



GIG  
CYMRU  
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WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd Dros Dro/ Interim Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Tracy Myhill**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 1<sup>st</sup> August 2019  
Ein Cyf / Our Ref: 19-F-035

01639 648363

FOIA.Requests@wales.nhs.uk



Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR



I refer to your Freedom of Information Act Request acknowledged by ourselves on 25<sup>th</sup> June 2019. I apologise for the delay in responding. I also acknowledge your further correspondence to me dated 20<sup>th</sup> July 2019.

If you still have any questions regarding the FOIA information that has been forwarded to you, I would be happy to meet with you to discuss.

This request sought information relating to complaints and serious incidents.

**1. The names of all the members of the Swansea University Health Board and address for correspondence for the Board members.**

The names of our Board members and address for correspondence are published on our website: <https://sbuhb.nhs.wales/about-us1/swansea-bay-uhb/?CFID=6e2b5e24-12e4-4ab9-b503-fb367f37755a&CFTOKEN=0>

**2. The complaints procedure adopted by the Health Board for how members of the public can make complaints against members of staff including the Chief Executive.**

Please find attached.

**3. The target time for the response to correspondence adopted by the Health Board.**

A serious incident is defined as an incident that occurred in relation to NHS funded services and care resulting in:

- The unexpected or avoidable death of one or more patients, staff, visitors or members of the public.



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

- Severe/permanent harm to one or more patients, staff, visitors or members of the public or where the outcome requires life-saving intervention or major surgical/medical intervention, or will shorten life expectancy or result in prolonged pain or psychological harm.
- A Never Event
- A scenario that prevents or threatens to prevent an organisations ability to continue to deliver healthcare.
- Allegations of incidents of physical or sexual assault or abuse.
- Loss of confidence in the service, adverse media coverage or public concern about a healthcare of organisation.

If the incident is declared a 'Serious Incident' (SI) then it is reported to Welsh Government (WG) within 24hrs, or when practicably possible.

A strategy meeting is held within 3-5 working days as per protocol by the unit directors and relevant senior staff and the nominated SI investigator. The scope of the investigation is discussed along with any relevant safeguarding concerns which if there are any are reported to safeguarding immediately so that the link is established for the investigation, and noted on our systems.

Identification of persons involved in the incident and any key stakeholders are highlighted at the strategy meeting, along with any local patient safety alerts where applicable. External reporting requirements are also discussed and arranged if necessary.

Clinical and nursing advisors are appointed to assist the investigator.

The SI investigator then constructs a tabular timeline of the events, and general enquiries are made along with reviewing of case notes. Witness accounts are also sent out to relevant staff to complete within 10 working days, and dates for the Learning Event are sent out (usually within 6 weeks of WG notification).

The learning event enables staff involved in the incident to talk through what happened and help to identify learning points.

After the learning event any follow up enquiries are undertaken before the final draft of the report is completed, within 50 working days of notification to WG.

Final draft report sent out for scrutiny and sign off process with unit medical/nursing directors and a corporate lead. Once signed off the report and closure form is sent to WG within 60 working days.

After WG closure there is a clinical incident learning brief whereby the learning points from the incident are discussed and to also get feedback on the action plan and the outcomes.

#### **4. The average response time for replying to correspondence in 2019.**

We have assumed by your question that you are referring to complaint letters. The Welsh Government target is 75% for responding to complaints within 30 working days. In 2018/19 the Health Board responded to 83% of complainants within 30 working days, and during 2017/18 it was 78%.

#### **5. The average time for the Health Board to produce and supply a copy to families of a serious incident report in 2016, 2017, 2018 and 2019 to date.**



The Welsh Government target is 80% for responding to Serious Incidents (SIs) within 60 working days. In 2018/19 the Health Board responded to 72% of SI's within 60 working days, and during 2017/18 it was 95%.

**6. The number of serious incident reports which took longer than 60 working days to produce in 2016, 2017, 2018 and 2019 to date.**

This information is not held. We do not record how long it would take for a serious incident report to be produced.

**7. The number of serious incidents reported to Welsh Government by the Health Board annually for the last 5 years.**

<b>Year</b>	<b>No: of SI's reported to WG</b>
2016	221
2017	270
2018	289
2019 to date (02.07.2019)	157

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger  
**Director of Corporate Governance**

