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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	12 December 2019	Agenda Item	3.3
Report Title	Patient Experience Report		
Report Author	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Report Sponsor	Gareth Howells, Director of Nursing & Patient Experience		
Presented by	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Freedom of Information	Open		
Purpose of the Report	This report (attached as Appendix 1) provides information on Patient Feedback and Experience, what it means and how we are using it to improve the service. Included within this report is the current performance of our Service Delivery Units and learning.		
Key Issues	<p>The key issues to note since the Committee met in October 2019 are:</p> <ul style="list-style-type: none"> • The inpatient discharge feedback rate in September 2019 was 19.5% against a target of 35%. • The lowest scoring areas for the % who would highly recommend the service to Friends & Family using the Friends & Family returns for April 2019 – October 2019 is set out on page 3 with the main themes identified from the feedback. • During the period 359 formal complaints were made. Last year for the same time period we received 361. • The Health Board's performance against the 30 working day target was 84% for the month of August 2019, achieving the 75% Welsh Government target. <p>The Health Board is non-compliant with three Patient Safety Solutions, details of which are provided on page 13.</p>		
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the report and the learning and improvement that is being implemented as a consequence of patient experience feedback and learning from events; • Support the ongoing development of this report and approach on patient experience by 		

	providing feedback from the Quality and Safety Committee.
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Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input type="checkbox"/>
	Effective Care	<input type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input type="checkbox"/>
	Staff and Resources	<input type="checkbox"/>
Quality, Safety and Patient Experience		
This report sets out performance against patient experience measures and actions being taken to improve the services that we provide.		
Financial Implications		
No implications to note.		
Legal Implications (including equality and diversity assessment)		
No implications for the Committee to note.		
Staffing Implications		
No implications for the Committee to note.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
No implications for the Committee to be notified of.		
Report History	Reported previously to the August Quality and Safety Committee.	
Appendices	Appendix 1 – Patient Experience Report October 2019	