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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: 8th July 2019
Ein Cyf / Our Ref: 19-E-028

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✉ 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 30th May 2019.

Your letter dated 16th May 2019, had two attachments. A letter dated 31st January 2019 and also a letter dated 9th May 2019.

Contained within your letter of the 31st January 2019 was a request for information, which is as follows:

1. Copies of existing protocols on the prevention of unnecessary allergic reactions to patients

Please find attached the Policy on Prescribing, Supply, Ordering, Storage, Security, Administration and Disposal of Medicines. Section 2.4 details a section on allergies.

2. The clinical governance arrangements for the review of errors/mistakes regarding the administration of drugs. Please include the arrangements for the notification of allergic reactions by medics caused by errors in prescribing. Are these notifications kept centrally? Are they investigated? Are protocols reviewed and changed as a result? Who monitors this data? What are the range of options open to the Board? (e.g. training, warnings, disciplinary action)

All notifications would be kept centrally by the Health Board on our internal reporting system called Datix. All incidents reported onto Datix would be investigated. Once an incident investigation is completed, if learning/failings are identified then yes, protocols are reviewed and changed as a result.



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

Intelligence on incidents is available from a number of sources, including reviews at the Units Quality and Safety Committees and by the Health Board's Medicines Safety Group.

Any changes in policy would be reviewed by the Health Board's Medicines Policy group and endorsed by the Medicines Management Operational Board. Reflection/training are appropriate along with Health Board Disciplinary Policy dependant on the outcome of an investigation.

3. A copy of the Boards complaints procedure.

Please find attached.

4. Details of mis-prescribing within the Board's Care system?

This information would be provided in 3a below.

5. Are such instances of mis-prescribing caused by pressure of work/lack of resources?

We can confirm that of the investigations that have been concluded and closed that none were for mis-prescribing caused by pressures of work/lack of resources.

6. The address of the NHS Ombudsman.

Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ

Letter dated 9th May 2019

Contained within your letter dated 9th May 2019, the following questions - Q3, Q4, Q5, Q6, Q7, Q8, Q11, Q12, Q14 and Q15 cannot be answered under the remit of Freedom of Information as this is considered personal information and is therefore exempt under the FOI Act.

However, Nicola Anthony who is the Quality & Safety Lead at Morriston Hospital will be responding to these questions in separate correspondence to you.

We can however answer the following questions:

1a. Copies of written clinical governance procedures

The procedures for appropriate documentation of allergy status are described in the Health Board's medicines policy (as described in question 1 above) -

- a) For identifying patients with allergies**
- b) Arrangements for recording allergies within patients notes**
- c) For readily identifying patients with allergies to medics**
- d) Arrangements for reporting patient allergic reactions**
- e) For reporting mis-prescribing**
- f) For collating and recording incidents of mis-prescribing**
- g) For reporting information in (f) to the Welsh Government**



2a. How does the information in 1 inform reviews of clinical governance arrangements?

See medicines policy above – Q1

3a. 3(f) Please supply the monthly totals of mis-prescribing incidents within the Health Board over the last 5 years. You clarified on the 8th June 2019 that you wanted this data going back to May 2014.

Please find attached.

9a. Please supply details on the checks undertaken by the Health Board on medics before they are employed.

All Medical Staff appointed by the Health Board are subject to employment checks in line with NHS Standards which include Professional Registration and Qualification, Right To Work, Work Health Assessment, Criminal Records, Identity, Employment History and References

10a. (i) What professional appraisal systems are in place to check the quality of work and performance of medical staff?

The Medical Appraisal and Revalidation System (MARS) is used by all Health Boards in Wales

(ii) What support is offered to staff who are considered to be falling below acceptable standards?

Mentoring, Retraining within or outside the Health Board, Additional Supporting Professional Activities Time in Job Plans

(iii) Please supply a copy of the written appraisal scheme.

Please find attached.

13a. What system does the Health Board use to ensure the continuous development of staff? Please supply copies of any scheme.

Supporting Professional Activities is built into job plans which can be used for CPD activities along with study and Professional leave, it is measured via job plan outcomes and appraisal.

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

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.

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), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.



Yours sincerely



Pam Wenger
Director of Corporate Governance

