



Quality and Safety **Urgent** Action Log

Open Actions						
Action No.	Minute Ref.	Date	Agreed Action	Lead	Timescale	Status
1.	-	-	Nil return	-	-	-



Quality and Safety Pending Action Log

Open Actions						
Action No.	Minute Ref.	Date	Agreed Action	Lead	Timescale	Status
2.	12/20	28.01.2020	Report and action plan in respect of the facilities at Morriston Hospital's Accident and Emergency Department be brought to February's committee.	Craigie Wilson/ Deb Lewis/ Nigel Downes	December 2020	An Emergency Department Assistant (EDA) has been allocated in respect of facilities/waiting area at Morriston Hospital ED. The EDA is responsible for ensuring that patients receive adequate nutrition/hydration. ND to confirm if the EDA assists patients who are waiting in ambulances.
3.	42/20	25.02.2020	Quality and Safety Workshop 2020 to be arranged and the Quality and Safety Bill and duty of candour is incorporated into the workshop.	CWilliams	No current timescale in light of COVID-19	Delayed in light of COVID-19 activity.



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Closed Actions

Action No.	Minute Ref.	Date	Agreed Action	Lead	Timescale	Status
1.	87/20, 143/20	24.03.2020	Discussion to take place to ascertain how to include the internal inspections within the performance figures.	CWilliams/ ND	February 2021	The Status Report on internal inspections will cover a 12-month period and include Actions, Improvements, recommendations and their status. Expected timescale for the report is February 2021. Completed.
4.	121/19	22.08.2019	Update be provided on the improved use of ward to board dashboard following feedback from staff.	CWilliams	Dec 2020	On agenda. Completed.
5.	248/20	24.11.2020	Pam Wenger to discuss the approach to scrutinising patient feedback and Patient Communication Framework with the Head of Patient Experience.	PW/HL	December 2020	Response from Patient Feedback Team; Across Wales the Patient Experience leads are governed by the Welsh Government Listening and Learning from Feedback,

						<p>Framework for Assuring Service User Experience.</p> <p>Launched in 2015, reviewed in 2018 and currently undertaking a review. PE leads across Wales leading on Task and Finish Groups to re write the Framework (in light of the Pandemic and digital developments and Once for Wales Feedback System).</p> <p>The framework include the core question set, key determinants and methodologies to undertake and share feedback.</p> <p>We use the feedback to shape services. See some examples and You said and We did responses to feedback are attached at Appendix 1.</p>
6.	248/20	24.11.2020	Assurance on breast centre patient feedback and feedback relating to patients being supported with feeding,	PW/HL	December 2020	Response from Patient Feedback Team; We have the Friends and Family Test

			<p>drinking and pain management be detailed in December's Report.</p>			<p>– which is a short survey across our organisation. Only online at present as collections for the paper copies were suspended due to the pandemic.</p> <p>The All Wales Surveys undertake in-depth questions around eating, drinking, medication- pain management, dignity, respect, cleanliness. These surveys have significantly reduced since the Pandemic. There is currently no data captured for the Breast Care Unit on these surveys.</p> <p>The Breast Care unit is an outpatient service and does not provide Feeding, drinking facilities so unable to identify where these comments have come from.</p> <p>When the Managers received the October Friends and Family report they reviewed the scores</p>
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						<p>and comments. There were no alarming issues identified and no contact details left to follow up with patients (survey is anonymous unless patients leave details). The action the team took was to remind staff to continue to provide excellent personal care to their patients.</p> <p>We reviewed the Breast Care Friends and Family feedback since March 2020, attached is the report. There are really great comments although 15% rated poor, 52% rated good. The responses who replied 'neither' (which was 30) are weighted as negative and would have brought the overall scores down.</p>
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