

## South Wales Spinal Network Issues Log

Sponsor:	SRO	Complied by:	ODN
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Please do not adjust the formatting / layout of this log

**Remember!** An issue is a relevant event that has happened, was not planned, and requires management action

Issue ID	Severity- Moderate, Major, Critical	Description & Impact of Issue	Mitigating Response	Issue Owner (Organisation)	Est. Resolution Date	Escalation required?	Comments & Updates
SWSN.001	Critical	Delayed access to MRI scan has led to delays in diagnosing and treating patients with Cauda Equina Syndrome, which in turn has resulted in suboptimal / poor outcomes for patients. Inadequate provision and convoluted clinical pathways for CES.	All Health Boards should ensure that there is 24/7 access to MRI scanning available for patients with suspected Cauda Equina. Agreement between local radiology and ED services for streamlined emergency fast tracked MRI pathways.	Spinal Network			<b>15/08/2023-</b> ABUHB, C&VUHB, SBUHB have provided assurance to the Network Implementation Board of 24/7 MRI provision within the Health Board. HDUHB & CTMUHB will be providing an update at the next Network Implementation Board 05/09. <b>05/03/2024</b> - MRI scanning will continue to be discussed in Network Board until issue resolved.
SWSN.002	Moderate	Variation in orthoses used for spinal conditions across South and West Wales. Existing national contract ends in 2021.	Spinal networks should be engaged in the next procurement exercise for orthoses. Standardised Procurement and Education in the Regional Spinal Network	Spinal Network			<b>15/08/2023-</b> SWSN are in the process of establishing a Network Spinal Bracing T&F Group. First meeting scheduled for 12/09. <b>05/03/2024</b> - The Spinal Bracing Clinical Guideline with support orthoses related issues.
SWSN.003	Moderate	Princess of Wales Hospital is based on the boundary between South East and South West Wales, this created a lack of clarity on the referral pathway for patients with an SA postcode, which has resulted in delayed admissions / treatment.	patients in POW secondary care are being referred to UHW. For primary care, postcode should be used in primary care to referral patients to SE, SW regional network	Spinal Network			<b>05/03/2024</b> - No change to issue.
SWSN.004	Major	Delays in repatriating patients with CES impacts on capacity for admitting elective patients.	All Health Boards should ensure that there are beds available to repatriate patients following investigation / surgery	Spinal Network			<b>15/08/2023-</b> SWSN P02 Spinal Hubs Repatriation Policy has been finalised and circulated to organisations for embedding and circulation ahead of launch in September 2023 <b>05/03/2024</b> - There is a repatriation policy within the network. Post code related issues will be addressed by the ODN however nothing has been submitted since SWSN go live. Neurosurgeons from C&V and SB will provide input to advise whether this should remain a moderate issue.
SWSN.005	Major	The oncology service is based on a different site to the surgical service, this will limit the ability to provide an integrated model of care for patients with MSCC.	MSCC co-ordinators recruitment. MSCC/ oncology section of spinal MDT, needs formal job planning. Coordination between Velindre and UHW oncology and spinal units.	Spinal Network			<b>15/08/2023-</b> SWSN in the process of recruiting to two MSCC Coordinators. The posts have been approved by vacancy control panel and are currently with job evaluation. <b>05/03/2024</b> - No change to the issue status. This will be re-reviewed following the MSCC co-ordinators post.
SWSN.006	Moderate	Inability to undertake rapid transfers on a consistent basis due to availability of effective clinical referral information.	Network to develop a digital referral system to monitor referral and the amount of clinical information being provided	Spinal Network			<b>15/08/2023-</b> SWSN developing a digital referral form that will launch when the Network launches in September 2023 <b>05/03/2024</b> - C&V have carried out a trial for the digital referral form.
SWSN.007	Major	SE Wales Regional Spine MDT and Governance meetings to help improve patient care in the SE regional network. This platform would also help to improve communication between the teams.	Sessions to be agreed ie eg 1:6 weeks and factored in as DCC in consultant job planning meetings.	Spinal Network			
SWSN.009	Major	Psychological support for patients with Spinal Cord Injury & CES for patients and the family as per BOAST Guidelines.	Provide for Psychology input to patients. Detail provided in SID 11.	Spinal Network			
SWSN.010	Moderate	Regular GIRFT review of the service to benchmark the service with other hospital around the country ie mainly in England.	Invite GRIFT team for review of services across South Wales	Spinal Network			<b>05/03/2024</b> - There hasn't been a GIRFT review to date.
SWSN.011	Moderate	Limited training and knowledge to assess spinal patients appropriately in primary care resulting in delays in the patient pathway which can result in suboptimal / poor outcomes for patients.	Improved sign posting and guidance on the management of patients with spinal pathologies needs to be provided to primary care .	Spinal Network			<b>15/08/2023-</b> Plans to appoint T&E Lead. Vacancy currently with Vacancy Control Panel for approval. Also the developments of front of elective pathway clinical guideline will support this issue.

SWSN.015	Moderate	Lack of capacity to provide high quality education for lifelong SCI care - the lack of an education programme for staff is putting patients at risk of complications and extending hospital stays. Lack of adequate care may lead to skin breakdown, bowel and bladder complications and Autonomic dysreflexia	To have a formal education programme in place for SCI Care	Spinal Network			15/08/2023- Plans to appoint T&E Lead. Vacancy currently with Vacancy Control Panel for approval.
SWSN.016	Moderate	A lack of clarity on the referral pathway for patients, which has resulted in delayed appointments / follow up.	better defined pathways.	Spinal Network			15/08/2023- SWSN have established a Front of Pathway T&F Group.
SWSN.018	Critical	Inadequate provision and convoluted clinical pathways for CES.	Agreement between local radiology and ED services for streamlined emergency fast tracked MRI pathways.	Spinal Network			15/08/2023- ODN has established a working group with radiology colleagues from each organisation to streamline emergency fast track MRI pathways. 28/11/2023- Clinical guidelines signed off at Network Board. Health Boards to implement locally. 05/03/2024 - FB addressed that there are still issues for patients being referred into SE Wales. A survey of the pathway is in process.
SWSN.019	Moderate	The service does not have access to a commissioned designated interventional neuroradiology service for spinal angiograms and embolisation of spinal AV fistulas/malformations.	Designation of provider for Swansea Bay UHB underpinned by formal commissioning arrangement required for interventional neuroradiology to ensure timely diagnosis and management of ad fistulas / malformations.	Spinal Network			
SWSN.020	Moderate	Lack of SBUHB Spinal surgical access to, and integration with, emergency interventional Neuroradiology for Spinal embolisation prior to MSCC surgery for hypervascular spinal column tumours.	Designation of provider for Swansea Bay UHB underpinned by formal commissioning arrangements required for interventional neuroradiology and subsequent spinal surgery. This may involve commissioning the full pathway in 1 provider (IR an surgery) or just IR. If the latter , it must be supported by robust WAST/ transfer protocols. Agreement on hypervascular clinical guideline	Spinal Network			
SWSN.023	Major	The service receives referrals of variable quality with inconsistent information	Develop and implement a standardised electronic referral form for South West Wales.	Spinal Network			15/08/2023- SWSN developing a digital referral form that will launch when the Network launches in September 2023
SWSN.024	Major	Lack of adherence by the network to MTN secondary transfer pathways	MTN have developed a working plan to address this incl. improving pathway awareness, communication and adherence to principles of automatic acceptance	Spinal Network			15/08/2023- SWSN ODN engaging with South Wales Trauma Network to ensure both SWTN CG14 and SWSN CG02 align.
SWSN.026	Major	There is ambiguity regarding which speciality is responsible for management of infection e.g.. Psoas abscess. Medics vs Ortho vs spinal.	CRG review	Spinal Network			05/03/2024 - A guideline will be drafted in 2024.
SWSN.027	Moderate	There is a lack of standardised use of StarT back screening tool- due to IT inadequacies, and a lack of physiotherapy resource to implement.	enhance IT systems and physio resource for CMATS	Spinal Network			05/03/2024 - This is within the Front of Pathway document.
SWSN.029	Moderate	Patients in a specialist SCI centre should have access to speech and language therapy - especially for higher level SCI with swallow difficulties or complications post tracheostomy.	Requirement of addition of Speech and Language therapy sessions	Spinal Network			15/08/2023- SWSN to engage with WSCIRC to look at what resources available, against what resources are required.
SWSN.030	Moderate	SCI patients need regular urology input for cystoscopy, assessment of bladder management - most SCI patients have bladder issues, and timely surgery for SPC etc. to reduce risk of UTI, renal impairment, improve pt experience.	Need for a fully commissioned Urology service	Spinal Network			
SWSN.031	Moderate	Since commencement of MTN, the ODN has noted lack of ASIA charting being performed routinely in SWW for pts with Neurological deficit.	Cascade training to allied health in SWW, WWG in particular where there will need to be formally resourced and commissioned spinal area/ ward.	Spinal Network			15/08/2023- SWSN ODN engaging with South Wales Trauma Network to look at how completion of ASIA charts can be monitored.
SWSN.032	Moderate	Lack of consistent spinal outreach from the SCIC (Rookwood) to neighbouring HBs within 5 working days of request – this is therapy and nursing support and is a MTN quality indicator which we are not meeting.	pick up as part of broader outreach as part of spinal service development.	Spinal Network			15/08/2023- SWSN to engage with WSCIRC along with involvement into the All-Wales Rehabilitation Network.
SWSN.033	Major	Variability of communication at the point of trauma spinal referrals, governance and accountability	develop e-referral systems	Spinal Network			15/08/2023- SWSN developing a digital referral form that will launch when the Network launches in September 2023
SWSN.034	Moderate	Inability to undertake rapid transfers on a consistent basis due to bed availability.	Demand and capacity exercise to be undertaken within each organisation	Spinal Network			
SWSN.035	Moderate	Inability to undertake rapid transfers on a consistent basis due to theatre and staff availability.	Demand and capacity exercise to be undertaken within each organisation	Spinal Network			