

Health and Care Standards Year End

Self - Assessment 2019 - 2020



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Timely Care

Singleton		Morriston		NPTH		MH & LD		PC & C		Aggregate Score	
18 - 19	19 - 20	18 - 19	19 - 20	18 - 19	19 - 20	18 - 19	19 - 20	18 - 19	19 - 20	18 - 19	19 - 20
3	3	3	3	4	3	4	4	3	3	3.4	3.2
										Final Score	3

Service Delivery Unit Comments

Singleton

Appointment of Crisis Team (CAMHS). The team is fully appointed to support children in crisis within the Acute Care setting such as A&E and Children's Wards across SBU HB and Pathway developed. Implementation of a Health Board wide perinatal service with rapid access to the PRAMS service. Work continues on the Singleton Site to create a Transitional Care Unit. New GP referral service.

Morriston

Challenges and risk directly related to unscheduled care continue to impact on the ability of the Unit to manage planned care. Risk in achieving agreed national and local targets are escalated on a routine basis to Executive colleagues via Unscheduled Care and Planned Care Programmes.

Neath Port Talbot

98.7% achievement of 4 hour target in Minor Injury Unit in February 2020. 100% achievement of 62 day diagnosis to treatment for lung. Referral to Treatment (RTT) targets met at 100% for Endo, Gen. Med, Elderly Care, Rehabilitation and Rheum and Respiratory. RTT met at 100% for Physio, OT and Nutrition and Dietetics. Increase in number of FUNB on 12 month previous.

Mental Health & Learning Disabilities

Performance is monitored via performance review. Performance indicators highlighted in graphs within the evidence portfolio. In 2020-21 the work of the outpatients improvement group and the ongoing implementation of service redesign such as the sanctuary development aim to redefine the timely provision of care in MH services

Community & Primary Care

The Unit is working towards level 4. The Unit has a regular supportive performance meeting to review waiting times with a view to improving.

Scrutiny Feedback

Singleton

Overall score remains at 3 this year which is a fair assessment of the position. Some good work has been done by the unit in specific service areas. Difficulties seen in Ophthalmology are a national issue and are being managed as such within the board. Unscheduled care pressures continue to impact across the footprint.

Morrison

Overall score remains at 3. Unscheduled care pressures pre-Covid-19 continue to be a challenge to the Unit. The Unit does however have robust reporting mechanisms to monitor and escalate when required. Full year-end assessment has not been possible due to the impact of CV-19.

Neath Port Talbot

Unit self-assessed score is 3, however, evidence capture and performance data clearly identify that Unit performance in relation to this standard should be 4.

Mental Health and Learning Disabilities

Unit self-assessed score remains at level 4. Evidence capture could be enhanced with more information around patient feedback to understand their perspective.

Primacy Care and Community

Unit has maintained a score of 3 which appears a reasonable assessment based on the evidence capture. Evidence capture would be improved with more cross reference to performance score-card data and more information about the transformation programme.

Lead Executive Overview

Timely care remained a challenge during the financial year, particularly around the pressures and increased demand on unscheduled care. The position has become more complex in Q4 due to the impact of Covid-19 pandemic, the extent to which will not be fully recognised until later in the 2020/21 performance data.

There has however been recognisable improvements made through the Rapid Access Clinic for USCs in Neath Port Talbot Hospital, setting a gold standard for urgent cancer care, and the introduction of the GP referral process at Singleton. There has been good positive reference to our 'Hospital to Home' initiative which supports the safe discharge of patients.

Despite the constant pressures, we have been able to improve our responsiveness to pathways at the front door to help improve hand-over and off-load delays.

MHLD access is broadly good maintaining a level 4, but NPTH's self-assessment at 3 is not reflective of the positive performance data, and I would score the Unit at level 4. However, as the Health Board remains in targeted intervention for Unscheduled care, RTT and Cancer, the overall score of 3 is reasonable.

Lead Executive Sign Off

A handwritten signature in black ink, appearing to read 'Gareth Smith', is written over a light blue rectangular background.

Director of Nursing and Patient Experience

Date of review 13 May 2020