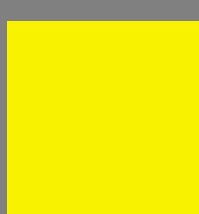
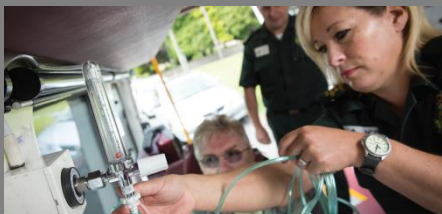
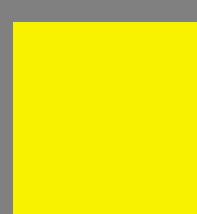
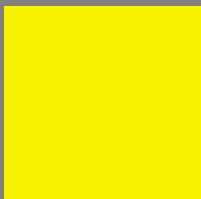




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Patient Safety & Experience Highlight Report

Cwm Taf Morgannwg University Health Board

Reporting Period June- August 2021



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
- Handover delays outside hospital
- Handover delays in excess of 60 minutes
- Average patient final handover time
- Patient waiting time in community > 1 hrs by category
- Immediate Release declined
- Joint Investigation Framework- Appendix B
- Regulation 28- Prevention of Future Deaths
- Concerns
- Patient Experience – Incident feedback
- Adverse media attention

Summary

We can see from the data presented, that of the 7,908 handover presentations at Emergency departments within Cwm Taf Morgannwg during this quarter (June- August), 3,440 were outside of the 15 minute notification to handover target time.

In addition to this, 1,100 patients waited between 1 hour and 10 hours to handover care to Emergency department staff.

During this quarter (June-August), 5,450 patients awaited a primary response in the community between 1 and 32 hours. From the data contained within slide 8, it can be seen that 4,730 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.

88 Green 2 & 3 patients waited more than 4 hrs for a response.

17 red calls waited outside of agreed timeframes, however these are likely to be amber calls that have escalated, further investigation is required.



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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	15,031	11,189	8,536	5,848	3,023	1,696	914	502	244	139	72	37	59	47,290
	31.8%	23.7%	18.1%	12.4%	6.4%	3.6%	1.9%	1.1%	0.5%	0.3%	0.2%	0.1%	0.1%	
Aneurin Bevan	1,096	955	1,230	912	524	329	182	90	48	35	19	10	4	5,434
	20.2%	17.6%	22.6%	16.8%	9.6%	6.1%	3.3%	1.7%	0.9%	0.6%	0.3%	0.2%	0.1%	
Betsi Cadwaladr	2,243	3,235	2,883	2,112	1,156	593	371	196	67	33	15	6	8	12,918
	17.4%	25.0%	22.3%	16.3%	8.9%	4.6%	2.9%	1.5%	0.5%	0.3%	0.1%	0.0%	0.1%	
Cardiff And Vale	1,519	1,874	1,375	668	229	62	8	5	1	0	0	0	0	5,741
	26.5%	32.6%	24.0%	11.6%	4.0%	1.1%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	
Cwm Taf Morgannwg	4,468	1,565	775	474	240	181	95	44	32	19	5	3	7	7,908
	56.5%	19.8%	9.8%	6.0%	3.0%	2.3%	1.2%	0.6%	0.4%	0.2%	0.1%	0.0%	0.1%	
Hywel Dda	3,221	1,878	947	731	398	217	100	44	16	12	5	4	11	7,584
	42.5%	24.8%	12.5%	9.6%	5.2%	2.9%	1.3%	0.6%	0.2%	0.2%	0.1%	0.1%	0.1%	
Out of Area	598	819	515	187	64	38	18	7	5	2	1	0	0	2,254
	26.5%	36.3%	22.8%	8.3%	2.8%	1.7%	0.8%	0.3%	0.2%	0.1%	0.0%	0.0%	0.0%	
Swansea Bay	1,886	863	811	764	412	276	140	116	75	38	27	14	29	5,451
	34.6%	15.8%	14.9%	14.0%	7.6%	5.1%	2.6%	2.1%	1.4%	0.7%	0.5%	0.3%	0.5%	



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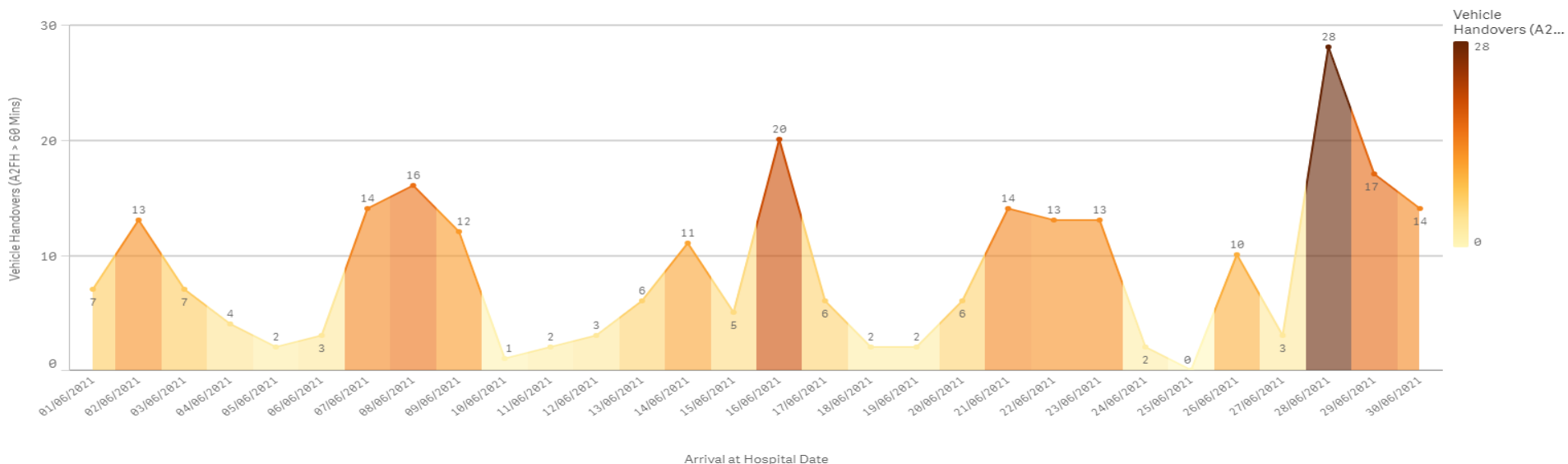
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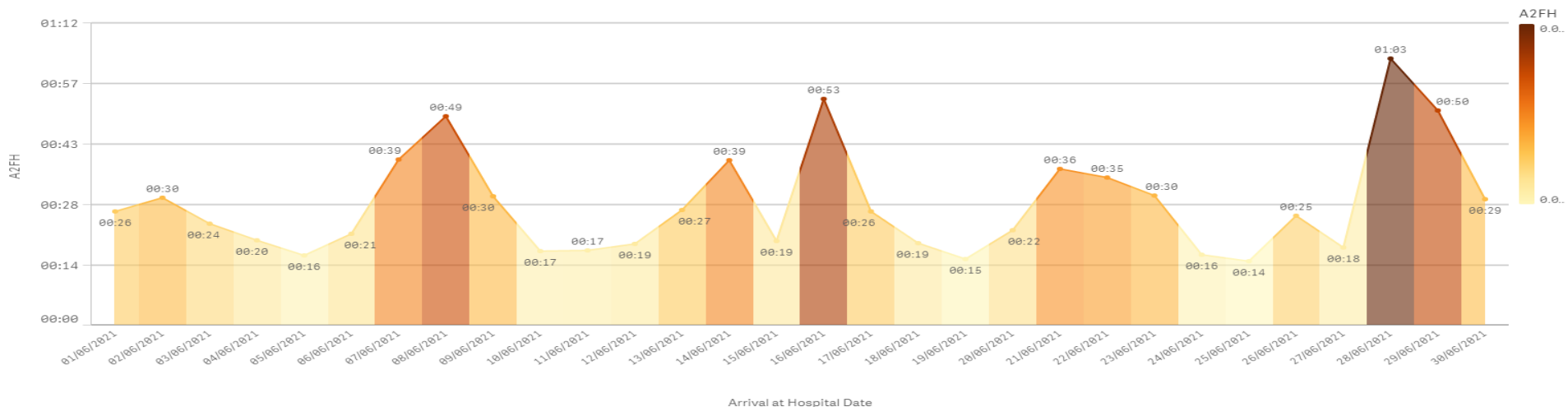
Handover delays > 60 mins

Average Patient Final Handover- June

Trend of No. Patients Waiting > 60 Mins



Average Patient Final Handover Time by Week Year





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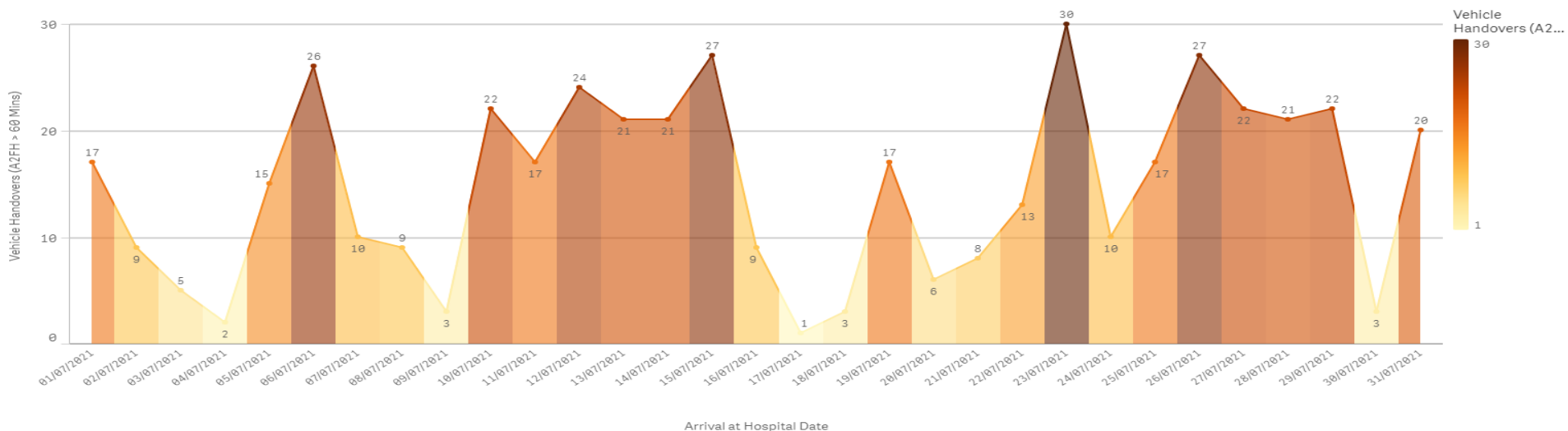
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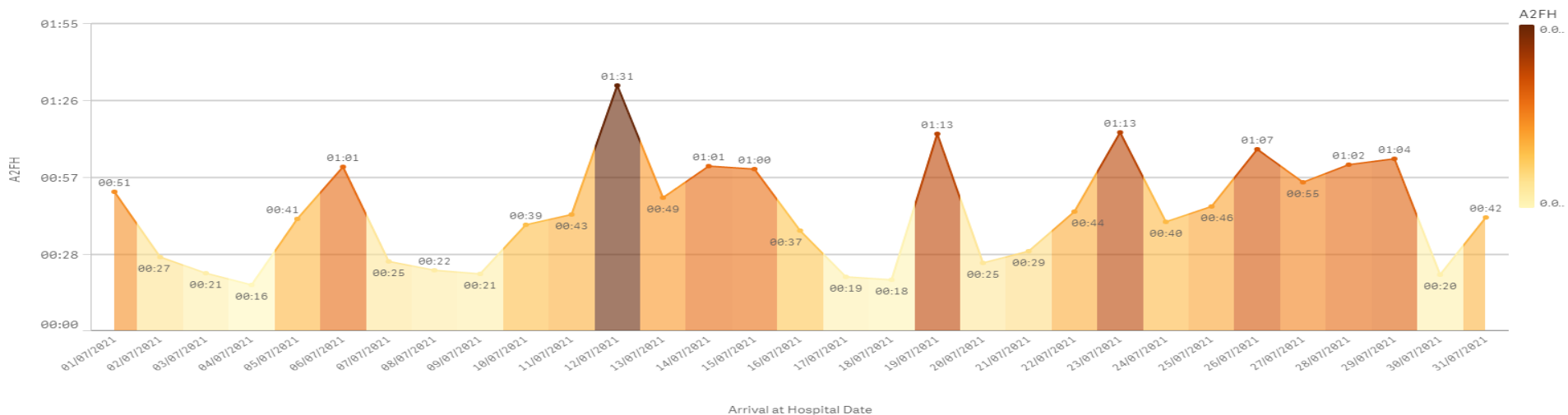
Handover delays > 60 mins

Average Patient Final Handover- July

Trend of No. Patients Waiting > 60 Mins



Average Patient Final Handover Time by Week Year





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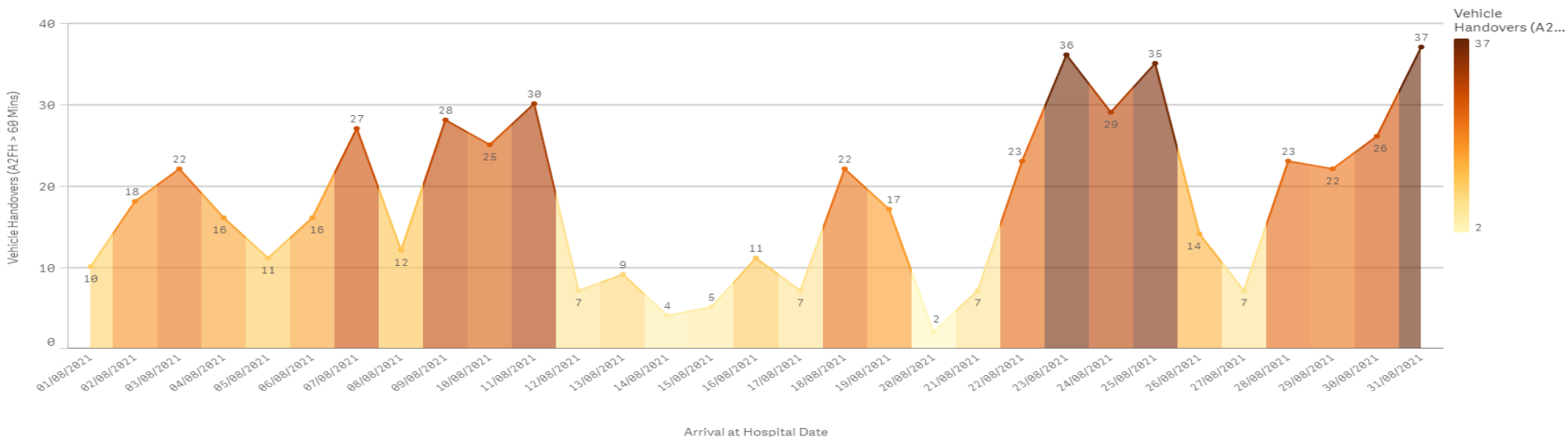
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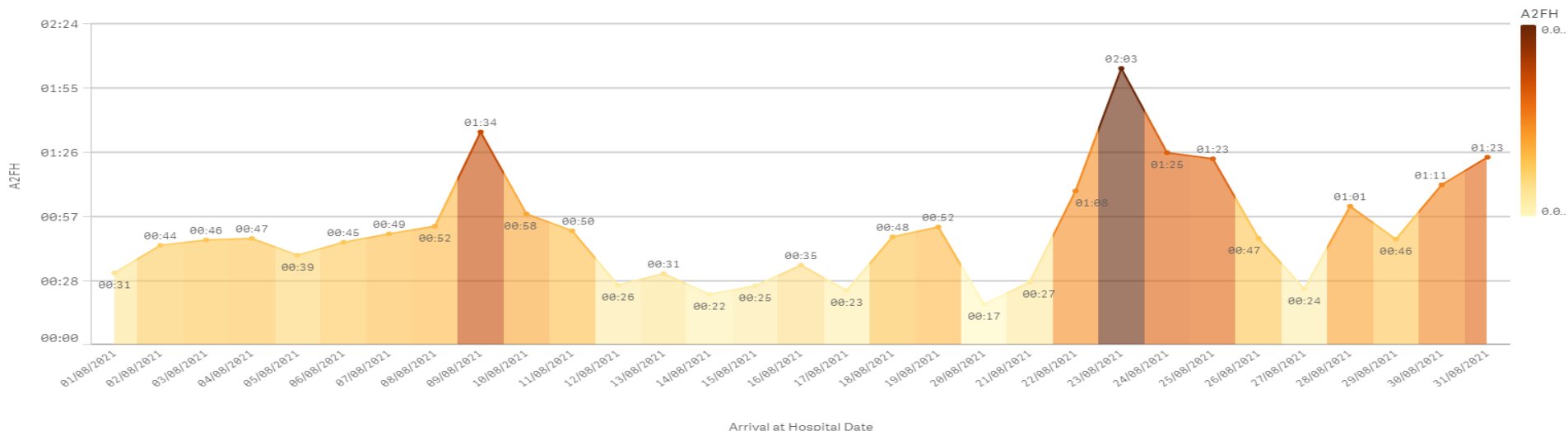
Handover delays > 60 mins

Average Patient Final Handover- August

Trend of No. Patients Waiting > 60 Mins



Average Patient Final Handover Time by Week Year





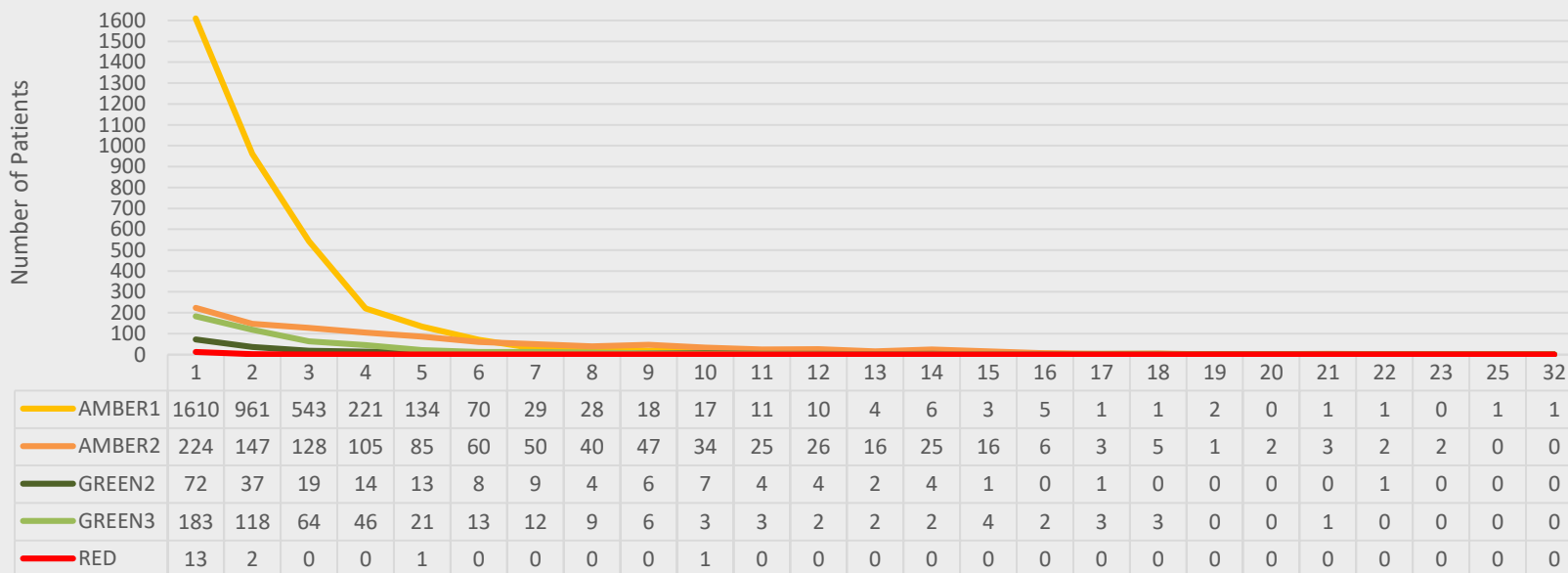
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Community Waiting Time for Emergency Vehicles > 1hr by Category

Cwm Taf Morgannwg: Number of Patient Waits over 1 Hour by Priority Type
Cumulative Position: Jun-Aug 2021





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Immediate Vehicle Release

Summary From 01/06/2021 To 31/08/2021

Priority	Hospital Health Board	Hospital Name	Accepted	Not Accepted	Total
RED	Cwm Taf Morgannwg	Prince Charles Hosp Merthyr	17	15	32
		Princess Of Wales Bridgend	3	16	19
		Royal Glamorgan Hosp Pontyclun	11	2	13
		Total	31	33	64
AMBER1	Cwm Taf Morgannwg	Prince Charles Hosp Merthyr	2	10	12
		Princess Of Wales Bridgend	1	1	2
		Royal Glamorgan Hosp Pontyclun	3	0	3
		Total	6	11	17
AMBER2	Cwm Taf Morgannwg	Prince Charles Hosp Merthyr	1	2	3
		Total	1	2	3
Grand Total			Accepted	Not Accepted	Total
			38	46	84

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 the period June - August 2021 there was three incident that was reviewed at the SCIF which met the criteria for the appendix b framework.

- 59022 - The Trust received a call on 8th April 2021 at 21:23hrs for a 70 year old male who was reported as having low blood pressure and fainted to the floor. The call was prioritised Amber2. There were a number of Amber1&2 calls polling at that time. A second call was received at 00:05hrs on 9th April 2021 prioritised Amber1 and a third call at 01:14hrs prioritised Red. The first resource arrived on scene at 01:31hrs and conveyed the patient to hospital.
- 60313 - The Trust received a call on 12th June 2021 at 17:23hrs for a 98 year old female reported as lying on the floor with a head injury. The call was prioritised Amber2 but there were no available resources at that time. A second call was received at 03:44hrs on the 13th June 2021, prioritised Amber1. It was reported that the patient was not having difficulty in breathing. A third call was received at 04:35hrs notifying that the patient had passed away and there was a DNACPR in place. ROLE was implemented at scene.
- 60654 / 60926 - The Trust received a call on 28th June 2021 at 10:52hrs for a 74 year old female patient who required a transfer to UHCW following a CT scan which identified a brain bleed. The patient was vomiting and on blood thinners. The call was prioritised Amber2 but there were no suitable resources available to allocate. At 12:31hrs the site manager rang up requesting an ETA but it was noted that there were 33 Amber1 calls ahead of this one. At 12:35hrs the CSD upgraded the call to Amber1 and at 21:16hrs further escalated the call to Red. A resource arrived on scene at 21:21hrs and conveyed the patient to UHCW.

Please note that 60654 and 60926 were sent on separate Appendix b's but it was identified during audit that these Datix numbers related to the same incident.



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Concerns

During the period June - August there were a total of 28 concerns received for the Cwm Taf Morgannwg Health Board area.

Of the 28 concerns received, 17 related to timeliness, with some patients having waited up to 13 hrs for an Ambulance response.

****The underlying cause of the Ambulance delay could be attributed to a number of factors, including Hospital Handover Delays. Further investigation is required to identify the overarching cause.***



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Regulation 28 Prevention of Future Deaths

Regulation 28 (Source: Coroner)

During the period June – August 2021 the Trust has not received any Regulation 28's 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 this quarter (June- August) 2021.