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WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>25 October 2022</b>	<b>Agenda Item</b>	<b>4.3</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, 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 a quarterly 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>• The Patient Experience, Risk &amp; Legal Services Team have developed a new quarterly report for the Committee. The report covers Complaints, Compliments, Incidents, Ombudsman and Patient Experience and is attached as <b>Appendix 1</b>.</li> <li>• The Health Board has seen a decrease in complaints performance over the last few months. During July 2022, the Health Board's performance was 64% which is below the Welsh Government target (75%) for responding to complaints within the agreed timescale. The Corporate team are working closely with the Service Groups to monitor and increase performance. Communication training from the Ombudsman has been well attended by nursing and medical staff. Positive feedback received from all recent sessions.</li> <li>• The Health Board received 540 complaints in quarter 2 (Q2) of 2022/23 (July, August, September). This compares with 547 complaints in quarter 1 (Q1) of 2022/23 (April, May, June). The totals include complaints received and managed via either formal, early resolution and any re-opened complaints. Graph 1 provides a long-term view of complaints received per month. Further details on complaints and themes can be found in <b>Appendix 1</b> Pages 4-11.</li> <li>• As part of the Health Board's focus on Urgent Care, Planned Care and Cancer Services Page 12 on Appendix 1 highlights the complaints performance and themes in these areas.</li> <li>• The complaints, incidents, compliments and patient feedback for each of the Service Groups is summarised from Page 13 on <b>Appendix 1</b>.</li> <li>• Details of Ombudsman cases and the Ombudsman Annual Letter are included in <b>Appendix 1</b> Page 32.</li> </ul>		

<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>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• <b>RECEIVE</b> the quarterly update against the work of the Patient Experience, Risk &amp; Legal Services Department.</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>		
None		
<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>Quarterly to the Q&amp;S Committee</li> </ul>	
<b>Appendices</b>	<ul style="list-style-type: none"> <li>Appendix 1: Patient Experience, Risk &amp; Legal Services Report</li> </ul>	