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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	28 July 2020	Agenda Item	4.1
Report Title	Patient Experience and Concerns		
Report Author	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Report Sponsor	Pam Wenger, Director of Governance		
Presented by	Hazel Lloyd, Head of Patient Experience, Risk & Legal Services		
Freedom of Information	Open		
Purpose of the Report	<p>The purpose of this report is to provide the Committee with:</p> <ul style="list-style-type: none"> • Overview of work of the patient experience team and; • concerns management which cover complaints and incidents. 		
Key Issues	<p>The Patient Experience, Risk & Legal Services Team took the following actions to support collection of patient experience, incident reporting and complaints management during the pandemic. The actions included:</p> <ul style="list-style-type: none"> • Patient experience feedback surveys focussed on collecting the experience of patients in hospital or who had just left hospital to help us understand what we could learn from their experience during the Covid outbreak. As a result a number of actions were taken to which included setting up the Amazon Wish list to allow for clean clothing and toiletries to be made available to patients and toiletries. IPad's were made available to allow virtual visiting to take place with relatives and an answer phone service/e-mail was set up to complement existing arrangements within the Units to help communication. • established Covid-19 Short Incident Report Form • Answer phone option to report incidents • New codes for Covid-19 incidents/complaints. • Changed their working pattern in response to the demand and started working 7 days a week 9 – 5pm. • Corporate Patient Feedback Team supported Units to respond to complaints, in particular complaints which were Covid-19 related. 		

	<p>The key issues within the report include:</p> <ul style="list-style-type: none"> • Thank you bulletin No 2: The Covid survey comments have been used to help celebrate the NHS birthday and available as a bulletin on the intranet. • Staff survey. Patient Experience Team built and managed the staff survey for the Directorate of Workforce & OD. To date there have been 1,050 completed surveys from staff. The survey closes 31st July 2020. • Compliments – 71 were recorded in Datix in June 2020. • Complaints – 133 recorded in June 2020. Themes related to communication, treatment, admissions and appointments. The details of the themes have been shared with the Directors of Transformation to inform the essential services work. • Complaints performance, against the target of responding to complaints within 30 working days, in April was 81%, previously 48% in March 2020 against Welsh Government target of 75%. For the period 2019/20 the overall performance was 82%. • Reduction in serious incidents reported linked to the change in criteria by Welsh Government in respect of what constitutes a serious incident during the pandemic. Welsh Government are presently reviewing the serious incident framework and criteria for reporting with stakeholders. • Last Never Event reported to Welsh Government was on 23rd June 2020. 			
<p>Specific Action Required <i>(please choose one only)</i></p>	<p>Information</p>	<p>Discussion</p>	<p>Assurance</p>	<p>Approval</p>
<p>Recommendations</p>	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the contents of the report 			

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	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"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	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"/>
Health and Care Standards		
<i>(please choose)</i>	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"/>
Quality, Safety and Patient Experience		
The patient experience, incidents and complaints have been reviewed by the Units Quality & Safety Teams to take forward any learning to mitigate recurrence.		
Financial Implications		
Financial implications will be assessed following completion of the investigations.		
Legal Implications (including equality and diversity assessment)		
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		
Staffing Implications		
Staff in the Patient Feedback Team changed their work pattern to respond to the timeliness required in relation to the Covid-19 complaints working a 7 day rota 9 – 5pm.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
No implications for the Team to be notified of.		
Report History	<ul style="list-style-type: none"> Covid-19 incidents and complaints have been reported to the Quality & Safety Governance Group. 	
Appendices	<ul style="list-style-type: none"> Patient Experience and Concerns Report. 	