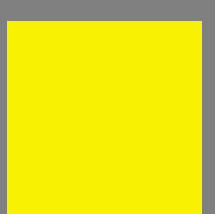
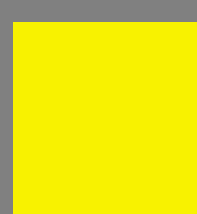
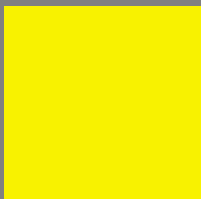




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Patient Safety & Experience Highlight Report

Cwm Taf Morgannwg University Health Board

Reporting Period February 2021





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Introduction

This Patient Safety and Experience Highlight Report provides an 'at a glance' update on the current patient safety and experience landscape within the Welsh Ambulance Services NHS Trust and Cwm Taf Morgannwg University Health Board area. It specifically focusses upon the following key areas:

- Handover delays outside hospital
- Handover delays in excess of 60 minutes
- Average patient final handover time
- Community waiting time for Emergency Vehicles > 6hrs
- Patient waiting time in community > 6 hrs by category
- Immediate Release declined
- Joint Investigation Framework- Appendix B
- Regulation 28- Prevention of Future Deaths
- Patient Experience – Incident feedback
- Outcome of letters of concern raised
- Adverse media attention
- Summary



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Handover Delays Outside Hospital

Hospital Handover Delays by Time Band

Hospital Health Board	Notification to Handover - Delays by Time Band													Grand Total
	<15 mins	15-30 mins	30-60 mins	1-2 hrs	2-3 hrs	3-4 hrs	4-5 hrs	5-6 hrs	6-7 hrs	7-8 hrs	8-9 hrs	9-10 hrs	>10 hrs	
All Health Boards	5,988	3,887	2,439	1,344	558	267	112	43	27	17	5	1	0	14,688
	40.8%	26.5%	16.6%	9.2%	3.8%	1.8%	0.8%	0.3%	0.2%	0.1%	0.0%	0.0%	0.0%	
Aneurin Bevan	329	376	439	321	129	62	34	17	14	9	3	1	0	1,734
	19.0%	21.7%	25.3%	18.5%	7.4%	3.6%	2.0%	1.0%	0.8%	0.5%	0.2%	0.1%	0.0%	
Betsi Cadwaladr	1,019	1,236	770	479	218	114	47	15	7	3	1	0	0	3,909
	26.1%	31.6%	19.7%	12.3%	5.6%	2.9%	1.2%	0.4%	0.2%	0.1%	0.0%	0.0%	0.0%	
Cardiff And Vale	495	677	443	144	46	8	0	0	0	0	0	0	0	1,813
	27.3%	37.3%	24.4%	7.9%	2.5%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Cwm Taf Morgannwg	1,714	480	186	82	37	18	10	3	3	3	0	0	0	2,536
	67.6%	18.9%	7.3%	3.2%	1.5%	0.7%	0.4%	0.1%	0.1%	0.1%	0.0%	0.0%	0.0%	
Hywel Dda	1,145	538	229	163	68	31	7	5	2	1	1	0	0	2,190
	52.3%	24.6%	10.5%	7.4%	3.1%	1.4%	0.3%	0.2%	0.1%	0.0%	0.0%	0.0%	0.0%	
Out of Area	263	301	143	34	8	5	2	0	0	0	0	0	0	756
	34.8%	39.8%	18.9%	4.5%	1.1%	0.7%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Swansea Bay	1,023	279	229	121	52	29	12	3	1	1	0	0	0	1,750
	58.5%	15.9%	13.1%	6.9%	3.0%	1.7%	0.7%	0.2%	0.1%	0.1%	0.0%	0.0%	0.0%	



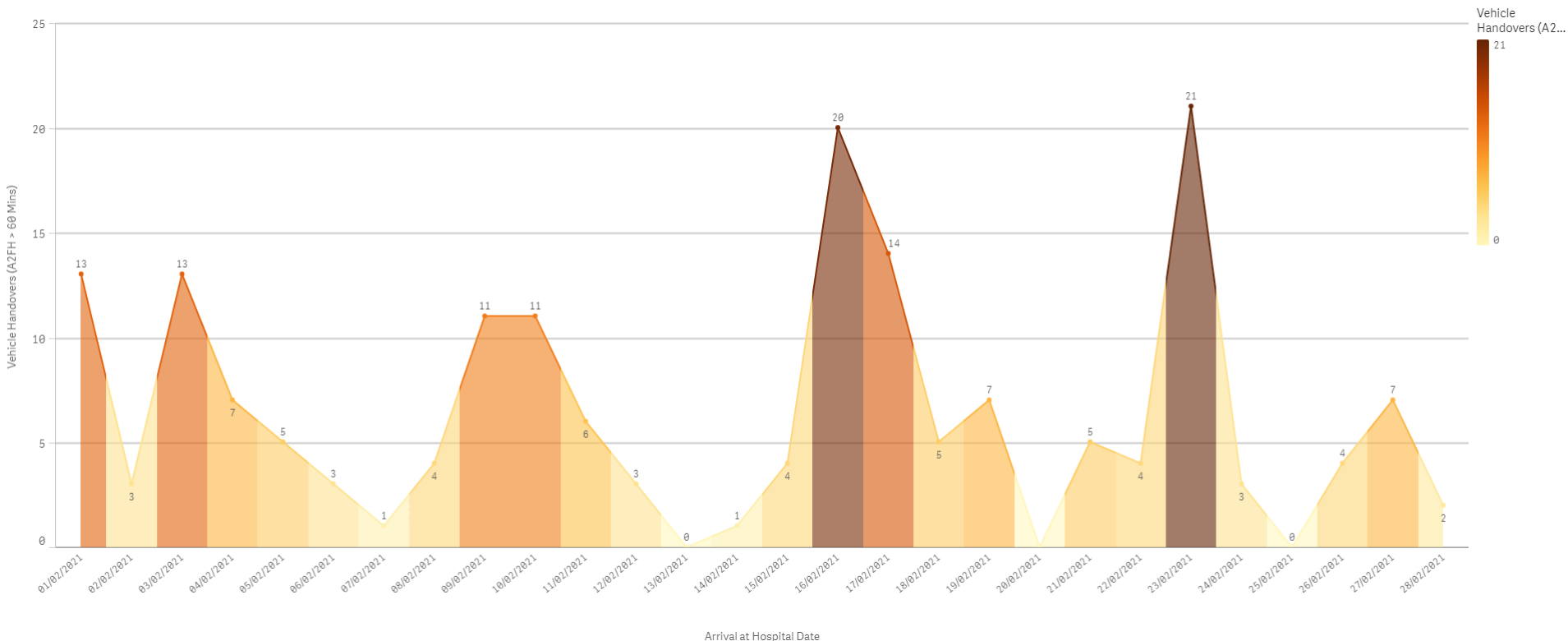
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Handover delays > 60 mins

Trend of No. Patients Waiting > 60 Mins





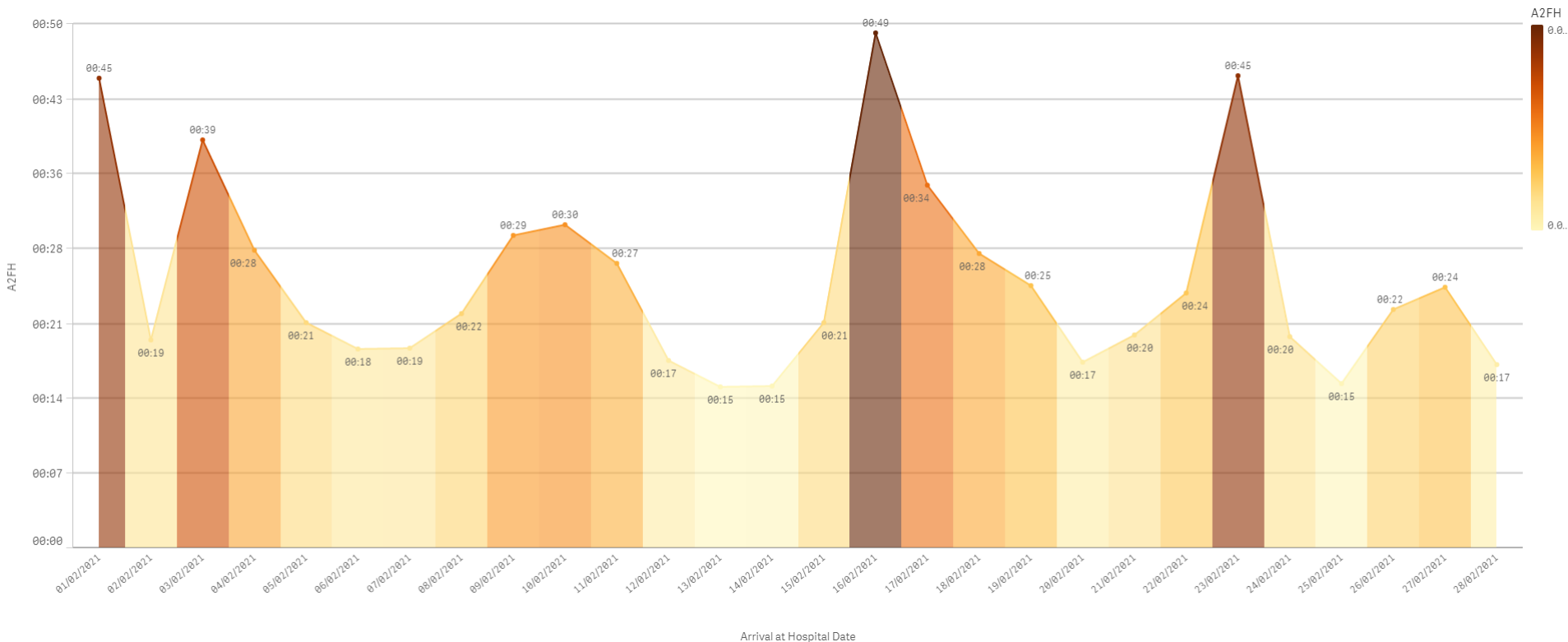
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Average Patient Final Handover Time

Average Patient Final Handover Time by Week Year



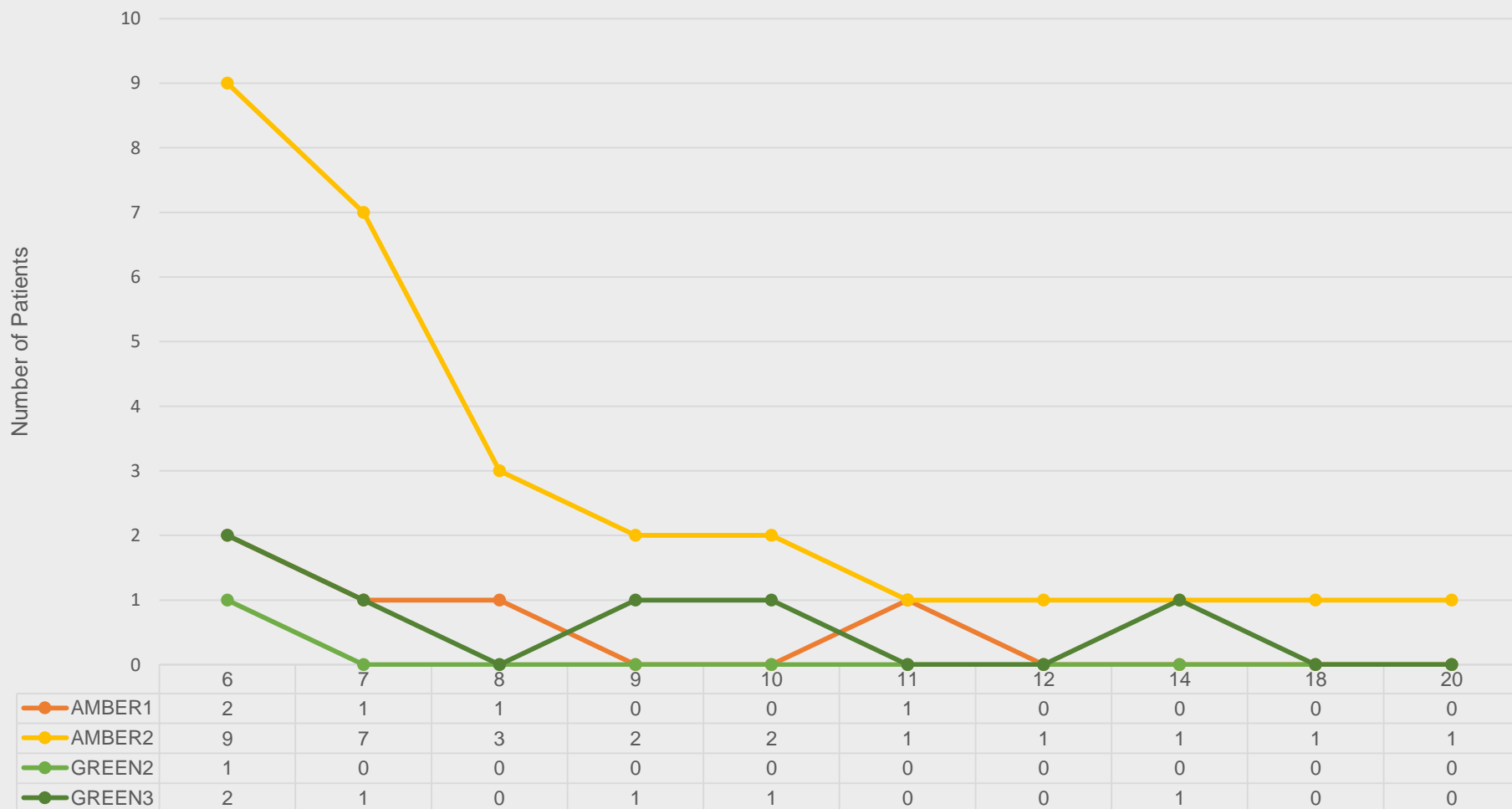


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Community Waiting Time for Emergency Vehicles > 6hrs by Category

Cwm Taf Morgannwg: Number of Patient Waits over 6 Hours by Priority Type Cumulative Position - February 2021





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Patient Waits >6hrs in the Community

Patient Waits in Hours over 6 Hours - Cwm Taf Morgannwg											
Date	6	7	8	9	10	11	12	14	18	20	Grand Total
01/02/21	1	4		2	1						8
02/02/21	2										2
03/02/21	1		1								2
04/02/21		1									1
05/02/21											0
06/02/21			1					1			2
07/02/21											0
08/02/21	1										1
09/02/21		1									1
10/02/21											0
11/02/21											0
12/02/21											0
13/02/21											0
14/02/21											0
15/02/21	3										3
16/02/21	2			1	1	1					5
17/02/21											0
18/02/21					1						1
19/02/21		1				1		1	1	1	5
20/02/21											0
21/02/21	1										1
22/02/21	1	1	2				1				5
23/02/21											0
24/02/21											0
25/02/21	1										1
26/02/21	1										1
27/02/21											0
28/02/21		1									1
Grand Total	14	9	4	3	3	2	1	2	1	1	40



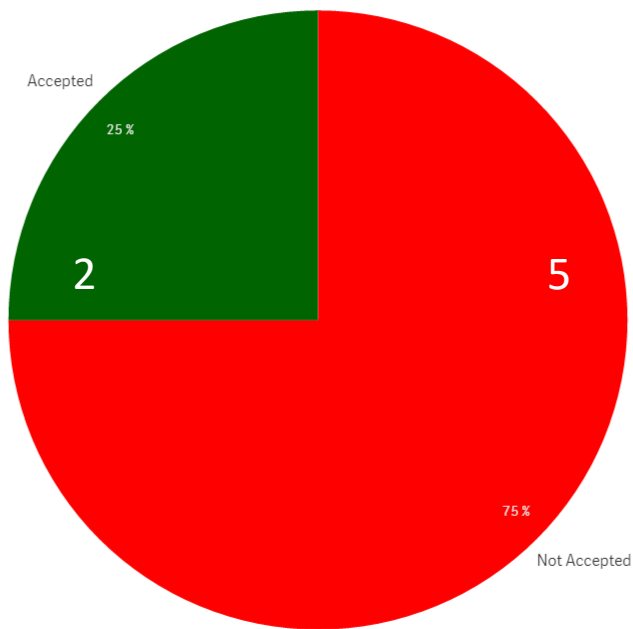
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Immediate Vehicle Release

IVRStatus



Joint Investigation Framework – Appendix b

Joint Investigation Framework – Appendix b (Source: SCIF)

The Joint Investigation Framework includes all Health Boards and Trusts in Wales, and relates to patient safety incidents escalated by The Welsh Ambulance Services NHS Trust (WAST) that have been considered at the Serious Case Incident Forum (SCIF) and where the primary causal factor relates to or as a consequence of Health Board hospital handover delays.

During February there was one incident that was reviewed at the SCIF which met the criteria for the appendix b framework.

Datix ID:

- 56583



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Regulation 28 Prevention of Future Deaths

Regulation 28 (Source: Coroner)

During February the Trust has received no Regulation 28's in relation to hospital handover delays within the Cwm Taf Morgannwg Health Board Area.



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Adverse Media Attention

There has been no negative media coverage about WAST in the CTMU Health Board area in February 2021.

We can see from the data presented, that of the 1,836 handover presentations at Emergency departments within Cwm Taf Morgannwg, 1,566 were outside of the 15 minute notification to handover target time.

In addition to this, 773 patients waited between 1 hour and 10 hours to handover care to Emergency department staff.

During the month of February, 40 patients awaited a primary response in the community between 6 and 22 hours. From the data contained within slide 6, it can be seen that 33 of these patients were in the Amber 1/2 category. These categories include, chest pain, stroke, dyspnoea, overdose, abdominal pain, allergic reactions, unconsciousness (and fainting). Significantly, the chest pain and stroke patients (if confirmed +ve) would by definition have missed the opportunity for clinical intervention such as PPCI and Thrombolysis.

5 patients (0 x A1, 4 x A2, 0 x G2 and 1 x Green3) waited beyond 12 hours to 20 hours for a community response.