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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	21 November 2019	Agenda Item	7.1
Report Title	Handover of Care at Emergency Departments – follow up WAST Internal Audit Report		
Report Author	Jan Thomas, Assistant Chief Operating Officer		
Report Sponsor	Chris White, Chief Operating Officer		
Presented by	Chris White, Chief Operating Officer		
Freedom of Information	Open		
Purpose of the Report	A Welsh Ambulance Service NHS Trust (WAST) follow up internal audit review undertaken earlier this year, has assessed compliance with the 'NHS Wales Hospital Handover Guidance' across all Health Boards in Wales. Not all of the findings/recommendations are applicable to Swansea Bay University Health Board, however this paper presents the Health Board's management response to the further recommendations contained within the follow up report.		
Key Issues	As part of the follow up interview between internal audit and Health Board senior officers in May 2019, the Health Board was able to demonstrate that good progress had made since the original recommendations in 2017/18. This progress has been reflected in the draft follow up audit report. The Health Board's further management response contained in this report, describes additional actions, that are being implemented to improve hospital handover and patient flow arrangements, in association with WAST and other partners. The report's medium priority recommendations seek to address the avoidable conveyance of patients to emergency departments (ED), to develop pathways of care that bypass the Emergency department, that implement initiatives to improve patient flow across the Unscheduled care system, and to make improvements in the recording of the patient handover between WAST and the emergency department.		

	The low priority recommendation seeks to ensure systems are in place to support the nutrition, hydration and continence needs of patients affected by handover delays – and that these are recorded.			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	☒	☐	☐	☐
Recommendations	The Audit Committee is asked to note the Health Board's management response to the follow up WAST Internal Audit Report on the Handover of Care at Emergency departments.			

HANDOVER OF CARE AT EMERGENCY DEPARTMENTS: WAST INTERNAL AUDIT REPORT

1. INTRODUCTION

A WAST follow up internal audit review assessed compliance with the 'NHS Wales Hospital Handover Guidance' across all Health Boards in Wales, with a focus on compliance with pathways of care and hospital handover. This paper presents Swansea Bay University Health Board's management response to the latest recommendations contained within the follow up audit report.

2. BACKGROUND

The follow up review of the Handover of Care at Emergency Departments was completed in line with the Welsh Ambulance Services NHS Trust ('WAST') 2018/19 Internal Audit Plan.

The follow up review engaged all six health boards included in the scope of the original 2017/18 audit with the exception of Cardiff & Vale University Health Board, where permission to engage was not received. It should be noted that this follow up review was performed prior to the restructure of Cwm Taf and Abertawe Bro Morgannwg University Health Boards and the renaming as Cwm Taf Morgannwg and Swansea Bay University Health Boards respectively.

The purpose of the review was to assess whether health boards have taken appropriate action in response to the findings raised following the Handover of Care at Emergency Departments review in 2017/18 where internal audit gave an opinion of 'limited assurance'. The Health Board's internal audit committee received the original WAST audit report on 31st July 2018, alongside the Management response to the recommendations.

A follow up review was subsequently included in the WAST Internal Audit Plan, and all six health boards that have Emergency Departments were engaged in the fieldwork of the review. The draft report was issued to the six health boards for a response to relevant recommendations in late June 2019. Powys Health Board was excluded from the review, as it does not manage any Emergency Departments.

The findings of the draft WAST follow up Audit Report may be found in Appendix 1.

It must be noted that not all of the findings/recommendations are applicable to Swansea Bay University Health Board. However in response to the follow up recommendations within the report, a further set of actions have been agreed in response to each further recommendation, and these are detailed within the management response (below).

With the exception of recommendation 7 on the clinical triage of patients with a delayed handover, which is only applicable to Cardiff and Vale UHB, Swansea Bay UHB has been to demonstrate that further progress has been made in all the remaining recommendations since the initial audit was undertaken.

Oversight of the improvement actions in Swansea Bay UHB is undertaken by the Health Board's Unscheduled Care Supporting Delivery Board.

3. GOVERNANCE AND RISK ISSUES

The findings of the draft WAST follow up Audit Report may be found in Appendix 1.

It must be noted that not all of the findings/recommendations are applicable to Swansea Bay University Health Board. However in response to the follow up recommendations within the report, a further set of actions have been agreed in response to each further recommendation, and these are detailed within the management response (below).

With the exception of recommendation 7 on the clinical triage of patients with a delayed handover, which is only applicable to Cardiff and Vale UHB, Swansea Bay UHB has been to demonstrate that further progress has been made in all the remaining recommendations since the initial audit was undertaken.

4. RECOMMENDATION

The Audit Committee is asked to note the Health Board's management response to the follow up WAST Internal Audit Report on the Handover of Care at Emergency departments.

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	☒
	Co-Production and Health Literacy	☐
	Digitally Enabled Health and Wellbeing	☐
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	☒
	Partnerships for Care	☒
	Excellent Staff	☒
	Digitally Enabled Care	☐
	Outstanding Research, Innovation, Education and Learning	☐
Health and Care Standards		
(please choose)	Staying Healthy	☒
	Safe Care	☒
	Effective Care	☒
	Dignified Care	☒
	Timely Care	☒
	Individual Care	☒
	Staff and Resources	☐
Quality, Safety and Patient Experience		
The purpose of the review was to assess whether health boards have taken appropriate action in response to the findings raised following the Handover of Care at Emergency Departments review in 2017/18 where we gave an opinion of 'limited assurance'		
Financial Implications		
There are no additional financial implications identified in the report.		
Legal Implications (including equality and diversity assessment)		
There are no legal implications contained within this report. However, specific impact, where relevant, will have been considered within individual reports referenced within this update.		
Staffing Implications		
There are no particular staffing implications highlighted in this report.		
Report History	Handover of Care at Emergency Departments review in 2017/18	
Appendices	Appendix 1 - Handover of Care at Emergency Departments Follow-up Health Board Related Recommendations Appendix 2 - Swansea Bay University Health Board Management Response October 2019	