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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>28 September 2021</b>	<b>Agenda Item</b>	<b>3.2</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 August there were 2,025 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 the same percentage as July 2021 where the recommendation score was 92% and returns were 1,912.</li> <li>• In response to the Committee's request for Friends and Family feedback from the Mental Health and Learning Disabilities Service we have provided details on <b>Page 3 of Appendix 1</b>.</li> <li>• To date we have trained 90 staff members to use the new Civica feedback system. With additional training dates planned up until end December 2021.</li> <li>• <b>Compliments</b> – 97 recorded for June 2021.</li> <li>• <b>Complaints</b> – The Health Board received 150 complaints during the month August 2021 – full details on Page 10 of <b>Appendix 1</b>.</li> <li>• The Health Board recorded 71% performance against the 30 working day target in June 2021. The Welsh Government Target is 75%. The Health Board saw an increase in formal complaints received during June</li> </ul>		

	<p>compared to previous months therefore, this could possibly explain the slight decrease in performance.</p> <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 25 of <b>Appendix 1</b>.</li> <li>• <b>HIW</b> - Inspections by Health Inspectorate Wales are due to be carried out at: <ul style="list-style-type: none"> <li>- HMP Swansea in August – October 2021</li> <li>- Onsite IR(ME)R – Radiotherapy Centre – Singleton Hospital on the 28<sup>th</sup> and 29<sup>th</sup> September 2021.</li> </ul> <p>Further details regarding HIW are on Page 26 of <b>Appendix 1</b>.</p> </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>	<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>	