



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



		Agenda Item	2.4 (ii)
<b>Freedom of Information Status</b>		Open	
<b>Reporting Committee</b>	Quality and Safety Committee		
<b>Author</b>	Liz Stauber, Head of Corporate Governance		
<b>Chaired by</b>	Steve Spill, Vice Chair		
<b>Lead Executive Director (s)</b>	Gareth Howells, Executive Director of Nursing and Patient Experience (Interim)		
<b>Date of last meeting</b>	24 January 2023		
<b>Matters to Draw to the Attention of the Board (particularly areas relating to risk or quality)</b>			
<ul style="list-style-type: none"> <li> <b>Service Group Highlight Report: Primary, Community and Therapies</b>  <i>Key Matters Raised by Members for Board Attention:</i> concerns were raised around the increased workload for staff that the introduction of the Duty of Candour would bring. It was unclear currently what impact the changes in reporting would have as it had always been in place, but it now needed to be aligned with existing processes.  <i>Other Areas of Discussion:</i> updates were provided on Datix incidences, pressure ulcers, concerns, mortality reviews and clinical audits. Two general medical service contracts had been handed back to the health board due to retirements and inability to recruit and an assessment of the risks was to be undertaken around primary care sustainability.            A number of staff had recently attended an end-of-life champion day. 'Access to services' remained in the top five concerns raised by service users, covering the wider range of issues including GPs, referrals and outpatient appointments. Reporting of pressure ulcers had improved and skin damage identified at an earlier stage, hence the higher numbers. An update on the work to improve the position would be brought back to the committee.         </li> <li> <b>Infection Prevention and Control</b>  <i>Key Matters Raised by Members for Board Attention:</i> by the end of quarter three, cases had exceeded the annual target, with the exception of <i>e.coli</i>, which could still be achieved. There was a year-on-year reduction in <i>C. difficile</i> and <i>E. coli</i> bacteraemia. The incidence per 100,000 population of <i>Staph. aureus</i> bacteraemia and <i>Pseudomonas aeruginosa</i> bacteraemia remains the highest in Wales, and the second highest for both <i>Klebsiella spp.</i> bacteraemia and <i>C. difficile</i>. The real challenge was now primary and community cases with 50% emanating from these areas.  <i>Other Areas of Discussion:</i> the numbers of acute respiratory infection had been unprecedented and the development of the digital dashboard was slower than had been hoped but validation of the data was continuing.         </li> </ul>			
<b>Other Areas of Discussion</b>			
<ul style="list-style-type: none"> <li><b>Patient Story</b></li> </ul>			

A patient story was received setting out a family's experience of a virtual ward following a relative's admission to hospital. Physiorthaoy was provided to help with mobility as well as confidence following a fall. Family support was also given as there was concern around the patient's ability to cope at home. The committee felt the story highlighted the importance and benefits of enabling patients to recover at home when appropriate as well as working with families and relatives to explore needs as they arise to avoid readmission.

- **Quality and Safety Performance Report**

In November 2022 there were 171 confirmed cases of Covid-19 with 395 confirmed cases in December 2022 with 27 Covid positive patients in beds that day. Clinically optimised patients averaged 251 in beds in December (283 that day). There were eight nationally reportable incidents in December 2022. 184 inpatient falls were reported in December 2022. Lots of demand is coming through for cancer patients, which has been prioritised. Patients awaiting specified diagnostics increased to 6607 in December from 5627 in November. There were 3,569 'Friend and Family' surveys done in December, with high levels of satisfaction. Complaints – 140 formal complaints were received in October 2022 with responses out almost within target levels.

- **Quarterly Patient Experience Report**

A monthly children and family feedback report had been developed – having the data in once place helped the teams to focus on the actions needed to be taken. A regular patient experience report for the service had been established. Work was ongoing to recover the complaints response performance to 75% and the team was starting to look at themes, with communication remaining a recurring theme.

- **Child and Adolescent Mental Health Services (CAMHS)**

Assurance was provided that while there some risks and challenges to address, the repatriation of services to Swansea Bay was continuing. The main risks were around IT and workforce but it was noted that vacancies had improved. Negotiations were continuing around the SLA (service level agreement) for on-call services.

- **Quarterly Children's Community Nursing Report**

Funding had been supported or key posts to be put into place and the recruitment process has started. Of the 30 recommendations made by the external reviewers there are now only 2 key red areas. On red area is the need to transform complex care and there has been some movement in developing multi-agency pathways and assurance work around the Childrens Continuing Care element of the complex health needs. A meeting was held yesterday, and a plan is in place for vanguard training in February which will hopefully see some good traction for pathways for continuing care and the funding linked to that. The follow-up review had now commenced.

- **Quarter Two South Wales Major Trauma Network Clinical Governance Report**

There continued to be a high number of patients accessing the Major Trauma Centre (MTC) in Cardiff, 87% of which are due to road traffic accidents and falls. 20% of patients discharged from the MTC required repatriation to their local Health Board hospital. There were some governance risks including major trauma ITCU (intensive care) capacity at Cardiff. A repatriation policy was in place and was being monitored by Welsh Government. If a patient was not repatriated within 48 hours, the relevant health board's Chief Executive was informed.

- **Additional Learning Needs Act**

The Additional Learning Needs (ALN) Operational Group has developed a workplan to support ALN implementation in the 2022-23 school year and a senior project manager was now in post to support the work needed. In the health board's scheme of prioritisation in the three-year plan, the resource requirements associated with the ALN Act are captured at tier three. On this basis, and given the relatively early stage of implementation, it has been agreed by the steering group that at this stage it would not be appropriate to produce a business case associated with the demand/capacity implications of the Act

### **Decisions Made for Approval by the Board**

No decisions were made requiring board approval.

### **Updates Received from Sub-Groups**

- **Quality and Safety of Patient Service Group**

December's meeting did not go ahead as it coincided with industrial action, business was conducted by circulating papers. No issues arose that required chair's actions and no issues requiring escalation raised by service groups

### **Matters Referred to Other Committees**

No matters were referred to other committees.

**Date of next meeting**

23 February 2023