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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



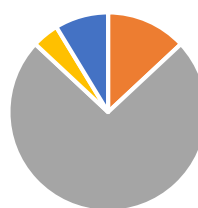
Meeting Date	26 January 2021	Agenda Item	3.3
Report Title	Quality and Safety Patient Experience Report		
Report Author	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Report Sponsor	Pam Wenger, Director of Governance		
Presented by	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Freedom of Information	Open		
Purpose of the Report	The purpose of this report is to provide the Committee with an update against the work of the Patient Experience, Risk & Legal Services Department.		
Key Issues	<p>Key issues to highlight include:</p> <ul style="list-style-type: none"> • Patient Feedback - For the month of December there were 639 Friends and Family online survey returns which resulted in 77% of people stating they would highly recommend the Health Board to Friends and Family which was a 7% decrease from November 2020. • Staff Recognition awards: Using the Friends and Family data the PE team worked with the Staff Experience Team to produce staff recognition award. The award certificates and letter from the Nurse Director congratulated staff on being named and highlighted some of the comments patient had written about them. Staff received an award certificate when they met the criteria and their names were mentioned 6 times or more in a 3 month period on the Friends & Family surveys. This work had been postponed due to the Covid Pandemic and staff worked really hard to get the certificates to staff before Christmas. The comments from managers and staff who have received the award is really positive. Although the numbers were low for this first batch, we feel it will increase with the new feedback system. We are adopting this as a new process to use the data positively and produce more awards through the year. • During the month of December 2020, the Health Board's PALS Teams recorded 234 records on the Datix 		

	<p>system, this compared to a total of 115 contacts for December 2019 – further details on Page 3 of Appendix 1.</p> <ul style="list-style-type: none"> • Compliments – 64 recorded for December. • Complaints – 148 received in December – full details on Page 8 of Appendix 1. • The Health Board recorded 75% performance against the 30 working day target in October 2020. The Welsh Government Target is 75%. The significant decrease in performance in March was due to the current COVID-19 situation with staff in the units being unable to undertake their usual governance roles. The overall performance against this target in 2019/20 was 82%. • A Concerns and Redress review of Mental Health cases was undertaken on the 10th November 2020. A summary of key issues is on Page 11 of Appendix 1. • Never Events - The last Never Event was reported to Welsh Government on the 19th November 2020 (Wrong implant/Prosthesis). Strategy meeting was held on 11th November 2020. • A position update regarding the Once for Wales System is on Pages 17 and 18 of Appendix 1 and identifies a risk to the Health Board in going live with the incident module as the Health Board would lose functionality in comparison to the current system we use. • Healthcare Inspectorate (HIW) Singleton Hospital (Oncology) – The draft report was received on 18 December 2020. The findings are summarised on Page 20 of Appendix 1. Morriston ED The HIW Tier 1 quality check originally scheduled for 8 December 2020, has been postponed until after the New Year, date to be determined. Phase 1 of Maternity Services Review 2019/2020 has been completed and further details can be found on Page 22 of Appendix 1. • Breast Centre, Singleton. Assurance was requested by Independent Members in relation to the low scores for the Friends & Family scores reported to the Committee in November 2020. Appendix 2 provides the comments from the Friends & Family returns completed during April to November 2020. The majority
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of comments are positive and complimentary of the service and the service manager has used all of the feedback to work with staff to look at areas of improvement. A total of 93 returns have been completed of which 48 were good or very good, 31 were neither or don't know and 14 were poor or very poor.

- All Wales Patient Experience questions – further analysis for the October data.

Feel Unsafe - October 2020



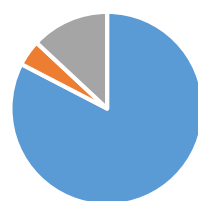
Always Never Sometimes Usually

Feel unsafe

Always	3
Never	17
Sometimes	1
Usually	2

No comments left

Pain Free - October 2020

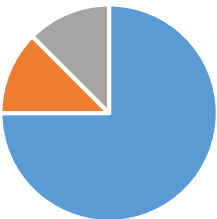


Always Never Usually

Pain Free

Always	19
Never	1
Usually	3

No comments left

	<div style="text-align: center;"> Help Feeding & Drinking  <p>■ Always ■ Sometimes ■ Usually</p> </div> <table border="1" style="margin-top: 10px;"> <thead> <tr> <th colspan="2">Help feeding and drinking</th> </tr> </thead> <tbody> <tr> <td>Always</td> <td>6</td> </tr> <tr> <td>Sometimes</td> <td>1</td> </tr> <tr> <td>Usually</td> <td>1</td> </tr> </tbody> </table> <p>Comments included:</p> <ul style="list-style-type: none"> • Contact was excellent • Lady on phone was polite and helpful. Man in person wasn't. • Stop some patients from smoking in the garden, when they come back in the smell is quite unpleasant • I do have a couple of ideas about including some art on the ward and recycling. • Nurses are superb. 				Help feeding and drinking		Always	6	Sometimes	1	Usually	1
Help feeding and drinking												
Always	6											
Sometimes	1											
Usually	1											
Specific Action Required <i>(please choose one only)</i>	<table border="1" style="width: 100%;"> <thead> <tr> <th>Information</th> <th>Discussion</th> <th>Assurance</th> <th>Approval</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table>	Information	Discussion	Assurance	Approval	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Information	Discussion	Assurance	Approval									
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>									
Recommendations	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the contents of the report 											

Governance and Assurance		
Link to Enabling Objectives (please choose)	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 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"/>
Health and Care Standards		
(please choose)	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"/>
Quality, Safety and Patient Experience		
The patient experience, incidents and complaints have been reviewed by the Units Quality & Safety Teams to take forward any learning to mitigate recurrence.		
Financial Implications		
Financial implications will be assessed following completion of the investigations.		
Legal Implications (including equality and diversity assessment)		
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		
Staffing Implications		
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.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
No implications for the Team to be notified of.		
Report History	<ul style="list-style-type: none"> • Bi monthly to the Q&S Committee • Monthly to the Q&SGG 	
Appendices	Appendix 1: Patient Experience, Risk & Legal Services Report Appendix 2: Breast Care	