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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	29 March 2022	Agenda Item	4.2
Report Title	Patient Experience, Risk & Legal Services Report		
Report Author	Sue Ford, Interim Head of Patient Experience, Risk & Legal Services		
Report Sponsor	Hazel Lloyd, Interim Director of Corporate Governance		
Presented by	Sue Ford, Acting 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 February there were 3,099 Friends and Family survey returns which resulted in 90% of people stating they would highly recommend the Health Board to Friends and Family. This is a 2% decrease from January 2022 where the recommendation score was 92% and returns were 3,395. • Compliments – 57 recorded for February 2022. • Complaints – The Health Board received 177 complaints during the month February 2022 – full details on Page 10 of Appendix 1. • The Health Board recorded 68% performance against the 30 working day target in December 2021. 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. • As requested at the last Committee meeting themes and actions from general complaints are included in Appendix 1 on Page 11. • Never Events - Two Never Events were nationally reported on the 17th February 2022 both relating to wrong site surgery, one in Cardiothoracic and the other in Burns & Plastics. During 2020/21 the Health Board 		

	<p>reported three never events to Welsh Government relating to:</p> <ul style="list-style-type: none"> ➤ Wrong Implant/Prosthesis ➤ Retained Foreign Object – two cases <ul style="list-style-type: none"> • Risk Management The Health Board Risk Register was last presented to the Audit Committee and Board in November 2021. The Board endorsed continuation of the risk appetite score level of 20. This will require further consideration and adjustment/endorsement at its meeting in March 2022. Further details are on Page 20 of Appendix 1. • A position update regarding the Once for Wales System is on Page 26 of Appendix 1. • HIW inspections and update on action plans – full details are provided on this review and inspection action plans on Page 27 of Appendix 1. • The HIW review of 'Patient Discharge from Hospital to General Practice: Thematic Report 2017-2018' is attached as Appendix 2. 			
Specific Action Required (please choose one only)	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	<ul style="list-style-type: none"> • Appendix 1: Patient Experience, Risk & Legal Services Report • Appendix 2: HIW review of 'Patient Discharge from Hospital to General Practice: Thematic Report 2017-2018 	