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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	23 November 2021	Agenda Item	4.2
Report Title	Patient Experience, Risk & Legal Services Report		
Report Author	Hazel Lloyd, Assistant Director of Governance		
Report Sponsor	Pam Wenger, Director of Governance		
Presented by	Hazel Lloyd, Assistant Director of Governance		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to provide the Committee with an 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"> • Patient Feedback – For the month of October there were 2,734 Friends and Family survey returns which resulted in 92% of people stating they would highly recommend the Health Board to Friends and Family. This is a 1% increase from September 2021 where the recommendation score was 91% and returns were 2,761. • To date there are 440 staff users set up on the new Civica system, with 338 areas collecting feedback. We have 120 staff trained to use the new system with additional training dates running until December. Automatic reports and alerts are sent to managers/service leads, daily. • Compliments – 55 recorded for October 2021. • Complaints – The Health Board received 174 complaints during the month October 2021 – full details on Page 9 of Appendix 1. This section also provides analysis of themes of complaints received since January 2020. • The Health Board recorded 83% performance against the 30 working day target in August 2021. The Welsh Government Target is 75%. • Never Events - The last Never Event was reported to Welsh Government on the 5th November 2021 (Wrong Implant/Prosthesis). 		

	<ul style="list-style-type: none"> • A position update regarding the Once for Wales System is on Page 21 of Appendix 1. • HIW – A review of HMP Swansea is currently underway and further details are provided on this review and inspection action plans on page 22 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"> • NOTE the contents of the report 			

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		
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.		
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"> • Bi monthly to the Q&S Committee • Monthly to the Q&SGG 	
Appendices	<ul style="list-style-type: none"> • Appendix 1: Patient Experience, Risk & Legal Services Report 	