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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>25 April 2023</b>	<b>Agenda Item</b>	<b>3.1</b>
<b>Report Title</b>	Patient Experience, Risk & Legal Services Report		
<b>Report Author</b>	Sue Ford, Interim Head of Patient Experience, Risk & Legal Services		
<b>Report Sponsor</b>	Hazel Lloyd, Director of Corporate Governance		
<b>Presented by</b>	Sue Ford, Acting Head of Patient Experience, Risk & Legal Services		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of this report is to provide the Committee with a quarterly update against the work of the Patient Experience, Risk & Legal Services Department.		
<b>Key Issues</b>	<p>Key issues to highlight include:</p> <ul style="list-style-type: none"> <li>• The Patient Experience, Risk &amp; Legal Services Team have continued to develop a new quarterly report for the Committee. The report covers Complaints, Compliments, Incidents, Ombudsman and Patient Experience and is attached as <b>Appendix 1</b>.</li> <li>• The Health Board's target is to respond to at least 80% of formal complaints within the agreed timescale. Welsh Government also issue a target for all Health Board's to achieve at least 75% each month. The Health Board saw an increase in performance last month with 78%. The Corporate team are working closely with the Service Groups to monitor and increase performance.</li> <li>• The Health Board received 586 complaints in quarter 4 (Q4) of 2022/23 (January, February, March). This compares with 478 complaints in quarter 3 (Q3) of 2022/23 (October, November, December). The totals include complaints received and managed via either formal, early resolution and any re-opened complaints. Further details on complaints and themes can be found in <b>Appendix 1 Pages 4-8</b>.</li> <li>• As part of the Health Board's focus on Urgent Care, Planned Care and Cancer Services <b>Page 12</b> on <b>Appendix 1</b> highlights the complaints performance and themes in these areas.</li> <li>• During Q4 of 2022/23 (January, February, March) the Health Board has received 47 complaints from HMP Swansea. Regular meetings have been held with the Prison to discuss and agree the best way forward in regards to recording feedback and complaints received directly by the Prison. Full details are on <b>Page 15 of Appendix 1</b>.</li> </ul>		

	<ul style="list-style-type: none"> <li>Since the 5<sup>th</sup> December 2022, following the Health Board's Acute Medical Services Redesign (AMSR), the new Acute Medical Unit (AMU) has received 16 complaints. 7 of which were received during February. Further details are on <b>Page 17 of Appendix 1</b>.</li> <li>The complaints, incidents, compliments and patient feedback for each of the Service Groups is summarised from <b>Page 20</b> on <b>Appendix 1</b>.</li> </ul>			
<b>Specific Action Required</b> <i>(please choose one only)</i>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>	<b>Approval</b>
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Recommendations</b>	Members are asked to: <ul style="list-style-type: none"> <li><b>RECEIVE</b> the quarterly update against the work of the Patient Experience, Risk &amp; Legal Services Department.</li> </ul>			

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> (please choose)	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	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"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	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"/>	
<b>Health and Care Standards</b>		
(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"/>
<b>Quality, Safety and Patient Experience</b>		
The patient experience, incidents and complaints have been reviewed by the Units Quality & Safety Teams to take forward any learning to mitigate recurrence.		
<b>Financial Implications</b>		
Financial implications will be assessed following completion of the investigations.		
<b>Legal Implications (including equality and diversity assessment)</b>		
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		
<b>Staffing Implications</b>		
None		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
No implications for the Team to be notified of.		
<b>Report History</b>	<ul style="list-style-type: none"> <li>Quarterly to the Q&amp;S Committee</li> </ul>	
<b>Appendices</b>	<ul style="list-style-type: none"> <li>Appendix 1: Patient Experience, Risk &amp; Legal Services Report</li> </ul>	