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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	25 April 2023	Agenda Item	3.1
Report Title	Patient Experience, Risk & Legal Services Report		
Report Author	Sue Ford, Interim Head of Patient Experience, Risk & Legal Services		
Report Sponsor	Hazel Lloyd, Director of Corporate Governance		
Presented by	Sue Ford, Acting Head of Patient Experience, Risk & Legal Services		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to provide the Committee with a quarterly 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"> • The Patient Experience, Risk & Legal Services Team have continued to develop a new quarterly report for the Committee. The report covers Complaints, Compliments, Incidents, Ombudsman and Patient Experience and is attached as Appendix 1. • The Health Board's target is to respond to at least 80% of formal complaints within the agreed timescale. Welsh Government also issue a target for all Health Board's to achieve at least 75% each month. The Health Board saw an increase in performance last month with 78%. The Corporate team are working closely with the Service Groups to monitor and increase performance. • The Health Board received 586 complaints in quarter 4 (Q4) of 2022/23 (January, February, March). This compares with 478 complaints in quarter 3 (Q3) of 2022/23 (October, November, December). The totals include complaints received and managed via either formal, early resolution and any re-opened complaints. Further details on complaints and themes can be found in Appendix 1 Pages 4-8. • As part of the Health Board's focus on Urgent Care, Planned Care and Cancer Services Page 12 on Appendix 1 highlights the complaints performance and themes in these areas. • During Q4 of 2022/23 (January, February, March) the Health Board has received 47 complaints from HMP Swansea. Regular meetings have been held with the Prison to discuss and agree the best way forward in regards to recording feedback and complaints received directly by the Prison. Full details are on Page 15 of Appendix 1. 		

	<ul style="list-style-type: none"> • Since the 5th December 2022, following the Health Board's Acute Medical Services Redesign (AMSR), the new Acute Medical Unit (AMU) has received 16 complaints. 7 of which were received during February. Further details are on Page 17 of Appendix 1. • The complaints, incidents, compliments and patient feedback for each of the Service Groups is summarised from Page 20 on 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"> • RECEIVE the quarterly update against the work of the Patient Experience, Risk & Legal Services Department. 			

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		
None		
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"> Quarterly to the Q&S Committee 	
Appendices	<ul style="list-style-type: none"> Appendix 1: Patient Experience, Risk & Legal Services Report 	