

**Nationally Reportable Incidents & Locally Reportable Incidents**

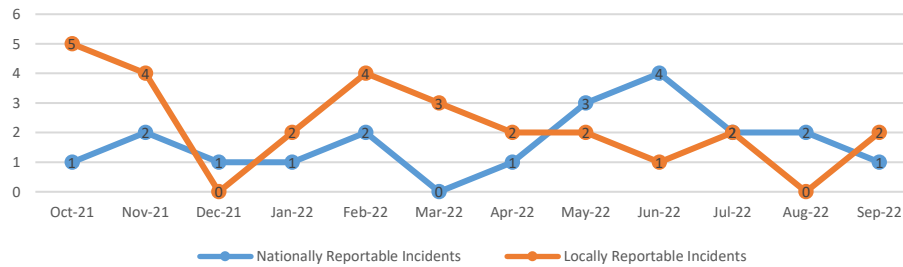
Number of Nationally Reportable Incidents

**3**

Number of Patient Safety Incidents

**1,204**

Nationally Reportable Incidents/Locally Reportable Incidents 01.10.21 - 30.09.22



Between 01.08.22 and 30.09.22 a total number of 1384 incidents were reported within Bridgend ILG. This represents a decrease of 245 total incidents when compared to the previous 2 months. Of these, 87% (1204) were reported under the type of patient safety. Of the patient safety incidents, 12 were reported as resulting in severe harm (9) or death (3). This equates to 1.0% of the total number of patient safety incidents reported within the Locality.

Between 01.08.22 & 30.09.22, 3 nationally reportable incidents were submitted to the Delivery Unit and 2 locally reportable incidents were identified. No never events were reported during this time.

**Pressure Damage Incidents**

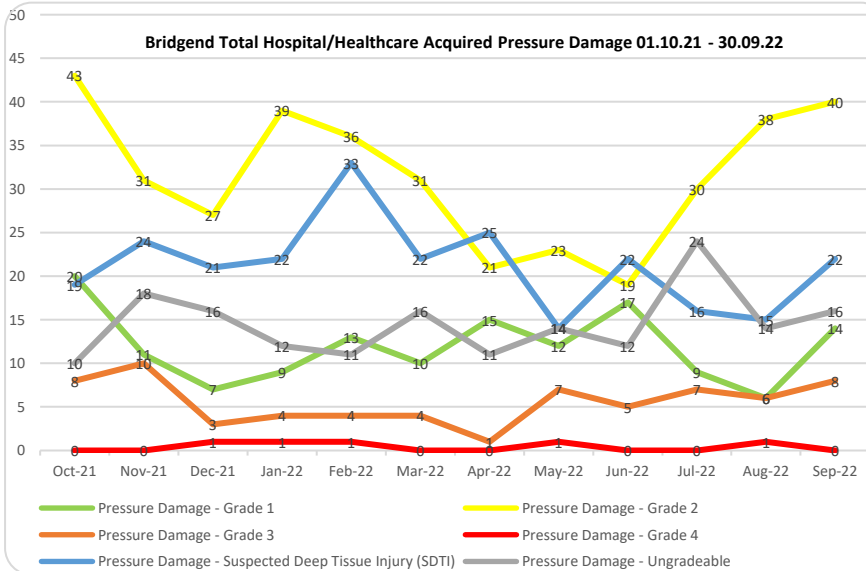
Total Number of Pressure Damage Incidents Reported

**392**

Total Number of Hospital Acquired

**96**

Bridgend Total Hospital/Healthcare Acquired Pressure Damage 01.10.21 - 30.09.22



Between 01.08.22 & 30.09.22, a total of 392 pressure damage incidents were reported, an increase of 40 when compared to the previous 2 months. The highest number of pressure damage incidents were identified as being present before admission to this clinical care area/caseload (212). Of the 180 developed during the current case load, 84 were identified as community acquired and 96 as hospital acquired. Of the hospital acquired, the Emergency Department at Princess of Wales Hospital (27), AMU (10) and Ward 8 Princess of Wales Hospital (9) reported the highest numbers. There were 7 hospital acquired pressure damage incidents reported as grade 3, which occurred at Ward 8 (2), AMU (2), Ward 7 (1), Ward 10 (1), and the Emergency Department at Princess of Wales Hospital (1). 1 Grade 4 hospital acquired pressure damage incident was reported for Ward 8 Princess of Wales Hospital during August & September 2022.

As at 18.10.22, for pressure damage incidents reported during August & September 2022, an investigation has been concluded for 42 incidents. Of these, 3 have been identified as avoidable.

## Inpatient Falls

Total Number of Falls Reported

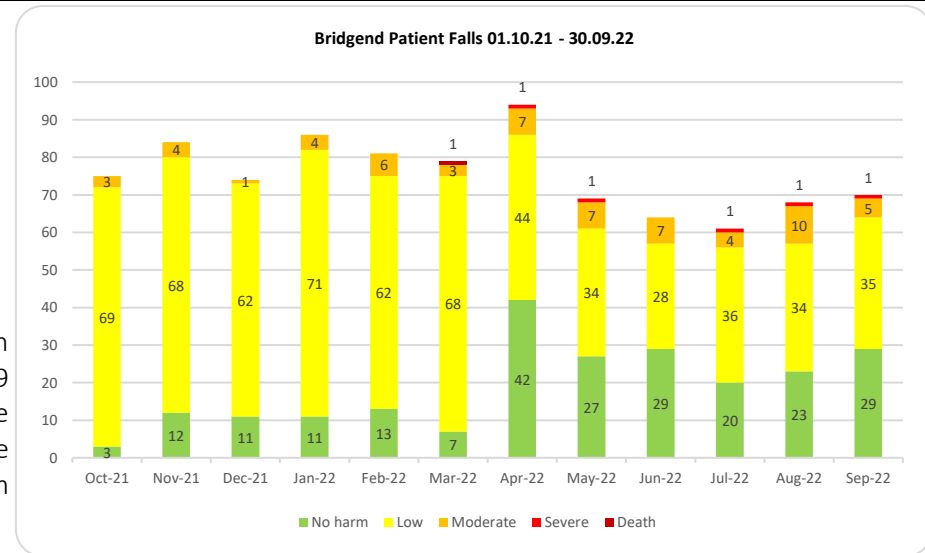
138

Number resulting in Severe harm / death

2

Between the 01.08.22 and 30.09.22 a total of 138 patient/service user slip, trip or fall incidents were reported for Bridgend ILG. This represents an increase of 13 falls when compared with the previous 2 months. Of the 138 incidents, 88% were reported as resulting in no (59) or, Low (69) harm. The remaining incidents were reported as resulting in moderate (15) and severe (2) harm. No patient / service user falls were reported as resulting in death.

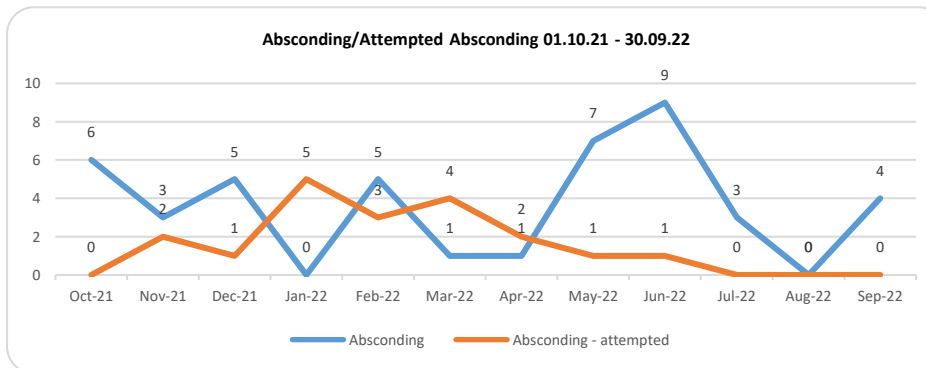
For incidents reported in the Health Board's Legacy System between 01.10.21 and 31.03.22, an investigation has been concluded for 479 incidents as at 18.10.22. Of these 38 have been identified as avoidable. The Datix Cymru Falls Investigation Tool does not currently capture an avoidable / unavoidable outcome. Therefore this information is not yet available from April 2022 onwards.



## Absconding Incidents

Total Number of Absconding Incidents

4



Between 01.08.22 and 30.09.22 a total number of 4 Absconding Incidents were reported within Bridgend ILG. This shows a decrease of 9 incidents when compared with the previous two month period. Of the 4 incidents, all were categorised as Absconding (actual). Of the 4 incidents, 3 were reported as resulting in no harm, and 1 as low harm.

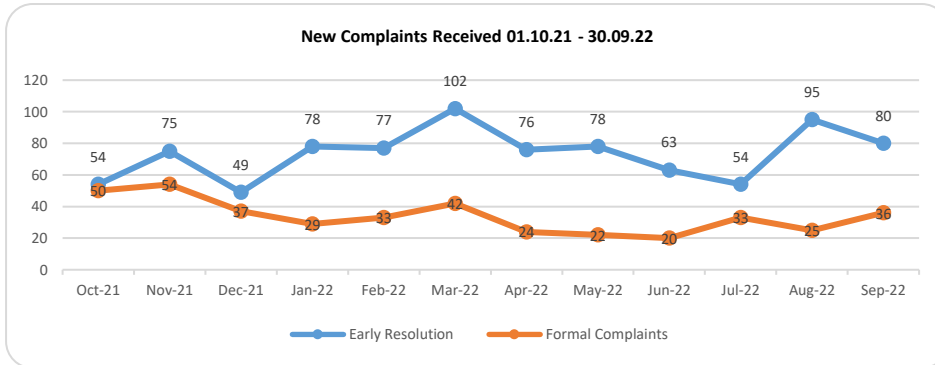
## Complaints

Number of Formal Complaints Managed through PTR

61

% Formal Complaints response within 30 Working Days

61%



Between the 01.08.22 and 30.09.22 a total of 236 complaints were received for Bridgend ILG. Of these complaints, 74% (175) were recorded under Early Resolution and 26% (61) were recorded under Formal Complaints. This represents an increase of 8 formal complaints when compared to the previous 2 months.

The areas with the highest number of formal complaints for August and September 2022 are Medicine, Surgery, Anaesthetics, Theatres & Critical Care and CAMHS. A breakdown is summarised in the table below.

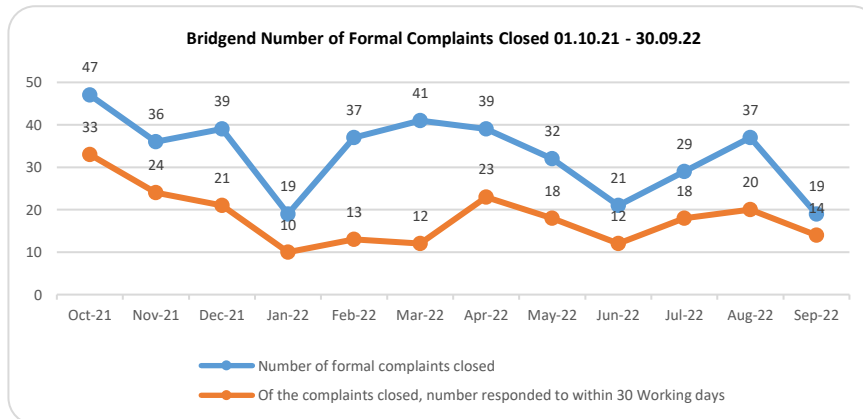
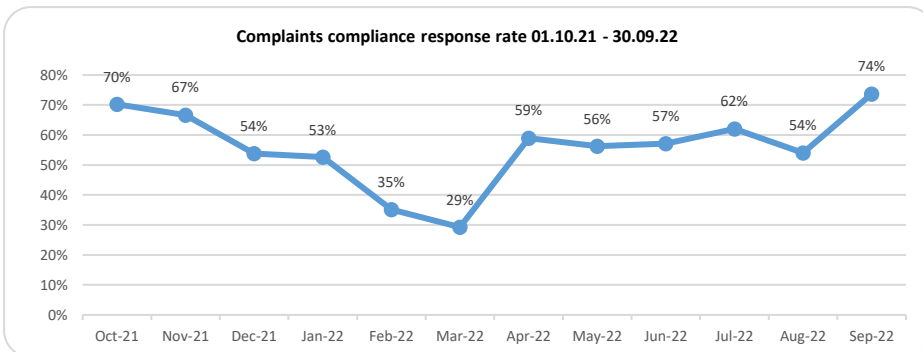
A breakdown of the top types of formal complaints received during August and September 2022 is summarised below.

	Aug-22	Sep-22	Grand Total
Medicine	12	12	24
Surgery, Anaesthetics, Theatres and Critical Care	5	16	16
CAMHS	5	2	7

	Aug-22	Sep-22	Grand Total
Clinical Treatment/Assessment	17	19	36
Attitude and Behaviour	4	2	6
Discharge Issues	1	4	5
Appointments	1	3	4

As of 18.10.2022, there are currently 58 open formal complaints recorded on Datix for Bridgend ILG. 21 formal complaints are currently over the 30 working day compliance, with 3 formal complaints being over 6 months overdue.

Between 01.08.2022 and 30.09.2022, 56 formal complaints were closed. Of these complaints 61% (34) were closed within 30 working days. This represents a 1% increase in complaints compliance when compared to the previous 2 months.

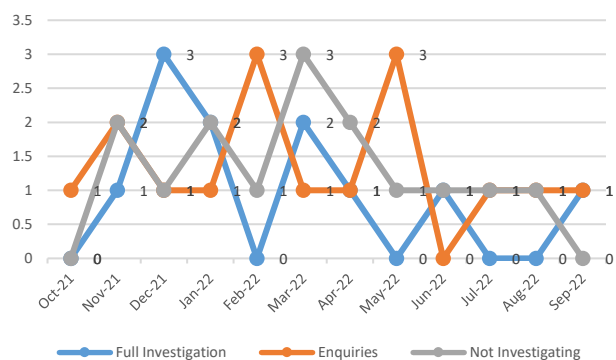


## Public Services Ombudsman for Wales

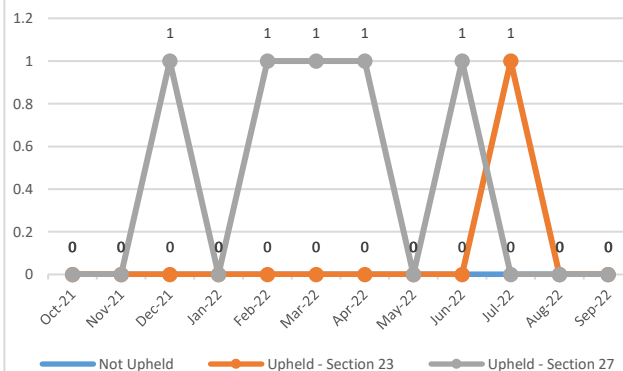
### Number of New cases

3

Bridgend No of Cases Referred to PSOW 01.10.21 - 30.09.22



Bridgend Ombudsman Reports Received 01.10.21 - 30.09.22



Between the 01.08.22 and 30.09.22 a total of 3 cases were referred to the Public Services Ombudsman for Wales. Of these cases, 1 was recorded as Full Investigation, and 2 as Enquiry. During this time the Ombudsman chose not to investigate 1 case. This represents an increase of 1 case received when compared to the previous 2 months. During August and September, the locality received no final reports.

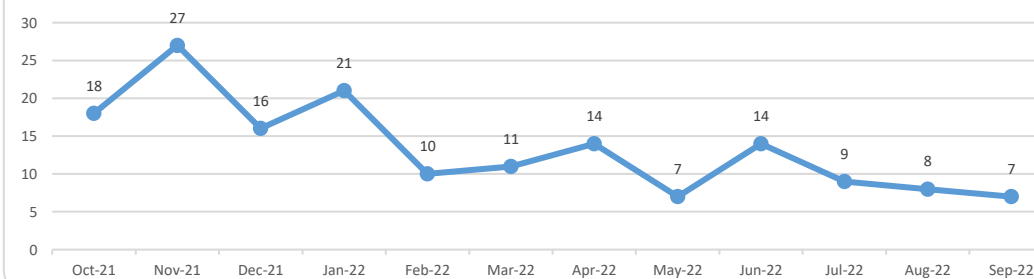
## Compliments

### Number of New Compliments Received

15

Between the 01.08.22 and 30.09.22 a total of 15 compliments were recorded on Datix for Bridgend ILG. This shows a decrease of 8 when compared with the previous 2 months. The trend in relation to compliments received is highlighted in the chart.

Bridgend - No of compliment received 01.10.21 - 30.09.22



## Claims & Redress

Number of New Cases Transferred to Redress

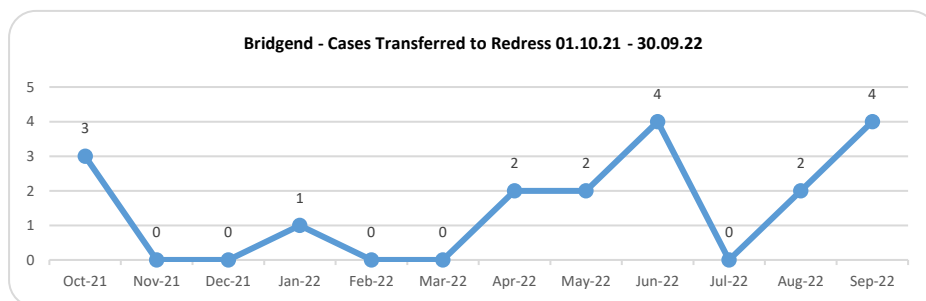
6

Number of New Claims Received

5

Number of Learning from Events Reports Due

7



### Redress

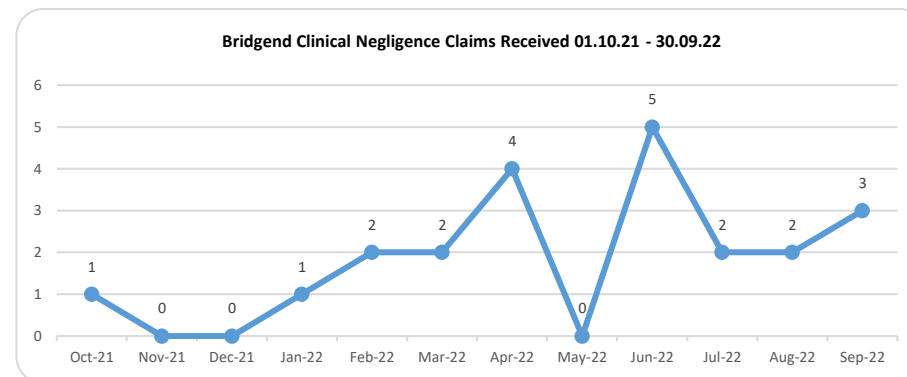
Between 01.08.22 and 30.09.22, 6 cases were transferred to redress relating to services within the Bridgend Locality. This represents an increase of 2 when compared to the previous 2 months.

During August and September 2022, for Bridgend ILG, 3 redress cases were closed relating to services provided by Medicine. Of these cases, 2 were admitted in full and 1 admitted in part. Total Payments to date on the 3 closed redress cases amount to £13,716.20.

### Claims

Between 01.08.22 and 30.09.22, a total of 5 Clinical Negligence Claims were received for Bridgend ILG. This shows a decrease of 2 when compared to the previous 2 months.

During August & September 2022, 2 Clinical Negligence Claims were closed. Of the 2 closed, 1 was discontinued and 1 liability was denied. Total Payments to date for the 2 closed claims amount to £3,924.00.



### Learning from Events Reports

As at 18.10.22, the Locality had 7 (3 CN, 3 PI, 1 Redress) outstanding learning from events reports due. Of these, none are overdue (past 60 days). In August and September 2022, 4 learning from events Reports (1 PI, 3 Redress) were submitted that are currently awaiting approval from Welsh Risk Pool. As of 18.10.22, there are currently 15 (4 CN, 2 PI, 9 Redress) learning from events reports that have been submitted but awaiting approval from Welsh Risk Pool.

## Inquests

Number of New Inquests Received

**14**

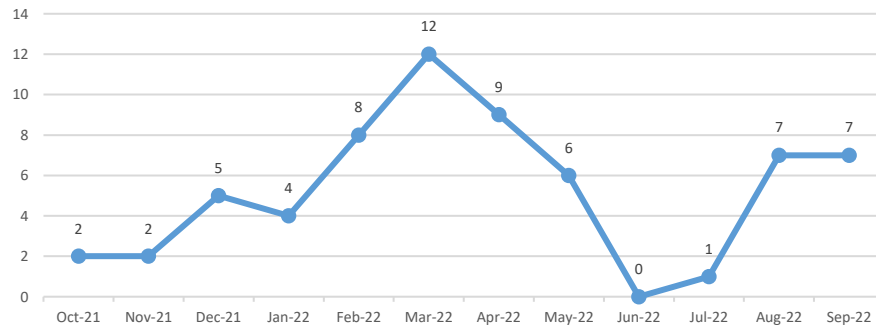
Number of Inquests Concluded

**2**

Regulation 28 Reports Received

**0**

**Bridgend Inquests Received 01.10.21 - 30.09.22**

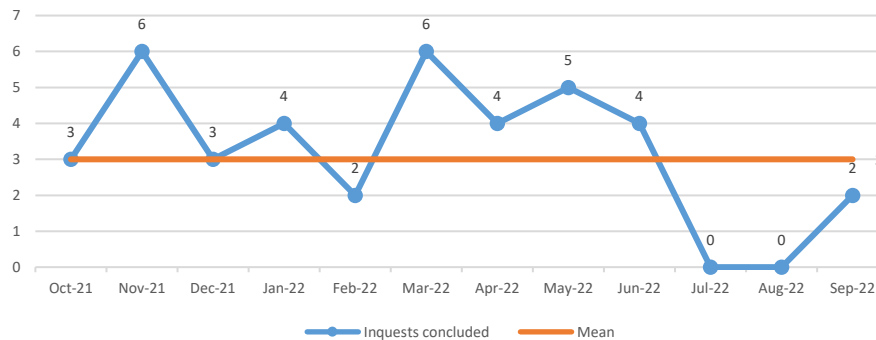


Between 01.08.22 and 30.09.22, 14 Inquests were received in Bridgend ILG. These related to Mental Health (7), Medicine (4), Surgery, Anaesthetic, Critical Care & Theatres (2) and Maternity (1). This represents an increase of 13 Inquests when compared to the previous 2 months.

During August 22 and September 2022, a total of 2 inquests were concluded. The outcome of these inquests is provided in the table below:

Outcome of Inquests	Aug-22	Sep-22	Total
Natural Causes	0	1	1
Suicide	0	1	1
<b>Grand Total</b>	<b>0</b>	<b>2</b>	<b>2</b>

**Bridgend Inquests Concluded 01.10.21 - 30.09.22**



No regulation reports were received for Bridgend ILG, during August & September 2022.