

Swansea Bay University Health Board
Quality and Safety Committee
Unconfirmed minutes of the meeting held on 24th March 2020
at 11.30am in the Millennium Room, Second Floor, HQ

Present

Martyn Waygood, Interim Vice Chair (in the chair and via Skype)
 Reena Owen, Independent Member (via Skype)
 Jackie Davies, Independent Member
 Maggie Berry, Independent Member (via Skype)

In Attendance

Gareth Howells, Director of Nursing and Patient Experience
 Sian Harrop-Griffiths, Director of Strategy
 Darren Griffiths, Interim Director of Finance (to minute 83/20)
 Richard Evans, Medical Director (via Skype)
 Leah Joseph, Corporate Governance Officer (via Skype)
 Lisa Hinton, Assistant Director of Nursing Infection Prevention & Control (from minute 74/20 to 81/20 via Skype)
 Liz Stauber, Interim Head of Corporate Governance
 Hazel Lloyd, Head of Patient Experience (Via Skype)
 Pam Wenger, Director of Corporate Governance (via Skype)
 Craige Wilson, Deputy Chief Operating Officer (via Skype)
 Chris Morrell, Deputy Director of Therapies and Health Science (via Skype)

Minute**Action**

74/20	WELCOME AND APOLOGIES FOR ABSENCE	
	Martyn Waygood welcomed everyone to the meeting. The following apologies were noted: Neil Thomas, Deputy Head of Internal Audit and Chris White, Chief Operating Officer/ Director of Therapies and Health Science.	
75/20	DECLARATIONS OF INTEREST	
	There were no declarations of interest.	
76/20	MINUTES OF THE PREVIOUS MEETING	
	The minutes of the meeting held on 25 th February 2020 were received and confirmed as a true and accurate record.	
77/20	MATTERS ARISING NOT ON THE AGENDA	
	There were no matters arising.	
78/20	ACTION LOG	
	(i) <u>Enhancing Morriston Hospital's Accident and Emergency waiting room</u> Pam Wenger has had a discussion with Morriston Hospital's Unit Director and Nurse Director whereby charitable funds will need to be	

	considered to enhance the environment at the emergency department, and confirmed she will follow up on this action. (ii) <u>Action deferred due to COVID19</u> Maggie Berry commented that the deferred actions on the action log require a deadline to come to committee. The Committee agreed that September 2020 would be agreed as the timescale.	PW
79/20	WORK PROGRAMME 2019/20	
	Gareth Howells requested that COVID-19 is added to the workplan to monitor the quality and safety risks.	GH
80/20	WORKSHOP ACTION LOG	
	The workshop action log was received and noted .	
81/20	INFECTION PREVENTION CONTROL	
	<p>A report providing an update in relation to infection prevention control was received.</p> <p>In introducing the report, Lisa Hinton highlighted the following points:</p> <ul style="list-style-type: none"> - Morriston Hospital's Outbreak Control Group are revising how frequently it is meeting to monitor the outbreak of resistant bacteria; - Outbreak of extensively antibiotic resistant bacteria related to Ward G continues, involving 2 outbreaks of different multi-drug resistant organisms which has potentially spread to Singleton Hospital. Reduction in elective admissions and elective beds due to the Coronavirus (COVID-19) outbreak; - Decanting areas are available to enable deep cleans as bed availability has increased; - Domestic recruitment process has frozen and a recruitment day has been cancelled due to social distancing, however options are being considered, e.g. interviews via Skype. <p>In discussing the report, the following points were raised: Martyn Waygood requested a domestic recruitment update at the next Quality and Safety Committee. Jackie Davies requested an update on Ward G at Morriston Hospital. Lisa Hinton advised that Neath Port Talbot Hospital has been utilised to provide decanting opportunities. A four day cleaning programme was implemented using Ultraviolet cleaning (UV-C) environmental decontamination, and minor maintenance was undertaken. Reena Owen highlighted an opportunity for future employees who were previously on zero hour contracts that have been terminated since the COVID-19 outbreak, she was pleased that the infection prevention control team are COVID-19 infection control trainers. Lisa Hinton highlighted that the infection control teams have been under pressure but have responded fantastically, and are a credit to the health board.</p>	LH

	<p>Martyn Waygood noted that Pseudomonas Aeruginosa Bacteraemia and Clostridium Difficile remain issues for the health board, however other areas are improving considerably.</p> <p>Martyn Waygood queried how assured can the committee be that personal protective equipment (PPE) is in place. Lisa Hinton advised that a report is due to be received by the incident management group on 24th March 2020 which will provide the health board's exact position. Lisa Hinton detailed that the procurement team are involved, and PPE stock is a national issue. The PPE guidance is frequently changing and has been downgraded slightly as more is being understood about the virus. Staff need to adhere to the guidance, and due to staff becoming anxious there have been occasions where staff have used an inappropriate amount of PPE.</p> <p>Gareth Howells advised that the Assistant Director of Health and Safety is managing consistency of PPE use across the health board. He reflected that infection prevention control needs to be monitored by this committee. Gold command are covering all areas of concern, including staff residence for members who have families at risk if COVID-19 is transmitted. Martyn Waygood noted that it would be helpful to receive a summary of the discussions held by Gold Command.</p> <p>Pam Wenger reflected that there is work to do, however this committee needs to focus on the key quality and safety issues, and added she is happy to work through some of these issues offline, separately to this remote meeting. Martyn Waygood and Gareth Howells confirmed they are both willing to have further discussions with Pam Wenger.</p> <p>Martyn Waygood provided his thanks to the infection prevention control team for their ongoing work.</p>	
Resolved:	The report was noted .	
82/20	UNSCHEDULED CARE UPDATE	
	<p>A report providing an update in relation to unscheduled care was received.</p> <p>In introducing the report, Craige Wilson highlighted the following points:</p> <ul style="list-style-type: none"> - The unscheduled care position has changed following the early effects of COVID-19; - Ward A at Neath Port Talbot Hospital has been utilised to provide 12 beds to alleviate pressure at Morriston Hospital; - There has been a significant reduction in medically fit for discharge patients since January 2020, which in turn has created capacity on sites; - Hospital 2 Home' is in place which is addressing back door issues; - Health board escalation policy is being updated in line with Welsh Ambulance Service Trust's escalation policy; - All sites are currently on level 1, apart from one site which is at level 2; 	

	<ul style="list-style-type: none"> - The falls vehicle is to be recommissioned to provide additional support to transport patients between Singleton and Morriston Hospitals; - Ambulatory Emergency Care Unit to be opened at Morriston Hospital. <p>In discussing the report, the following points were raised: Reena Owen queried where the Ambulatory Emergency Care Unit will be located. Craige Wilson advised that Singleton Hospital has a similar facility, and the Ambulatory Emergency Care Unit at Morriston Hospital has been designed to provide an area where patients can be assessed by acute care physicians, to initiate investigations and ultimately discharge patients. Craige Wilson advised that this unit is a part of the clinical services plan. Maggie Berry queried whether there is a link with the Local Authority to support the flow of patient discharges. Chris Morrell advised that the Local Authority are a part of Gold Command, and 'Hospital 2 Home' and Occupational Therapy have been able to get many patients home with fast access to equipment. Chris Morrell added that families who are at home due to the COVID-19 outbreak are facilitating getting their loved ones home, and the reduction of elective work has increased capacity within teams.</p>	
Resolved:	The report was noted .	
83/20	QUALITY AND SAFETY PERFORMANCE REPORT	
	<p>The quality and safety performance report was received. In introducing the report, Darren Griffiths highlighted the following points:</p> <ul style="list-style-type: none"> - This is a point in time report and the performance measures are direct measures for quality and safety; - Critical care cases are increasing despite government stand down of some clinical areas, and this will be added to the next performance report. <p>In discussing the report, the following points were raised: Gareth Howells reflected that the health board should review what is its normal following the COVID-19 outbreak, and this review should include escalation and tolerance. Martyn Waygood highlighted that many of the red areas within the performance report cannot be ignored, and the committee needs to keep sight of the progress on them. Reena Owen voiced concerns that child and adolescent mental health services (CAMHS) are going to be called upon more frequently, and queried how COVID-19 is going to impact this service as referrals are likely to increase. Craige Wilson advised that he has received information from the CAMHS team that they are thinking of potential issues following the government led lockdown, telephone support has been enhanced with a crisis telephone line being prioritised. CAMHS are liaising with the local authority to provide support to vulnerable children and families.</p>	

	<p>Maggie Berry highlighted that the health board is not in a good position in respect of theatre utilisation. Darren Griffiths advised that 2019/20 was a difficult year in regards to referral to treatment (RTT), however there are now opportunities to rebuild the model and improve the metrics.</p> <p>Gareth Howells advised that many theatres within the units have been transformed into intensive treatment units due to the COVID-19 outbreak.</p>	
Resolved:	The report was noted .	
84/20	PATIENT EXPERIENCE REPORT	
	<p>A report providing an update in relation to patient experience was received.</p> <p>In introducing the report, Hazel Lloyd highlighted the following points:</p> <ul style="list-style-type: none"> - The corporate team are able to work from home, which includes phone call diversions; - Units are being supported by the corporate team when dealing with complaints; - Returns from friends and family feedback are low, and as such the team will only focus on online responses; - The corporate team are in contact with regulators, and flexible table-top investigations have been agreed; - Decisions are being logged in line with good governance; - Welsh Government have provided positive feedback in relation to the friends and family feedback process. <p>In discussing the report, the following points were raised: Maggie Berry queried if there were any lessons learnt and/or a particular theme in the reopened cases. Hazel Lloyd confirmed that a few reopened cases related to complaint handling. the Ombudsman was due to present a complaint handling workshop to colleagues, however due to the current climate this has been cancelled but will be resurrected in the future. Hazel Lloyd added that waiting times have also been a theme within complaints. Martyn Waygood liked the compliment section of the report, but emphasised that Local Safety Standards for Invasive Procedures' (LocSSIPs) need to be standard practice.</p>	
Resolved:	<ul style="list-style-type: none"> - The report was noted. - The ongoing development of this report was supported. 	
85/20	QUALITY AND SAFETY GOVERNANCE ACTION PLAN AND CWM TAF MORGANNWG UNIVERSITY HEALTH BOARD GOVERNANCE REVIEW	
	<p>A report providing an update in relation to the quality and safety governance action plan was received.</p> <p>In introducing the report, Hazel Lloyd highlighted the following points:</p>	

	<ul style="list-style-type: none"> - 19 actions have been completed (40%); - Targets are either April 2020 or June 2020, however as these targets have been set by the health board there is scope for the targets to be extended in light of the unprecedented circumstances. <p>In discussing the report, the following points were raised: Reena Owen noted that the current targets are not crucial at this time. Hazel Lloyd advised that a sense check of the targets is required.</p> <p>Maggie Berry queried if the new clinical outcome group differs from the clinical senate. Richard Evans advised that the function of the senate will change, and this is now an engagement event. The new clinical outcome group will review audits.</p> <p>Pam Wenger advised that Wales Audit Office were due to have a quality governance review in May, however all field work has been stood down. Wales Audit Office are pleased that the action plan is coming through the quality and safety committee, and hopes to see this with other health boards.</p>	
Resolved:	The report was noted .	
86/20	MAJOR TRAUMA NETWORK CLINICAL GUIDELINES	
	<p>A report providing an update in relation to the major trauma network clinical guidelines was received.</p> <p>In introducing the report, Pam Wenger advised that the report has been brought to the committee for completeness following development with the clinical committee.</p> <p>In discussing the report, the following points were raised: Maggie Berry found the report complicated and detailed, she asked if there will be staff training sessions covering any changes of current practices. Richard Evans advised that the guidelines have been developed with reference to best practice, and consistency across health boards is being streamlined.</p>	
Resolved:	The report was noted .	
87/20	<p>EXTERNAL INSPECTIONS TO INCLUDE HUMAN TISSUE AUTHORITY UPDATE</p> <p>A report providing an update in relation to the external inspections report was received.</p> <p>In introducing the report, Hazel Lloyd highlighted the following points:</p> <ul style="list-style-type: none"> - There have been no further inspections; - Morriston Hospital's emergency department and acute medical unit action plan has been returned to Healthcare Inspectorate Wales. <p>In discussing the report, the following points were raised:</p>	HL

	<p>Jackie Davies expected dissatisfaction from prison patients and requested feedback within the next report to provide assurance that improvements are being made. Hazel Lloyd confirmed that the feedback will be within the next report.</p> <p>Reena Owen highlighted that she raised concerns with the environment at Morriston Hospital's Emergency Department (ED) in January and February 2020, and the pace to make small improvements is needed. Martyn Waygood advised that the Head of Fundraising has identified a charitable fund to utilise for the improvement works.</p> <p>Gareth Howells gave assurance that the immediate concerns have been actioned, and this report is specifically related to Healthcare Inspectorate Wales.</p> <p>Maggie Berry had concerns with the levels of hand hygiene at Morriston Hospital's ED, adding that hand hygiene is critical and audit figures need to be 100%. She also said that she would support internal inspections and asked if this could be added into the performance report. Gareth Howells confirmed he would discuss this with Darren Griffiths.</p>	GH
Resolved:	<ul style="list-style-type: none"> - The report was noted. - Feedback from patients within a prison setting to be included within the next report. - Discussion to take place to ascertain how to include the internal inspections within the performance figures. 	HL GH
88/20	ITEMS TO REFER TO OTHER COMMITTEES	
	There were no items to refer to other committees.	
89/20	ANY OTHER BUSINESS	
	There were no items raised in any other business.	
	NEXT MEETING	
90/20	The next meeting is scheduled for 28 th April 2020.	
	MOTION TO EXCLUDE THE PRESS AND PUBLIC IN ACCORDANCE WITH SECTION 1(2) PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960.	