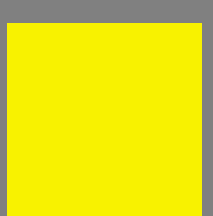
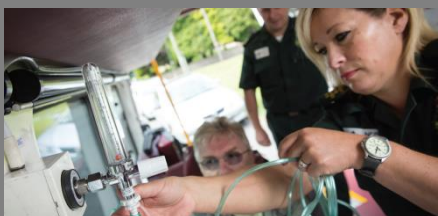
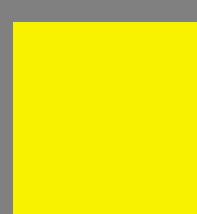
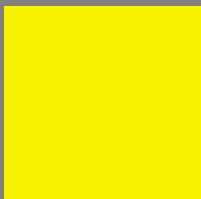




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Patient Safety & Experience Highlight Report

Cwm Taf Morgannwg University Health Board

Reporting Period December 2020





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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:

- Summary
- Secondary Care
- Delayed community responses
- Delayed response impact
- Resource availability
- Joint Investigation Framework – Appendix b
- Regulation 28 and Prevention of Future Deaths
- Adverse media attention
- Patient Experience

We can see from the data presented in the following slides, that following 2,519 handover presentations at Emergency departments within Cwm Taf Morgannwg, 1,539 were outside of the 15 minute notification to handover target time.

In addition to this, 618 patients waited between 1 hour and 10 hours to handover care to Emergency department staff, with an additional 32 patients waiting in excess of 10 hours.

During the month of December, 403 patients awaited a primary response in the community between 6 and 32 hours. From the data contained within slide 8, it can be seen that 342 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.

97 patients (19 x Amber1, 58 x Amber2, 7 x Green2, 13 x Green3) waited beyond 12 hours to 32 hours for a community response.



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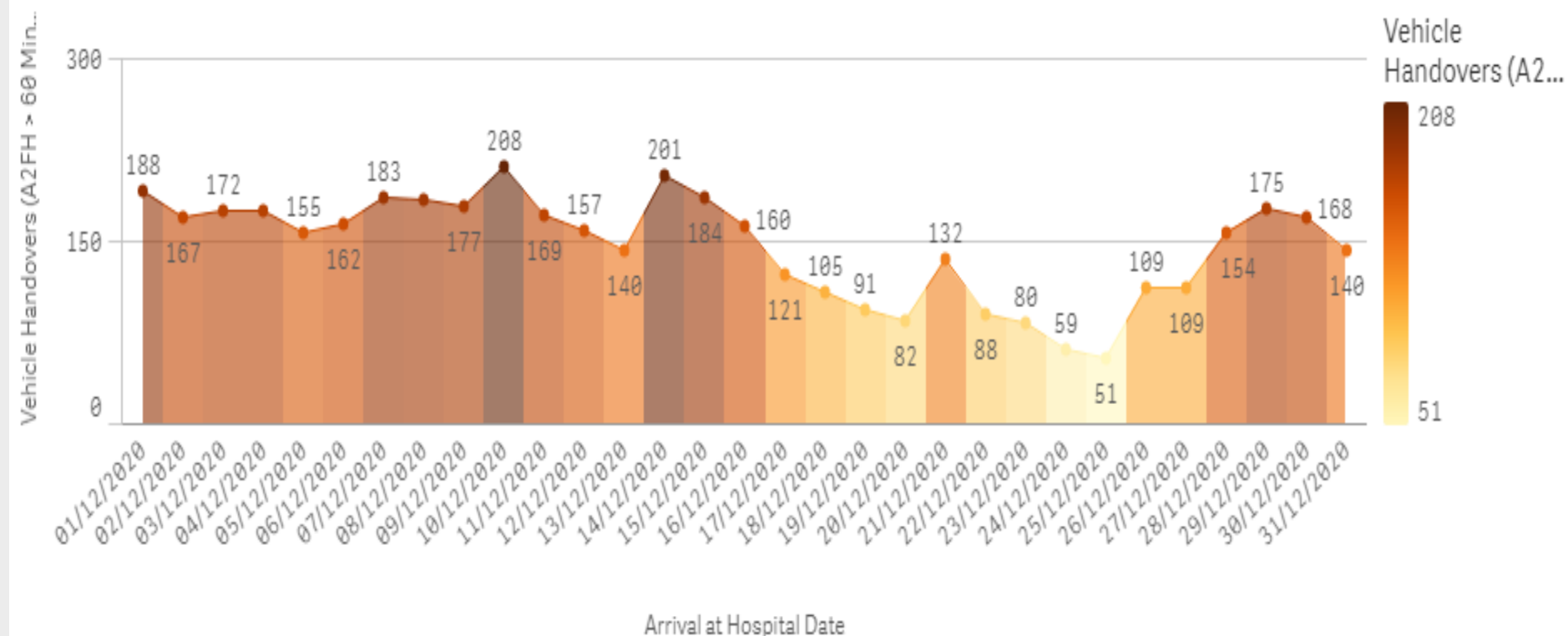
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Secondary Care

Number of Patients Waiting Outside Hospital in Excess of 60 minutes

Trend of No. Patients Waiting > 60 Mins





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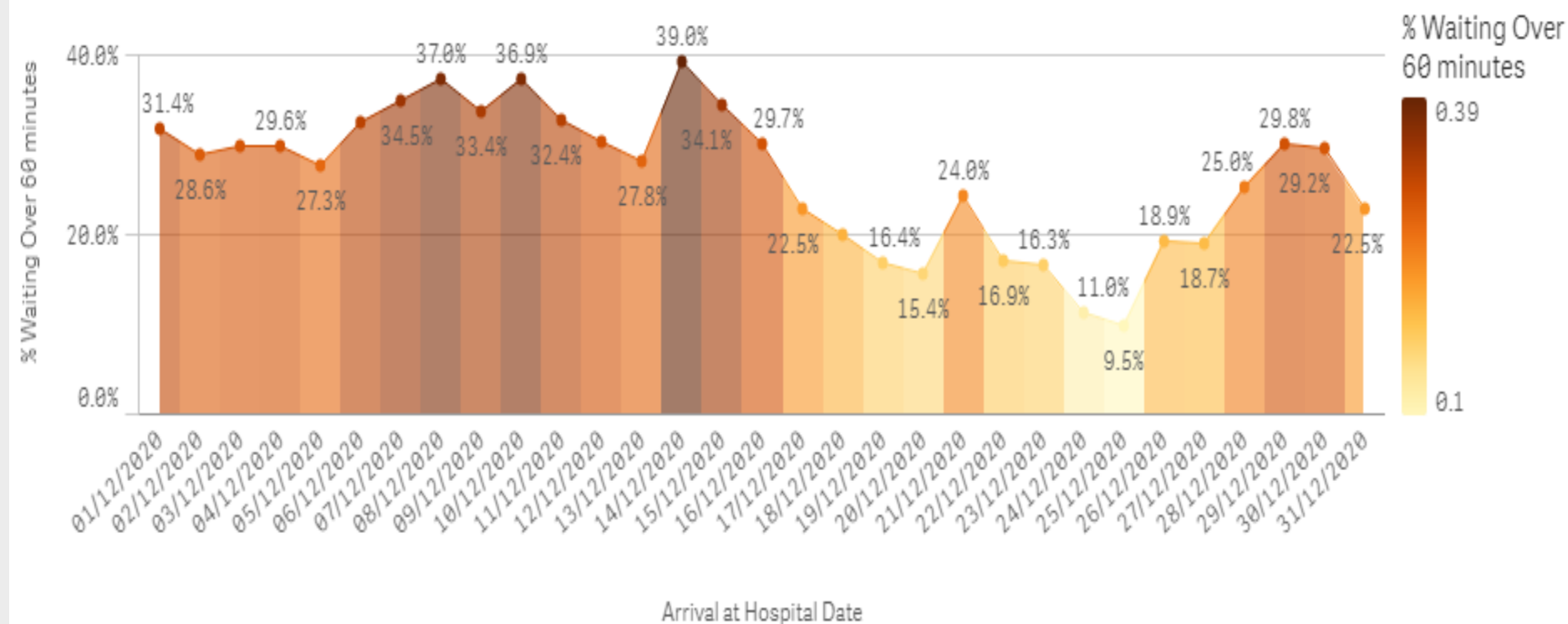
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Secondary Care

Average Patient Final Handover Time

Trend of % Patients Waiting > 60 Mins





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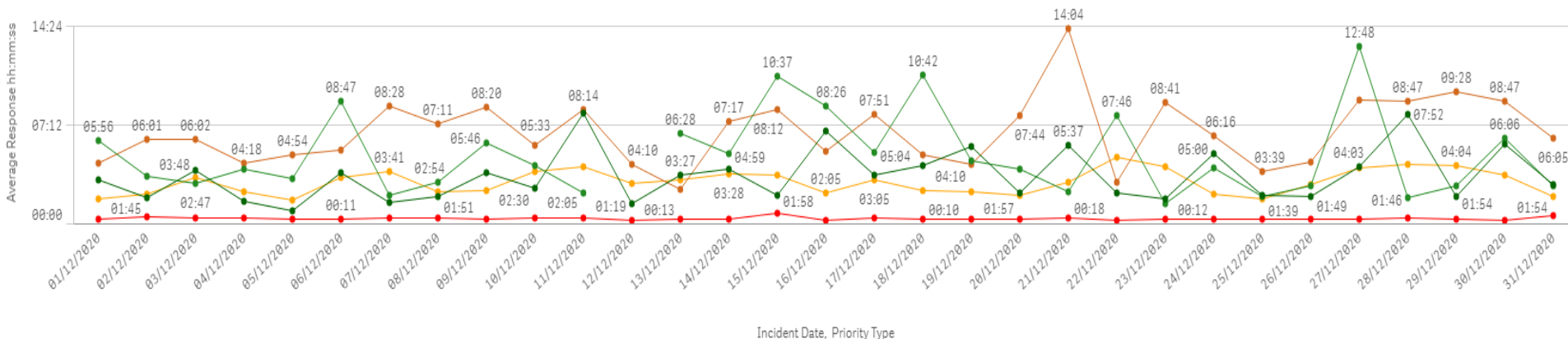
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Secondary Care

Average Wait in the Community for Emergency Care

Average Wait for Emergency Care by Priority



Average and Longest Wait for Emergency Care by Call Priority

*Indicator1/Indicator2: Red over 8/16 mins, Amber1 30/60, Amber2 60/120, Non HCP Green 60/120, HCP Green specified target

Priority ▼	Measures				
	Responded Incidents	Average Response hh:mm:ss	Longest Response hh:mm:ss	*Indicator 1	*Indicator 2
RED	490	0:15:52	3:56:53	358	141
AMBER1	1,951	2:55:07	22:54:35	1,754	1,519
AMBER2	374	6:16:14	28:13:46	298	265
NON HCP GREEN	166	3:16:35	32:25:41	88	56
HCP GREEN	138	4:46:06	22:03:09	111	0



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Secondary Care

Hospital Health Board	Notification to Handover - Delays by Time Band													
	<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	Grand Total
All Health Boards	4,503	3,632	2,599	1,525	810	498	300	181	111	78	49	39	61	14,386
	31.3%	25.2%	18.1%	10.6%	5.6%	3.5%	2.1%	1.3%	0.8%	0.5%	0.3%	0.3%	0.4%	
Aneurin Bevan	238	203	360	213	109	94	76	39	25	22	20	15	17	1,431
	16.6%	14.2%	25.2%	14.9%	7.6%	6.6%	5.3%	2.7%	1.7%	1.5%	1.4%	1.0%	1.2%	
Betsi Cadwaladr	1,102	1,280	884	503	256	143	63	31	14	11	3	0	2	4,292
	25.7%	29.8%	20.6%	11.7%	6.0%	3.3%	1.5%	0.7%	0.3%	0.3%	0.1%	0.0%	0.0%	
Cardiff And Vale	448	493	415	200	100	39	19	5	6	2	0	0	1	1,728
	25.9%	28.5%	24.0%	11.6%	5.8%	2.3%	1.1%	0.3%	0.3%	0.1%	0.0%	0.0%	0.1%	
Cwm Taf Morgannwg	980	558	331	243	130	73	52	46	29	26	10	9	32	2,519
	38.9%	22.2%	13.1%	9.6%	5.2%	2.9%	2.1%	1.8%	1.2%	1.0%	0.4%	0.4%	1.3%	
Hywel Dda	930	582	241	169	109	54	45	19	14	2	3	2	2	2,172
	42.8%	26.8%	11.1%	7.8%	5.0%	2.5%	2.1%	0.9%	0.6%	0.1%	0.1%	0.1%	0.1%	
Out of Area	244	282	147	35	5	5	0	0	0	0	0	0	0	718
	34.0%	39.3%	20.5%	4.9%	0.7%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Swansea Bay	561	234	221	162	101	90	45	41	23	15	13	13	7	1,526
	36.8%	15.3%	14.5%	10.6%	6.6%	5.9%	2.9%	2.7%	1.5%	1.0%	0.9%	0.9%	0.5%	



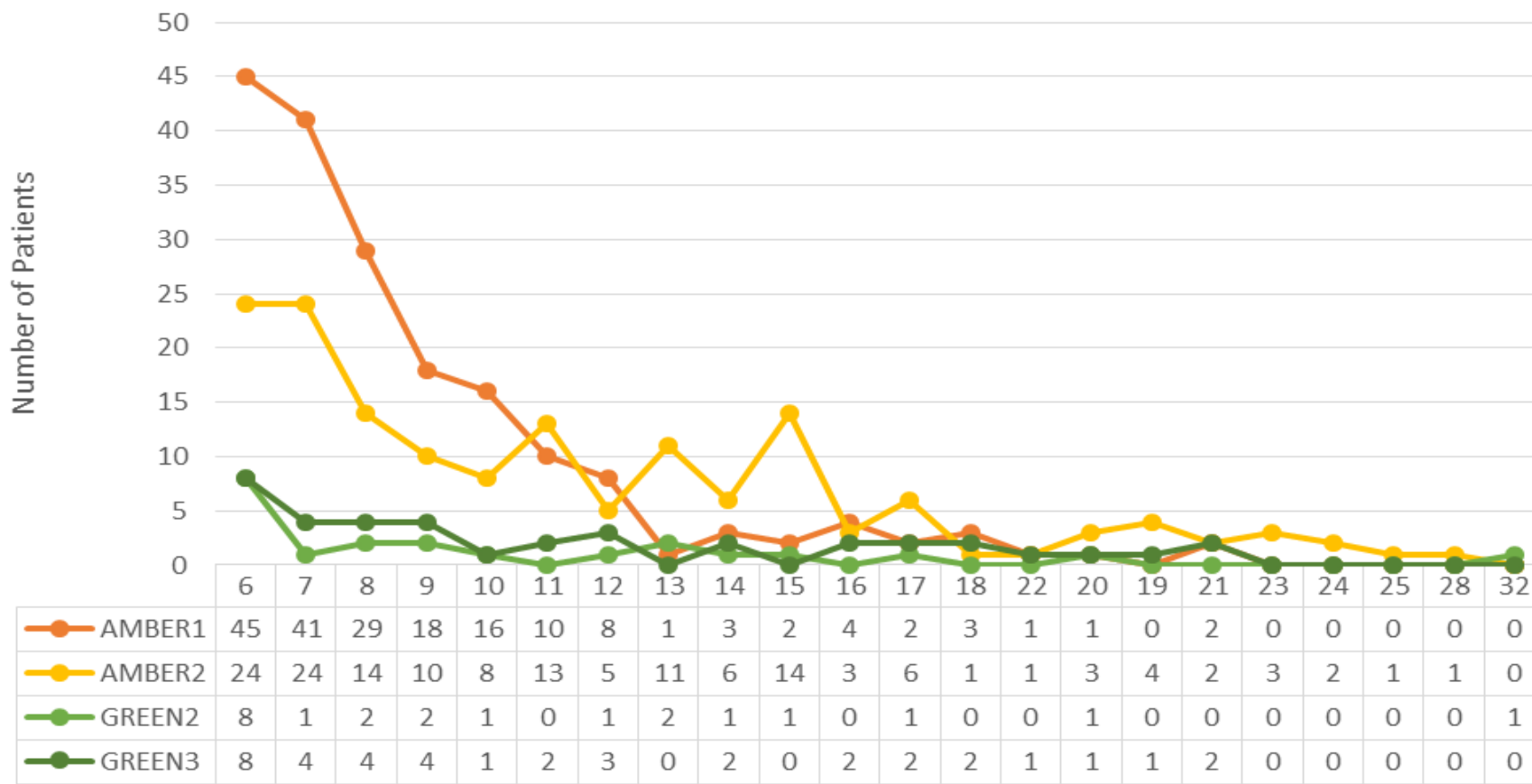
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Delayed Community Responses

Cwm Taf Morgannwg: Number of Patient Waits over 6 Hours by Priority Type Cumulative Position December 2020





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Delayed Community Responses

Patient Waits in Hours over 6 Hours - Cwm Taf Morgannwg																			
Date	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	Grand Total	
01/11/2020		2	1		1													4	
02/11/2020	2	1	1	2		2												8	
03/11/2020	2		3	3	1		1											10	
04/11/2020	2	1			1			1										5	
05/11/2020	1																	1	
06/11/2020			1	1	1													3	
07/11/2020	1	2			1	1	1											6	
08/11/2020	1	2																3	
09/11/2020	1	2	1			1												5	
10/11/2020	2	2		2	1									1				8	
11/11/2020	1		3	2	2													8	
12/11/2020		2	1															3	
13/11/2020	1	7	1	2		1	1	1	3	1								18	
14/11/2020	2	3		1	1	1			1		2	2	1	2				16	
15/11/2020	4	2		2			1											9	
16/11/2020	3		2					1	1	1	3	1		1				13	
17/11/2020	3	1			1		1						1			1		8	
18/11/2020	3																	3	
19/11/2020	3	2	1	3	1	1	1											12	
20/11/2020		2																2	
21/11/2020	4	2	2		1	2	1	1	1		1							15	
22/11/2020		4				2	1					1						8	
23/11/2020	2	2	1	2	1	2	2											12	
24/11/2020		2	2	1	1	1							1					8	
25/11/2020	1	3	2	3	1													10	
26/11/2020	3	2	1	1				1				1						9	
27/11/2020	2		2	1	1	2	1	1	1	2	1						1	15	
28/11/2020	1	2			1		1			1	1				1			8	
29/11/2020	2	3	1	1		1	1	1										10	
30/11/2020	2	4	1	2	3		1	2	1		1							17	
Grand Total	49	55	27	29	20	17	14	9	8	5	9	5	3	4	1	1	1	257	



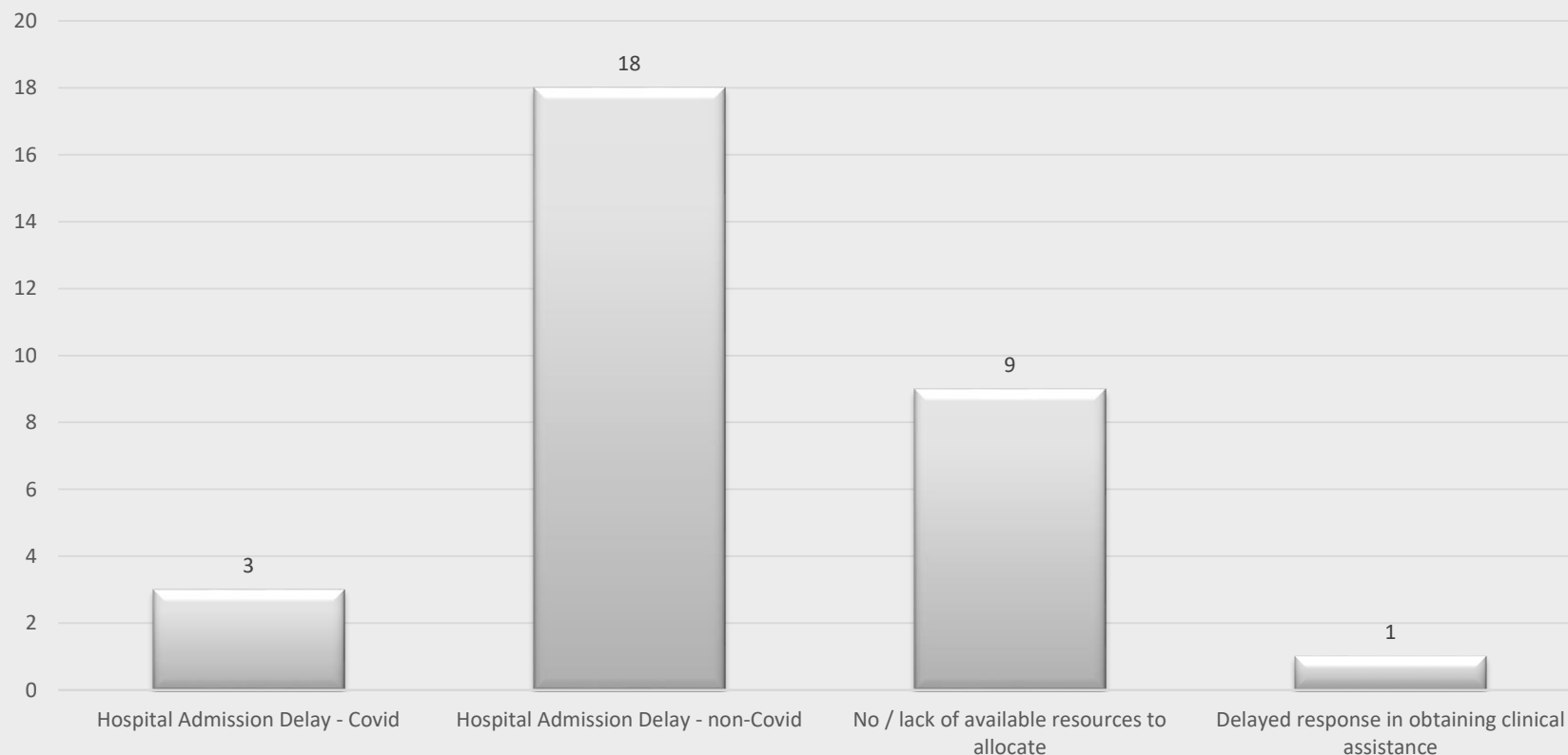
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Delayed Response Impact

Hospital Admission Delays / Delayed Response Incidents Cwm Taf Morgannwg





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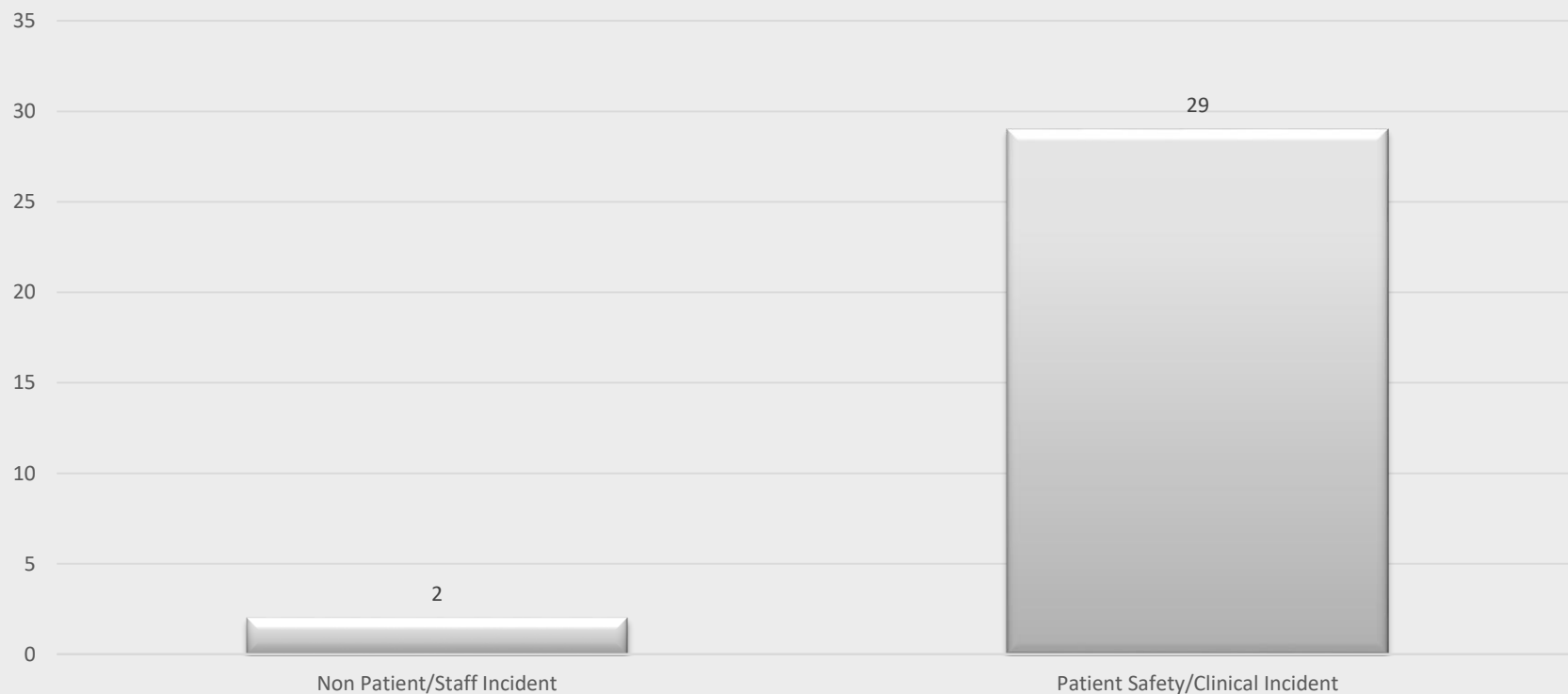
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Delayed Response Impact

Hospital Admission Delays / Delayed Response Incidents

Cwm Taf Morgannwg



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 December there were two incidents that were reviewed at the SCIF which met the criteria for the appendix b framework.

- Delayed response to a 55 year old Covid-19+ patient reported as struggling to breathe. ROLE was implemented at scene. Hospital handover delays were a significant factor in our ability to respond sooner.
- Delayed response (7hrs) to a 75 year old Covid-19+ patient reported to be having difficulty breathing. The patient was conveyed to RGHP but did not survive the event.



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Regulation 28 Prevention of Future Deaths

Regulation 28 (Source: Coroner)

During December 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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Patient Experience

Patient Experience

Incidents reported:

- GP arranged medical admission to PCHM. On arrival at 22:07 A&E staff declined admission of the patient and GP lounge staff stated they had no space for the patient. A nurse took the patients observations and no further contact was received. At 00:05 the patient was still on the EA and their NEWS was now 9. A&E were advised of the patients deterioration and the patient was then accepted into Resus.
- Immediate release request declined for a 17 month old child with ineffective breathing.
- 22 year old female patient with pregnancy issues held on EA outside PCHM for 14+hrs.
- 97 year old female patient who had fallen and was suffering with D&V and dehydration was held on EA outside PCHM for 6+hrs.
- 74 year old female patient with query CVA held on EA outside PCHM for 6+hrs.
- 76 year old male patient suffering with chest pain held on EA outside POWB for 6+hrs.
- 79 year old female patient with hip and knee injuries found on floor, held on EA outside POWB for 6+hrs .



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Adverse Media Attention

There has been one negative media coverage about WAST in the CTMU Health Board area in December 2020.

WalesOnline, 18 Dec – Man dies after RTC with Ambulance [Man, 47, dies after crash involving ambulance on Rhigos mountain road near Treherbert - Wales Online](#)