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Swansea Bay University
Health Board



Meeting Date	24th March 2020	Agenda Item	3.3
Meeting	Quality and Safety Committee		
Report Title	Patient Experience Report		
Report Author	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Report Sponsor	Pam Wenger, Director of Corporate Governance		
Presented by	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Freedom of Information	Open		
Purpose of the Report	This report (attached as Appendix 1) provides information on Patient Feedback and Experience, what it means and how we are using it to improve the service. Included within this report is the current performance of our Service Delivery Units.		
Key Issues	<p>The key issues to note since the last report are:</p> <ul style="list-style-type: none"> • The inpatient discharge feedback rate in February 2020 was 20.8%. • The lowest scoring areas for the % who would highly recommend the service to Friends & Family using the Friends & Family returns for February 2020 is set out on page 3 with the main themes identified from the feedback. • The Health Board achieved 75% for December 2019 complaints performance, achieving the Welsh Government Target of 75%. . • The slight increase in reopened complaints and analysis is on page 10 and actions being taken are provided on page 12. 		

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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"> • NOTE the report and the learning and improvement being implemented as a consequence of patient experience feedback and; • SUPPORT the ongoing development of this report and approach on patient experience by providing feedback on future requirements in the report. 			

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Governance and Assurance		
Link to Enabling Objectives (please choose)	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		
(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"/>
Quality, Safety and Patient Experience		
This report sets out performance against patient experience measures and actions being taken to improve the services that we provide.		
Financial Implications		
No implications to note.		
Legal Implications (including equality and diversity assessment)		
No implications for the Committee to note.		
Staffing Implications		
No implications for the Committee to note.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
No implications for the Committee to be notified of.		
Report History	Quarterly report to Quality and Safety Committee	
Appendices	Appendix 1 – Patient Experience Report February 2020	

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