No implications for the Team to be notified of.		
<b>Report History</b>	<ul style="list-style-type: none"> <li>• Bi monthly to the Q&amp;S Committee</li> <li>• Monthly to the Q&amp;SGG</li> </ul>	
<b>Appendices</b>	<ul style="list-style-type: none"> <li>• Appendix 1: Patient Experience, Risk &amp; Legal Services Report</li> </ul>	