



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>24 May 2022</b>	<b>Agenda Item</b>	<b>4.2</b>
<b>Report Title</b>	Patient Experience, Risk & Legal Services Report		
<b>Report Author</b>	Sue Ford, Interim Head of Patient Experience, Risk & Legal Services		
<b>Report Sponsor</b>	Hazel Lloyd, Interim Director of Corporate Governance		
<b>Presented by</b>	Sue Ford, Acting Head of Patient Experience, Risk & Legal Services		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of this report is to provide the Committee with an update against the work of the Patient Experience, Risk & Legal Services Department.		
<b>Key Issues</b>	<p>Key issues to highlight include:</p> <ul style="list-style-type: none"> <li>• <b>Patient Feedback</b> – For the month of April there were 3,133 Friends and Family survey returns which resulted in 89% of people stating they would highly recommend the Health Board to Friends and Family. This score decreased by 1% compared to March 2022 where the recommendation score was 90% and returns were 3,353.</li> <li>• <b>Compliments</b> – 41 recorded for April 2022.</li> <li>• <b>Complaints</b> – The Health Board received 162 complaints during the month April 2022 – full details on Page 11 of <b>Appendix 1</b>.</li> <li>• The Health Board recorded 64% performance against the 30 working day target in February 2022. This is below the Welsh Government Target of 75%, this is likely to be due to the increase in COVID cases and staff shortages within the Health Board. Discussions have been held with the Service Groups in relation to the reasons for low performance and this will continue to be monitored by the Corporate Complaints Team.</li> </ul> <p><b>Never Events</b> - No new Never Events have been reported or closed since the last report.</p> <ul style="list-style-type: none"> <li>• <b>Risk Management</b> – The April HBRR currently contains 39 risks, of which 21 have risk scores at, or above, the Health</li> </ul>		

	Board's current appetite of 20. Four of these have risk scores of 25. Further details are at Page 24 of <b>Appendix 1</b> .			
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Recommendations</b>	Members are asked to: <ul style="list-style-type: none"> <li>• <b>NOTE</b> the contents of the report</li> </ul>			

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> <i>(please choose)</i>	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	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"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
<b>Health and Care Standards</b>		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
The patient experience, incidents and complaints have been reviewed by the Units Quality & Safety Teams to take forward any learning to mitigate recurrence.		
<b>Financial Implications</b>		
Financial implications will be assessed following completion of the investigations.		
<b>Legal Implications (including equality and diversity assessment)</b>		
Investigation are ongoing in relation to the incident and complaints and will be managed in accordance with the Civil Procedure Rules of the NHS Concerns, Complaints and Redress Arrangements Wales Regulations 2011		
<b>Staffing Implications</b>		
Staff in the Patient Feedback Team changed their work pattern to respond to the timeliness required in relation to the Covid-19 complaints working a 7 day rota 9 – 5pm.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
No implications for the Team to be notified of.		
<b>Report History</b>	<ul style="list-style-type: none"> <li>• Bi monthly to the Q&amp;S Committee</li> <li>• Monthly to the Q&amp;SGG</li> </ul>	
<b>Appendices</b>	<ul style="list-style-type: none"> <li>• Appendix 1: Patient Experience, Risk &amp; Legal Services Report</li> </ul>	