



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Abertawe Bro Morgannwg  
University Health Board



<b>Meeting Date</b>	18 <sup>th</sup> April 2019	<b>Agenda Item</b>	4.1
<b>Meeting</b>	Quality & Safety Committee		
<b>Report Title</b>	Patient Experience Report		
<b>Report Author</b>	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
<b>Report Sponsor</b>	Cathy Dowling, Assistant Director of Nursing & Patient Experience		
<b>Presented by</b>	Gareth Howells, Director of Nursing & Patient Experience		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	This report provides information on Patient Feedback and Experience, what it means and how we are using it to improve the service. Included within this report is the current performance of our Service Delivery Units and learning.		
<b>Key Issues</b>	<p>The key issues to note since the Committee met in December 2018 are:</p> <ul style="list-style-type: none"> <li>• The inpatient discharge feedback rate in February 2019 was 21.16%. against a target of 35%.</li> <li>• The lowest scoring areas for the % who would highly recommend the service to Friends &amp; Family using the Friends &amp; Family returns for October 2018 – February 2019 is set out on page 3 with the main themes identified from the feedback.</li> <li>• Patient Experience Team presented the work they have completed on patient stories (Toolkit and Sharepoint Site) to the All Wales Chairman's Network.</li> <li>• Patient Experience Team Improvement work priorities for 2018/19 is set out on page 5 and includes patient stories and learning from other organisations</li> <li>• During the period 1<sup>st</sup> October 2018 to 28<sup>th</sup> February 2019, 531 formal complaints were made. Last year for the same time period we received 520 formal complaints that is an increase of 11 formal complaints made this year.</li> <li>• Performance of complaints management is reported</li> </ul>		

	<p>in the Quality and Safety Dashboard Report to the Committee and full details of complaint performance is provided in this report to the Committee. The report highlights that the Health Board's performance against the 30 working day target was 80% for the month of January 2019, achieving the 75% Welsh Government target.</p> <ul style="list-style-type: none"> <li>The Health Board is non-compliant with two Patient Safety Solutions, details of which are provided on page 12-13, and sets out the next actions to be taken to progress compliance.</li> </ul>			
<b>Specific Action Required</b> <i>(please ✓ one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
			✓	✓
<b>Recommendations</b>	<p>Members are asked to;</p> <ul style="list-style-type: none"> <li><b>NOTE</b> the report and the learning and improvement that is being implemented as a consequence of patient experience feedback and learning from events; and</li> <li><b>SUPPORT</b> the ongoing development of this report and approach on patient experience by providing feedback from the Quality and Safety Committee.</li> </ul>			

## PATIENT EXPERIENCE REPORT

### 1. SITUATION

The Patient Experience Report is attached as **Appendix 1** and provides details of the work undertaken from 1<sup>st</sup> October 2018 to 28<sup>th</sup> February 2019, and information on key performance indicators.

### 2. BACKGROUND

The Patient Experience Report has been developed following feedback from Non-Officer Members.

### 3. RECOMMENDATION

Members are asked to;

- **NOTE** the report and the learning and improvement that is being implemented as a consequence of patient experience feedback and learning from events; and
- **SUPPORT** the ongoing development of this report and approach on patient experience by providing feedback from the Quality and Safety Committee.

<b>Governance and Assurance</b>					
<b>Link to corporate objectives</b> (please ✓)	Promoting and enabling healthier communities	Delivering excellent patient outcomes, experience and access	Demonstrating value and sustainability	Securing a fully engaged skilled workforce	Embedding effective governance and partnerships
		✓			✓
<b>Quality, Safety and Patient Experience</b>					
This report sets out performance against patient experience measures and actions being taken to improve the services that we provide.					
<b>Financial Implications</b>					
No implications for the Committee to note.					
<b>Legal Implications (including equality and diversity assessment)</b>					
No implications for the Committee to note.					
<b>Staffing Implications</b>					
No implications for the Committee to note.					
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>					
No implications for the Board to be notified of.					
<b>Report History</b>	Report previously submitted to the December 2018 Committee meeting.				
<b>Appendices</b>	Appendix 1 – Patient Experience Report Oct 2018– February 2019				