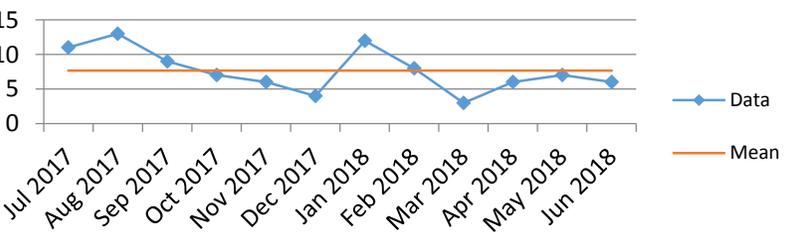


Patient Safety				Patient Experience					Improvement, Risk, Audit and Inspection				
	Reported	Open	Closed	Informal Concerns	Formal Concerns	AM/ Enquiries	Reopened concerns	Redress	Work-plan progress <ul style="list-style-type: none"> • Presentations received on - GDPR, Concerns process, Spot the Sick Patient, SI investigations • Audit underway regarding end of life care 				
Never events	1	1		34	58	22	8	2					
Serious incidents	6	2											
Incidents overdue for review		9		Formal concerns Responded to within 30 working days (%)			84		Risks	Red	Amber	Yellow	Green
Overdue for investigation		52							New	0	0	1	0
Incidents awaiting closure		25		PEAS Contacts			247		Open	14	33	15	3
12 month trend of falls resulting in harm Incidents by Reported (Month and year) 				Friends and Family Returns			Friends and Family % who would recommend		Open risks rated 20 and above <ul style="list-style-type: none"> • PPSU lifespan Morriston • Singleton walk in refrigerators • Risk of harm from misplaced NG tubes • FUNB NRU • FUNB Respiratory • FUND Diabetology and endocrinology • Appropriate temperature for medicines storage • PTS lifespan 				
				9002			98%						
Pressure Damage	Reported	Closed as avoidable		All Wales Survey Returns (Q4)			Overall satisfaction of 9/10 or above (%)		Inspecting agency	Service Area	Plan Developed?		
Grade1, 2 and STDI	10	6		645			81%		HFEA in Q4	WFI	Plan developed and agreed by HFEA,		
Grade 3+	1	1											
Hot Spots <ul style="list-style-type: none"> • Device related pressure damage Ward D • Delayed WAST transfers from MIU 				Hot Spots <ul style="list-style-type: none"> • Communication in MIU • Patient information in WFI 					Hot Spots <ul style="list-style-type: none"> • FUNB improvement work on going 				
Learning <ul style="list-style-type: none"> • Unit dashboard for overdue incident successful in reducing numbers 				Learning <ul style="list-style-type: none"> • 'Teas with PEAS on all wards • Early resolution meetings in WFI reducing concerns 					Learning <ul style="list-style-type: none"> • Good practice in Spot the Sick Patient 				