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Bwrdd Iechyd Prifysgol  
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Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>23 March 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 January there were 806 Friends and Family online survey returns which resulted in 88% of people stating they would highly recommend the Health Board to Friends and Family which was a 9% increase from January 2021.</li> <li>• The New Patient Feedback System, Civica, is set to launch 1<sup>st</sup> April. Further details can be found on Page 3 of Appendix 1.</li> <li>• During the month of February 2021, the Health Board's PALS Teams recorded 366 records on the Datix system, this compared to a total of 172 contacts for February 2020. Further details on Page 3 of Appendix 1.</li> <li>• <b>Compliments</b> – 107 recorded for January.</li> <li>• <b>Complaints</b> – 242 received in January – full details on Page 9 of Appendix 1.</li> <li>• The Health Board recorded 80% performance against the 30 working day target in December 2020. The Welsh Government Target is 75%. The significant decrease in performance in March was due to the current COVID-19 situation with staff in the units being unable to undertake their usual governance roles. The</li> </ul>		

	<p>overall performance against this target in 2019/20 was 82%.</p> <ul style="list-style-type: none"> <li>During February the Health Board received 89 enquiries/complaints regarding the COVID-19 Vaccine. The Complaints Team are currently supporting the Vaccine Enquiry Inbox, they are reviewing all communications into the Health Board and ensuring that they are responded to in a timely manner.</li> <li>A Concerns and Redress Assurance (CRAG) meeting was held with Mental Health &amp; Learning Disabilities Unit on 9<sup>th</sup> February 2021 and was attended by the Unit Nurse Director. The review was positive and the new restructure was discussed. A summary of key issues is on Page 10 of Appendix 1.</li> <li><b>Never Events</b> - The last Never Event was reported to Welsh Government on the 19<sup>th</sup> November 2020 (Wrong implant/Prosthesis).</li> <li>A position update regarding the <b>Once for Wales System</b> is on Page 20 of Appendix 1 and identifies a risk to the Health Board in going live with the incident module as the Health Board would lose functionality in comparison to the current system we use.</li> <li><b>Healthcare Inspectorate (HIW) Morriston Hospital (ED)</b> – The HIW Tier 1 quality check originally scheduled for 8 December 2020, has been rescheduled and will take place on 17 March 2021.</li> </ul>			
Specific Action Required (please choose one only)	Information	Discussion	Assurance	Approval
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recommendations	<p>Members are asked to:</p> <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>	