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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	25 May 2021	Agenda Item	4.4
Report Title	Patient Experience, Risk & Legal Services 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 – The new Patient Experience system, Cirvica, has been implemented during April 2021 and as a result there is very limited feedback. For the month of April 2021. There were 785 Friends and Family online survey returns (the responses are mainly from Gorseinon Max Vaccination Center x 451, Bay Field Mass Vaccination Center x 335) which resulted in 99% of people stating they would highly recommend the Health Board to Friends and Family which was a 12% increase from March 2021. • Civica is in the final stages of set up. This includes adding users and setting alerts, and reports. The F&F and All Wales Surveys are available as an online link only at present. SMS started on 10th May and we are the first Health Board in Wales to go live with Civica and SMS. • During the month of April 2021, the Health Board's PALS Teams recorded 391 records on the Datix system, this compared to a total of 725 contacts for March 2020 - further details on Page 3 of Appendix 1. • Compliments – 94 recorded for April 2021. • Complaints – 200 received in April 2021 – full details on Page 9 of Appendix 1. 		

	<ul style="list-style-type: none"> • The Health Board recorded 80% performance against the 30 working day target in February 2021. The Welsh Government Target is 75%. • Quarter 4 Complaints reported to Welsh Government – full details on Page 8 of Appendix 1. • Never Events - The last Never Event was reported to Welsh Government on the 19th November 2020 (Wrong implant/Prosthesis). • A position update regarding the Once for Wales System is on Page 21 of Appendix 1 and identifies that the system was launched on 7th May 2021. 			
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance	Approval
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recommendations	Members are asked to: <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 	