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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>22 September 2020</b>	<b>Agenda Item</b>	<b>3.2</b>
<b>Report Title</b>	Patient Experience and Concerns 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>	<p>The purpose of this report is to provide the Committee with:</p> <ul style="list-style-type: none"> <li>• Overview of work of the patient experience team and;</li> <li>• concerns management which cover complaints and incidents and</li> <li>• an update on Healthcare Inspectorate Wales activity.</li> </ul>		
<b>Key Issues</b>	<ul style="list-style-type: none"> <li>• July there were 502 Friends and Family online survey returns which results in 91% of people stating they would highly recommend the Health Board to Friends and Family which was a 4% increase from June 2020.</li> <li>• Patient Experience Team built and managed the staff survey for Work Force &amp; Organisational Development (WF&amp;OD).</li> <li>• <b>Reset and Recovery:</b> We are sharing the feedback we have received for the Covid Survey and the online Friends and Family data with the Reset and Recovery team. The team are also using our Covid Digital Stories to shape future services.</li> <li>• During the month of July 2020, the Health Board's PALS Teams recorded 1415 records on the Datix system, this compared to a total of 141 contacts for July 2019.</li> <li>• <b>Communication training for staff</b> - as a result of the themes emerging from the PALS report we have developed bespoke communication training for all staff.</li> <li>• <b>Compliments</b> – 77 recorded for July.</li> </ul>		

	<ul style="list-style-type: none"> <li>• <b>Complaints</b> – 161 received in July with the highest theme relating to communication (27%), admissions, appointments and clinical treatment (which included complaints relating to delay in receiving treatment).  Performance for June 2020, against the 30 working day target to provide a response was 75% achieving the Welsh Government target of 75%.</li> <li>• <b>Ombudsman</b> Improvement Officer met with the Interim Director of Nursing and Director of Governance as part of a regular review. The Ombudsman’s Officer was very complimentary about organisation in terms of the openness and transparency and timeliness of responding to the actions set</li> <li>• <b>Incidents</b> - a total of 1695 incidents were reported in July of which 97% relates to no harm (67%) or low harm (26%).</li> <li>• <b>Healthcare Inspectorate Wales (HIW)</b> Tier 1 reviews held in September via Microsoft Teams meetings with Ward managers: <ul style="list-style-type: none"> <li>❖ Gorseinon</li> <li>❖ Ward B (Orthopaedics, Morriston)</li> <li>❖ Cyril Evans (Cardiac Ward, Morriston)</li> </ul> </li> <li>• <b>HIW National Review of Maternity Services</b> - HIW interviewed 4 members of the Board (Chair, Chief Executive, Medical Director and Director of Nursing) via Microsoft Teams.</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>	Members are asked to: <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> <i>(please choose)</i>	<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>		
<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"/>
<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>The report has been reported to the Quality &amp; Safety Governance Group.</li> </ul>	
<b>Appendices</b>	<ul style="list-style-type: none"> <li>Appendix 1 - Patient Experience and Concerns Report.</li> </ul>	