

Merthyr & Cynon Integrated Locality Group Quality & Safety Dashboard August & September 2022

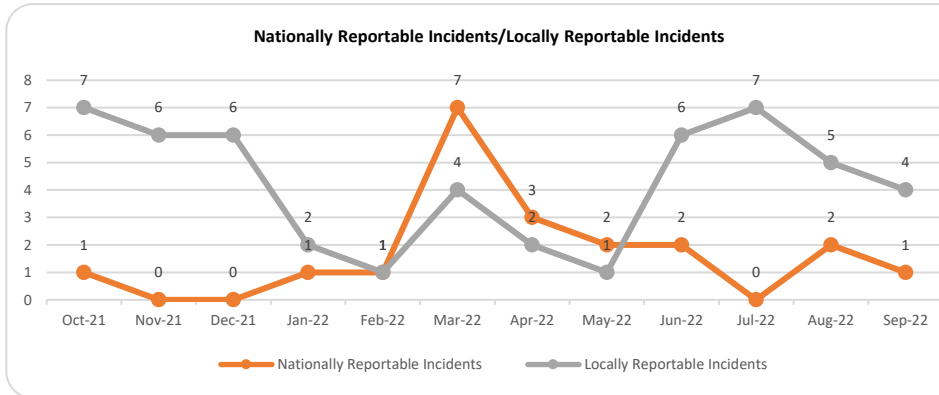
Nationally Reportable Incidents & Locally Reportable Incidents

Number of Nationally Reportable Incidents

3

Number of Patient Safety Incidents

968



Between 01.08.22 and 30.09.22 a total number of 1146 incidents were reported within Merthyr & Cynon ILG. This represents an increase of 51 incidents when compared to the previous 2 months. Of these, 84% (968) were reported under the type of patient safety. Of the patient safety incidents, 11 were reported as resulting in severe harm (4) or death (7). This equates to 1.1% of the total number of patient safety incidents reported within the locality.

Between 01.08.22 and 30.09.22, 3 nationally reportable incidents were submitted to the Delivery Unit and 9 locally reportable incidents identified. 1 never event was reported during August and September 2022 relating to Trauma & Orthopaedics.

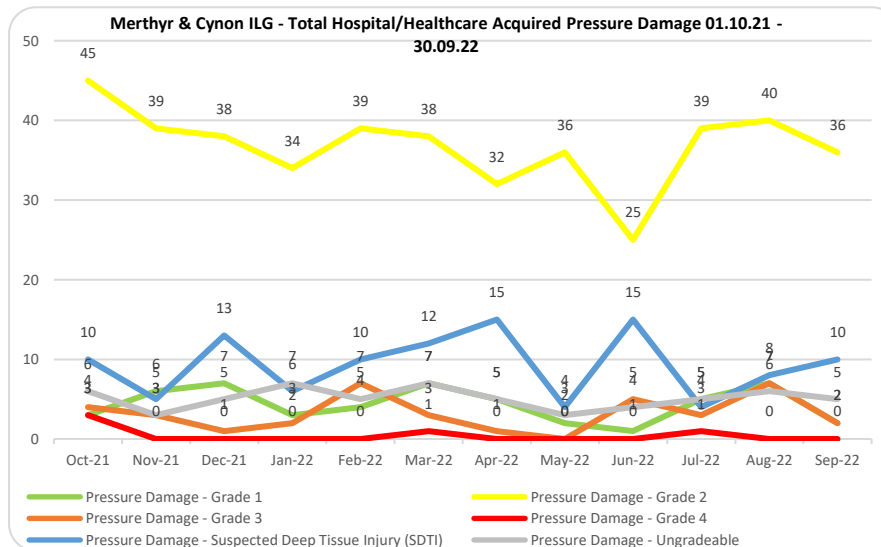
Pressure Damage Incidents

Total Number of Pressure Damage Incidents Reported

213

Total Number of Hospital Acquired

70



Between 01.08.22 and 30.09.22, a total of 213 pressure damage incidents were reported, which represents an increase of 11 when compared to the previous 2 months. The highest number of pressure damage incidents were reported as developing or worsening during care in this clinical area/caseload (123). The remaining pressure damage incidents were reported as being present before admission to this clinical care area/caseload (90). Of the 123 reported as occurring during the current caseload, 53 were identified as community acquired, and 70 as hospital acquired. Of the hospital acquired, the Emergency Care Centre (13), Clinical Decision Unit (9), and Ward 12 (7) at Prince Charles Hospital reported the highest numbers. There were 5 hospital acquired pressure damage incidents reported as grade 3, with no hospital acquired grade 4 incidents reported during the 2 month period.

As at 19.10.22, for pressure damage incidents reported during August and September 2022, an investigation has been concluded for 81 incidents. Of these, 17 have been identified as avoidable.

Inpatient Falls

Total Number of Falls Reported

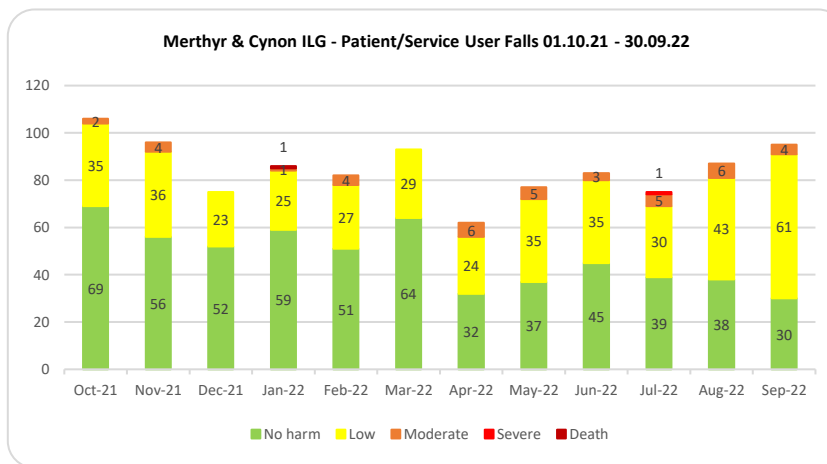
182

Number resulting in Severe harm / death

0

Between the 01.08.22 and 30.09.22 a total of 182 patient/service user slip, trip or fall incidents were reported for Merthyr & Cynon ILG. This represents an increase of 24 falls when compared to the previous 2 months. Of the 182 slip, trip or fall incidents, 95% were reported as resulting in no (68) or Low (104) harm. The remaining 10 incidents were reported as resulting in moderate harm. No patient / service users falls were reported as resulting in severe harm or death.

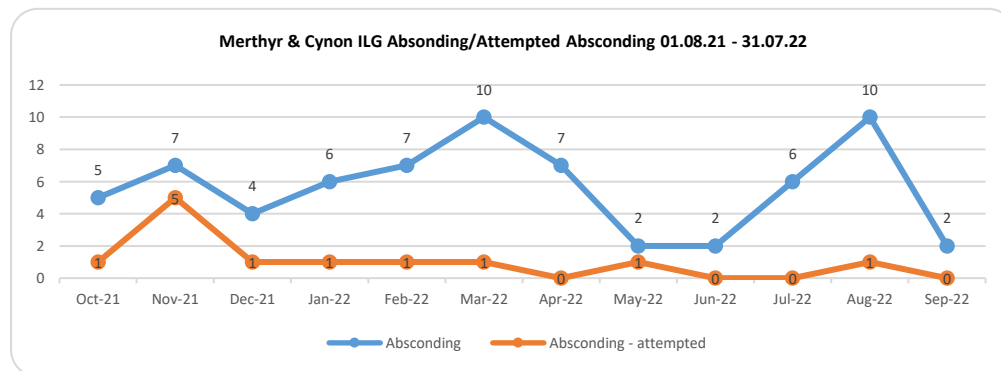
For incidents reported in the Health Board's Legacy System between 01.10.21 and 31.03.22, an investigation has been concluded for 537 incidents as at 19.10.22. Of these 27 have been identified as avoidable. The Datix Cymru Falls Investigation Tool does not currently capture an avoidable / unavoidable outcome. Therefore, this information is not currently available from April 2022 onwards.



Absconding Incidents

Total Number of Absconding Incidents

13



Between the 01.08.22 and 30.09.22 a total number of 13 Absconding Incidents were reported within Merthyr & Cynon ILG. This represents an increase of 5 incidents when compared to previous two month periods.

Of the 13 incidents, 12 were categorised as absconding (actual) and 1 was attempted absconding. Of the 13 reported, 8 were recorded as no harm, 4 as low and 1 incident was reported as moderate harm which occurred in Emergency Care Centre at Prince Charles Hospital.

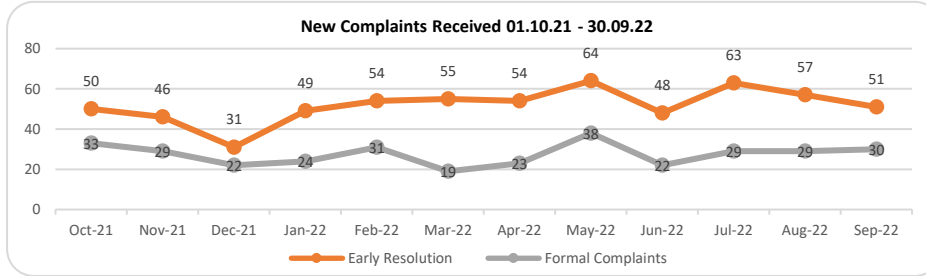
Complaints

Number of Formal Complaints Managed through PTR

59

% Formal Complaints response within 30 Working Days

61%



Between the 01.08.22 and 30.09.22 a total of 167 complaints were received for Merthyr & Cynon ILG. Of these complaints, 65% (108) were recorded as Early Resolution and 35% (59) as Formal Complaints. This represents an increase of 5 complaints when compared to the previous 2 months.

A breakdown of the top 3 types of formal complaints received during the quarter is summarised below.

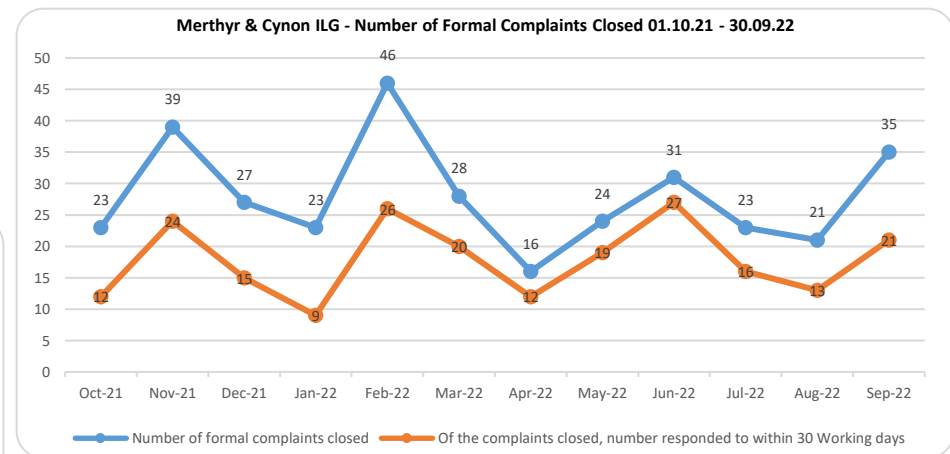
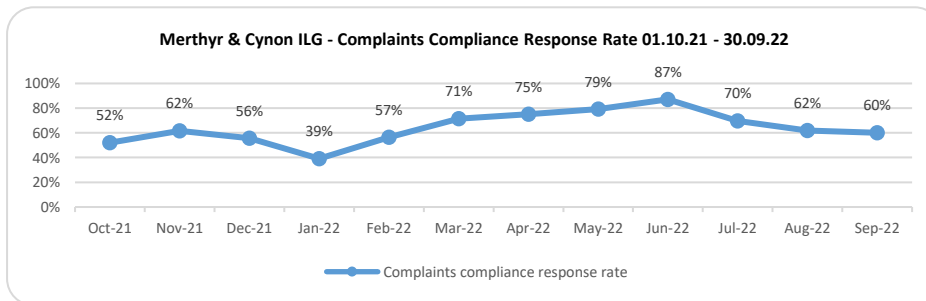
A breakdown of the service groups with the highest number of formal complaints is summarised in the table below.

	Aug-22	Sep-22	Grand Total
Clinical Treatment/Assessment	14	24	38
Attitude and Behaviour	4	1	5
Patient Care	3	1	4

	Aug-22	Sep-22	Grand Total
Medicine	14	5	19
Surgery, Anaesthetics, Theatres and Critical Care	5	9	14
Women & Children	6	7	13

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 19% decrease in complaints compliance when compared to the previous 2 months.

As of 19.10.22, there are currently 52 open formal complaints recorded on Datix under Merthyr & Cynon ILG. 23 formal complaints are currently over the 30 working day compliance with 2 formal complaints being 6 months overdue.

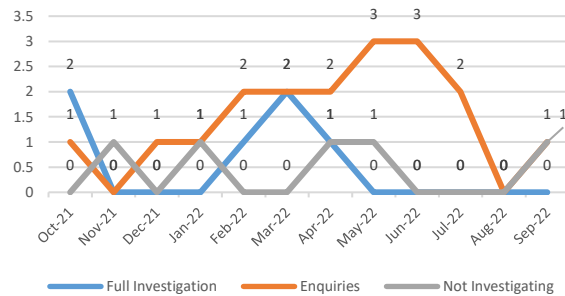


Public Services Ombudsman for Wales

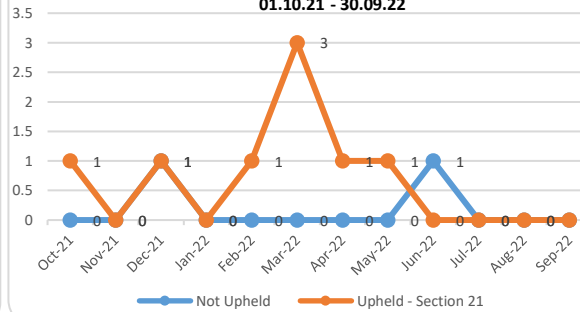
Number of New cases

1

Merthyr & Cynon ILG - No of Cases Referred to PSOW



Merthyr & Cynon ILG - Ombudsman Reports Received 01.10.21 - 30.09.22



Between the 01.08.22 and 30.09.22 1 case was referred to the Public Services Ombudsman for Wales as an enquiry. During August and September 2022 the Public Services Ombudsman for Wales chose not to investigate 1 case. This represents a decrease of 4 cases received when compared to the previous 2 months.

During August and September 2022, no final reports were received.

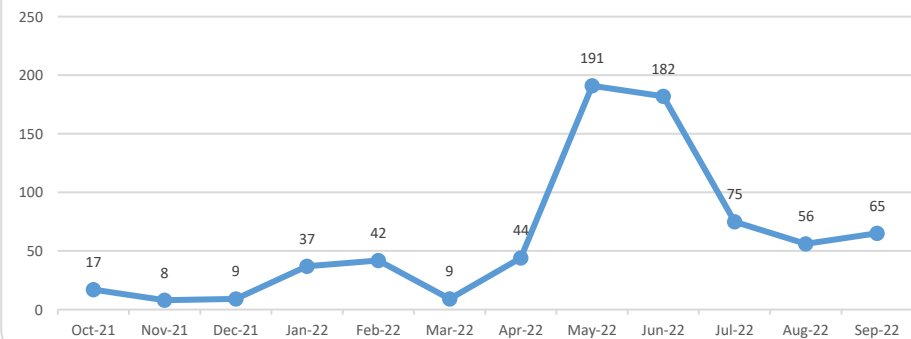
Compliments

Number of New Compliments Received

121

Between the 01.08.22 and 30.09.22 a total of 121 Compliments were recorded on Datix for Merthyr & Cynon ILG. This represents a decrease of 136 compliments when compared to the previous 2 months. The trend in relation to compliments received is highlighted in the chart.

Merthyr & Cynon ILG - No of compliments received 01.10.21 - 30.09.22



Claims & Redress

Number of New Cases Transferred to Redress

5

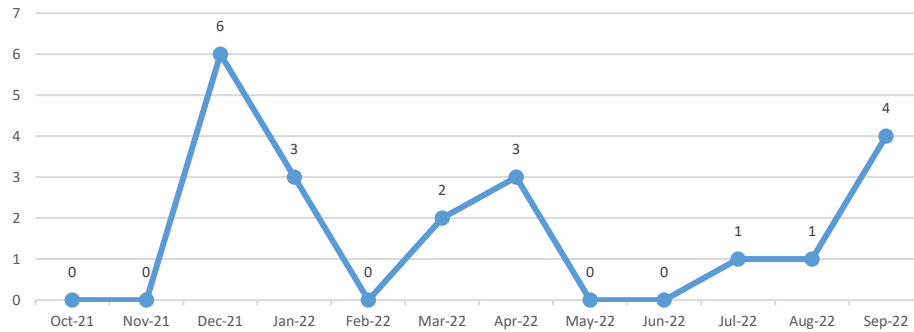
Number of New Claims Received

8

Number of Learning from Events Reports Due

17

Merthyr & Cynon ILG - Cases Transferred to Redress 01.10.21 - 30.09.22



Claims

Between 01.08.22 and 30.09.22, a total of 8 Clinical Negligence Claims were received for Merthyr & Cynon ILG. This shows no change when compared to the previous 2 months.

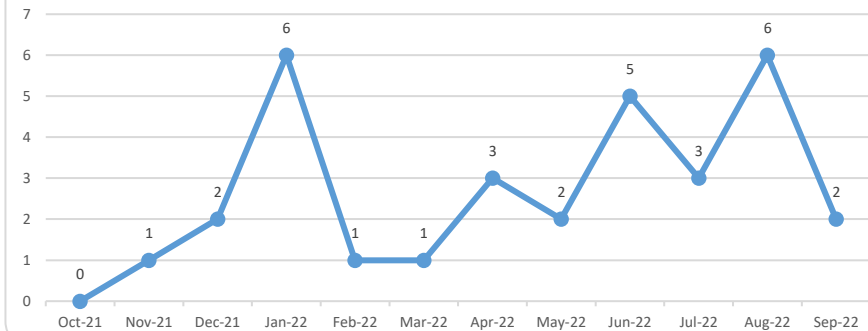
During August and September 2022, a total of 8 Clinical Negligence Claims were closed, with outcomes of Liability Admitted (6) and Risk Management Settlement (2). Total costs for the cases where an admission of liability was made amounted to £645,540.76.

Redress

Between 01.08.22 and 30.09.22, 5 cases were transferred to redress relating to Medicine (4) and Surgery, Anaesthetics, Critical Care & Theatres (1) within the Merthyr & Cynon ILG.

During August and September 2022, for Merthyr & Cynon ILG, 14 redress cases were closed. Of the cases closed, a full admission of liability was made for 7 cases, 3 cases were discontinued, 3 progressed to a Claim and 1 liability was denied with total payments amounting to £43,490.00.

Merthyr & Cynon ILG - Clinical Negligence Claims Received 01.10.21 - 30.09.22



Learning from Events Reports

As at the 19.10.22, the Locality had 17 (8 CN, 2 PI, 7 Redress) outstanding learning from events reports due. Of these 3 Clinical Negligence cases and 1 redress case are overdue (past 60 days). In August and September 2022, 4 learning from events reports (3 CN, 1 Redress) were submitted, which are currently awaiting approval from the Welsh Risk Pool. As of 19.10.22, there are currently 38 (24 CN, 2 PI, and 12 Redress) learning from events reports that have been submitted that are awaiting approval from Welsh Risk Pool.

Inquests

Number of New Inquests Received

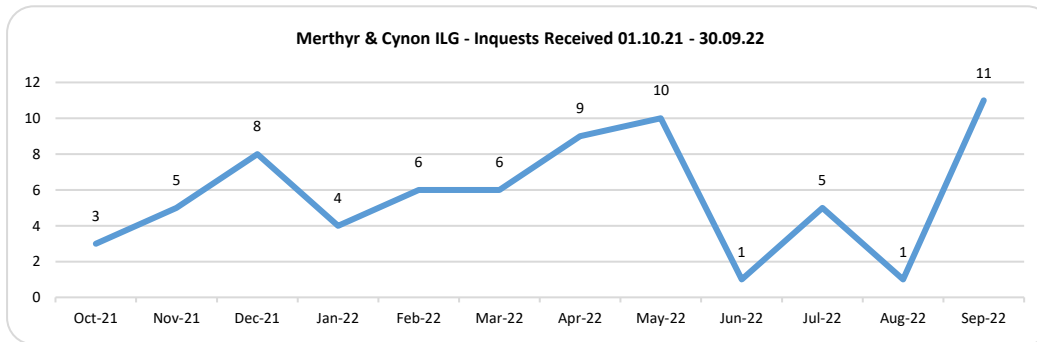
12

Number of Inquests Concluded

4

Regulation 28 Reports Received

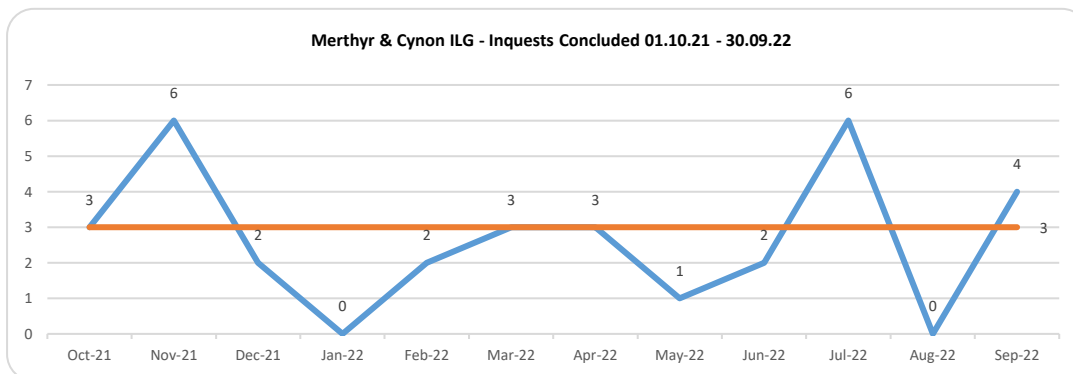
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Between 01.08.22 and 30.09.22 a total of 12 Inquests were received for Merthyr & Cynon ILG. These were received for the following areas:

- Mental Health (5)
- Medicine (4)
- Surgery, Anaesthetics, Theatres and Critical Care (2)
- Community (1)

During August and September 2022, a total of 4 inquests were concluded. The outcome of these inquests is provide in the table below:



Outcome of Inquests	Aug-22	Sep-22	Total
Drug Related	0	1	1
Accident	0	1	1
Road Traffic Collision	0	1	1
Narrative	0	1	1
Total	0	4	4

No regulation 28 reports were received within the Merthyr & Cynon Locality during August and September 2022.