

Merthyr & Cynon Integrated Locality Group Quality & Safety Dashboard April & May 2022

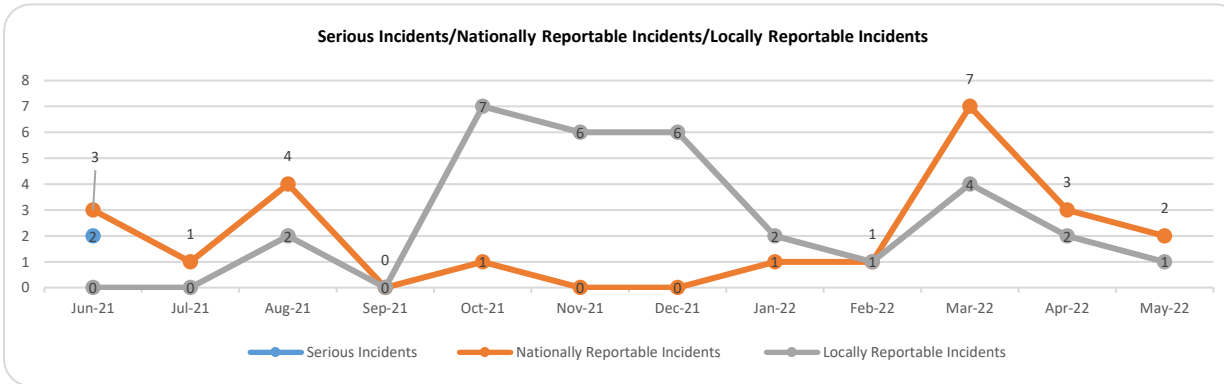
Nationally Reportable Incidents & Locally Reportable Incidents

Number of Nationally Reportable Incidents

5

Number of Patient Safety Incidents

810



Between 01.04.22 and 31.05.22 a total number of 894 incidents were reported within Merthyr & Cynon ILG. This represents a decrease of 176 incidents when compared to the previous 2 months. Of these, 91% (810) were reported under the type of patient safety during April-22 and May-22. Of the patient safety incidents, 23 were reported as resulting in severe harm (13) or death (10). This equates to 2.8% of the total number of Patient Safety Incidents reported within the Locality.

It should be noted that from the 01.04.22 the Health Board implemented the Incident Functionality within the Datix Cymru system. As part of the introduction of this functionality, it is no longer possible to update the severity of incidents following initial review, therefore the severity highlighted on reporting may not necessarily relate to the actual harm caused.

During the 2 months, 5 nationally reportable incidents were submitted to the Delivery Unit and 3 locally reportable incidents identified. 1 new never event was reported during the 2 months which related to a Medication Administration Error which occurred on Ward 4 (Intensive Care Unit) Prince Charles Hospital on 02.05.2022.

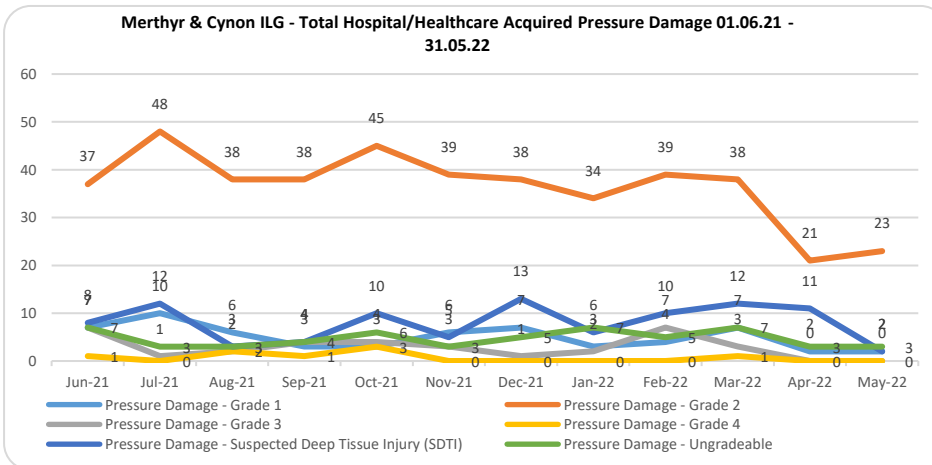
Pressure Damage Incidents

Total Number of Pressure Damage Incidents Reported

221

Total Number of Hospital Acquired

67



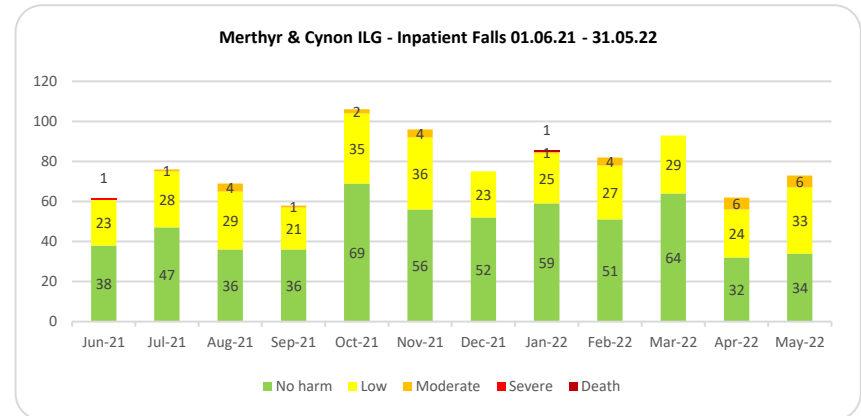
During April-22 and May-22, a total of 221 pressure damage incidents were reported, a decrease of 3 compared to the previous 2 months. The highest number of pressure damage incidents for April-22 & May-22 were identified as "Pressure ulcer present before admission to this clinical care area/caseload" (115) Of the total number reported, 67 were identified as hospital acquired, with the Emergency Care Centre (11), Ward 12 (8), Intensive Care Unit (6) and Clinical Decision Unit (6) reporting the highest numbers. No hospital acquired pressure damage incidents were reported as grade 3 or grade 4 during April-22 and May-22. As at 15.06.22, for pressure damage incidents reported during April-22 and May-22, an investigation has

been concluded for 56 incidents. Of these, 3 have been identified as avoidable.

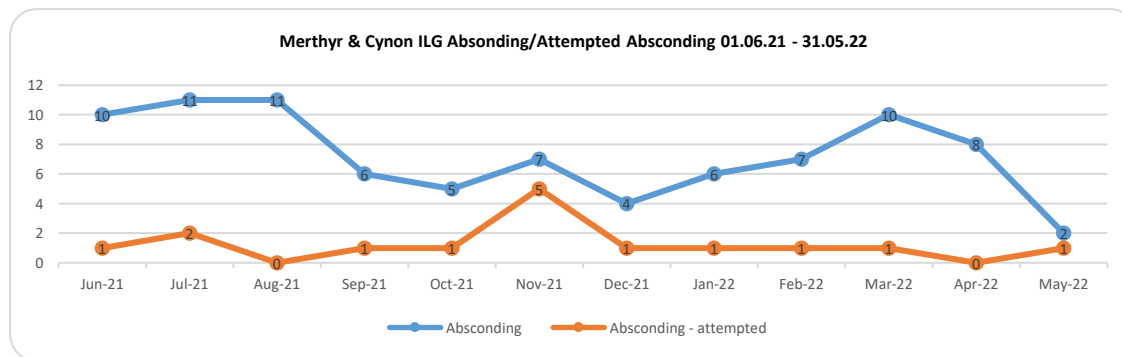
Inpatient Falls	
Total Number of Falls Reported	135
Number resulting in Severe harm / death	0

Between the 01.04.22 and 31.05.22 a total of 135 Slip, Trip or Fall incidents were reported under "Patient/Service User" for Merthyr & Cynon ILG. This represents a decrease of 40 inpatient falls when compared to the previous 2 months. Of the 135 slip, trip or fall incidents, 91% were reported as resulting in no (66) or Low (57) harm. The remaining incidents were reported as resulting in moderate harm (12). There were no patient falls reported as resulting in severe harm or death for April-22 and May-22.

For incidents reported in the Health Board's Legacy System between 01.06.21 and 31.03.22, an investigation has been concluded for 783 incidents as at 16.06.22. Of these 43 have been identified as avoidable. The Datix Cymru Falls Investigation Tool does not currently capture an avoidable / unavoidable outcome. Therefore this information is not available for April and May 2022 incidents.



Absconding Incidents	
Total Number of Absconding Incidents	11



Between the 01.04.22 and 31.05.22 a total number of 11 Absconding Incidents were reported within Merthyr & Cynon ILG. This represents a decrease of 8 compared to the previous 2 months.

Of the 11 incidents, 10 were categorised as Absconding and 1 an attempted absconding. Of the 11 incidents reported, 7 were reported as No, 2 as Low and 2 as moderate harm.

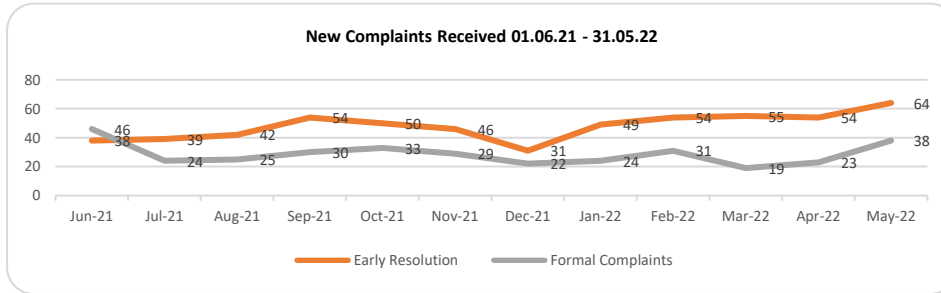
Complaints

Number of Formal Complaints Managed through PTR

61

% Formal Complaints response within 30 Working Days

78%



Between the 01.04.22 and 31.05.22 a total of 179 complaints were received for Merthyr & Cynon ILG. Of these complaints, 66% (118) were recorded under Early Resolution, 34% (61) were recorded under Formal Complaints. This represents an increase of 20 complaints compared to the previous 2 months. The service groups with the highest number of formal complaints for April-22 and May-22 were Medicine, Women & Children and Surgery, Anaesthetics and Theatres & Critical Care. A breakdown is summarised in the table below.

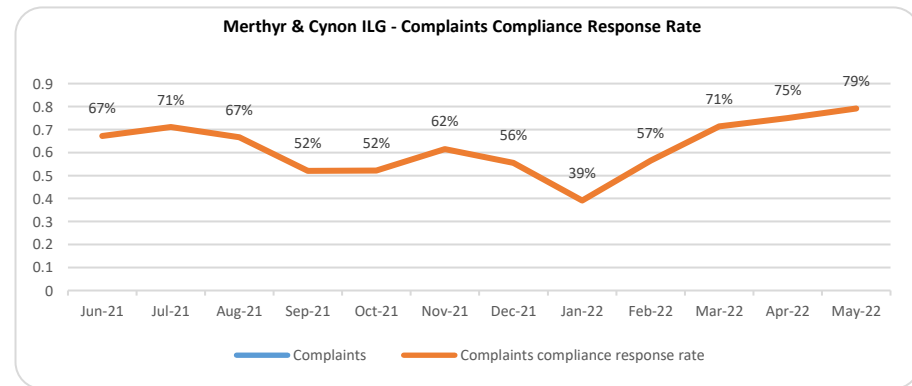
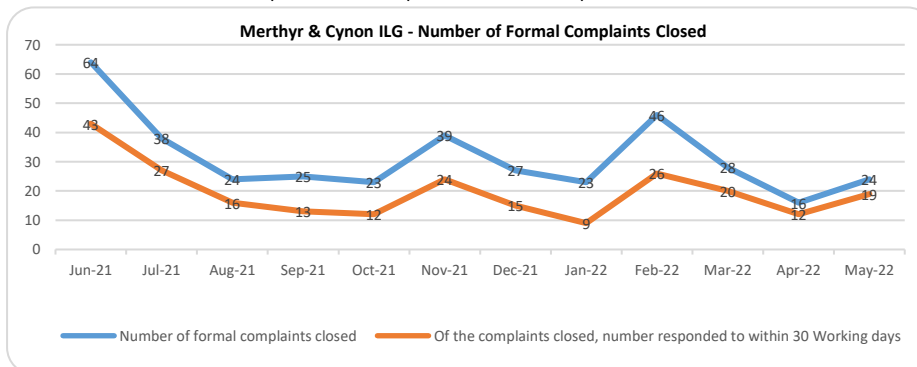
A breakdown of the top 3 types of formal complaints received during the quarter is summarised below.

	Apr-22	May-22	Grand Total
Medicine	9	17	26
Women & Children	11	10	21
Surgery, Anaesthetics, Theatres and Critical Care	2	7	9

	Apr-22	May-22	Grand Total
Clinical Treatment/Assessment	15	28	43
Appointments	3	4	7
Admissions	2	1	3

As of 15.06.22, there are currently 39 open formal complaints recorded on Datix under Merthyr & Cynon ILG. 9 formal complaints are currently over the 30 working day compliance with 2 formal complaints being over 6 months overdue.

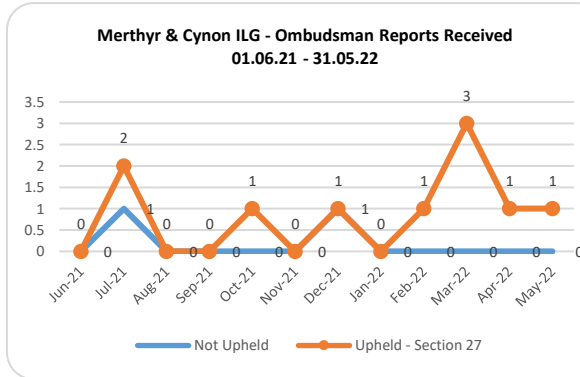
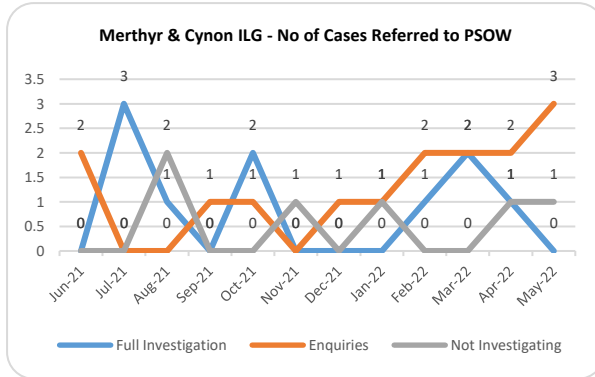
Between 01.04.2022 and 31.05.2022, 40 formal complaints were closed. Of these complaints 78% (31) were closed within 30 working days. This represents a 16% increase in complaints compliance as compared to the 2 months.



Public Services Ombudsman for Wales

Number of New cases

6



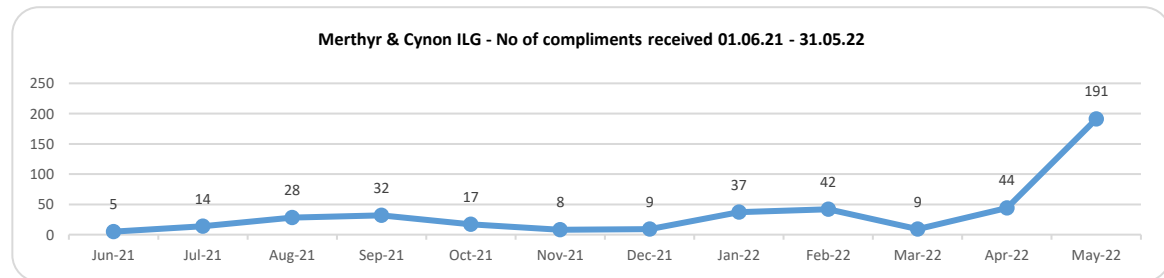
Between the 01.04.22 and 31.05.22 a total of 6 cases were transferred to the Public Services Ombudsman for Wales. Of these cases, 1 was recorded as Full Investigation, and 5 were recorded as enquiries. This represents a decrease of 1 case when compared to the previous 2 months. During April-22 and May-22, the locality received 2 final reports, both were upheld (section 27) relating to services by Emergency Care & General Surgery.

Compliments

Number of New Compliments Received

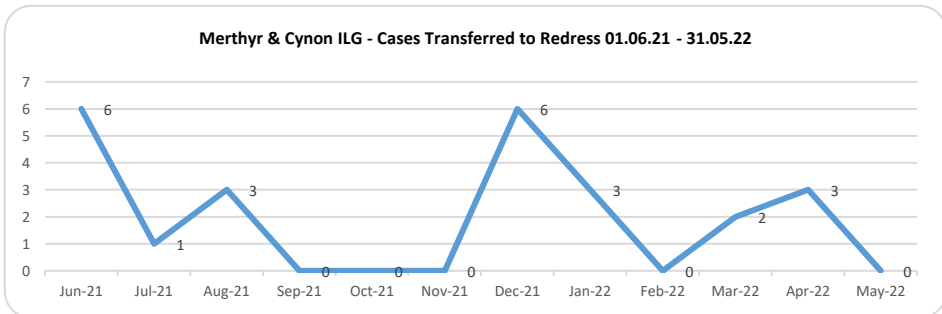
235

Between the 01.04.22 and 31.05.22 a total of 235 Compliments were recorded on Datix for Merthyr & Cynon ILG. This represents an increase of 184 as compared to the previous 2 months. The trend in relation to compliments received is highlighted in the chart.



Claims & Redress

Number of New Cases Transferred to Redress	Number of New Claims Received	Number of Learning from Events Reports Due
3	5	6



Claims

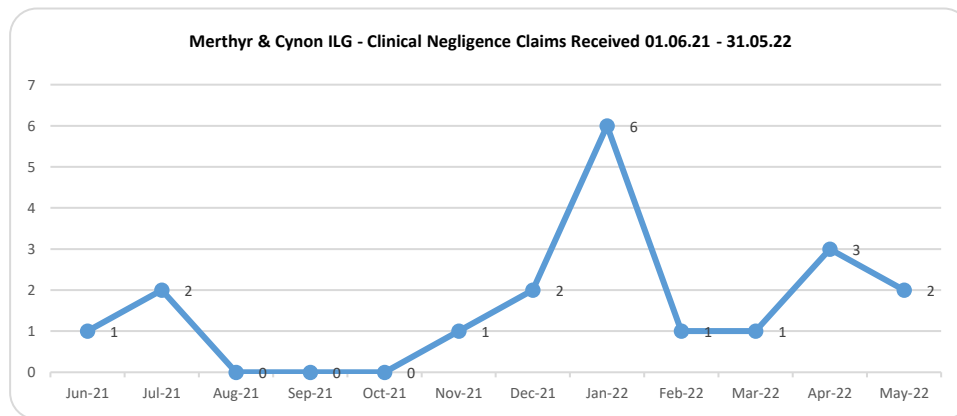
Between 01.04.22 and 31.05.22, a total of 5 Clinical Negligence Claims were received for Merthyr & Cynon ILG. This shows an increase of 3 when compared to the previous 2 months.

During April-22 and May-22, a total of 5 Clinical Negligence Claims were closed. Of the 5, total costs associated with these cases amounted to £43,513.85. The following outcomes were recorded for the concluded cases – Liability Admitted (4) relating to Surgery, Anaesthetics, Critical Care & Theatres (2) and Maternity (2) and 1 claim was Withdrawn (1).

Redress

Between 01.04.22 and 31.05.22, a total of 3 cases were transferred to redress relating to services within the Merthyr & Cynon ILG. 2 cases relate to Maternity Services and 1 relates to Surgery, Anaesthetics, Critical Care & Theatres.

During April-22 and May-22, for Merthyr & Cynon ILG, 3 redress cases were closed. 2 cases were admitted in full relating to Gynaecology and Paediatrics (1 case relating to Trauma & Orthopaedics was Transferred to Claim).



Learning from Events Reports

As at the 14.06.22, the Locality had 6 (3 CN, 1 PI, 2 Redress) outstanding learning from events reports due. Of these none are overdue (past 60 days). In April-22 and May-22, 22 learning from events reports (17 CN, 1 PI, 4 Redress) were submitted, which are currently awaiting approval from Welsh Risk Pool. As of 16.06.22, there are currently 60 (43 CN, 5 PI, 12 Redress) learning from events reports that have been submitted but awaiting approval from Welsh Risk Pool.

Inquests

Number of New Inquests Received

19

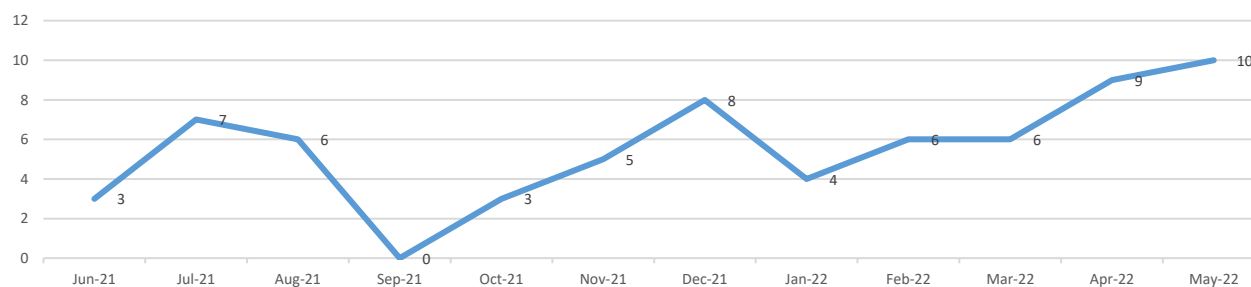
Number of Inquests Concluded

4

Regulation 28 Reports Received

0

Merthyr & Cynon ILG - Inquests Received 01.06.21 - 31.05.22

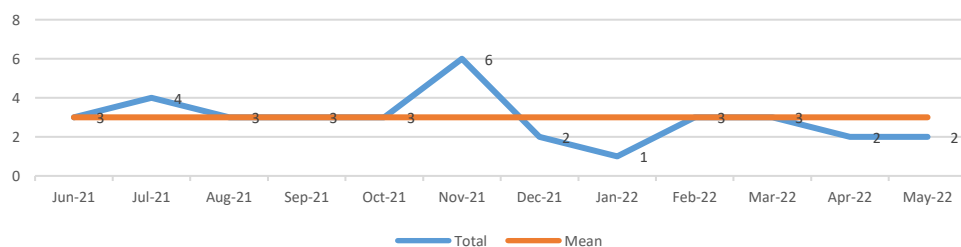


Between 01.04.22 and 31.05.22 a total of 19 Inquests were received for Merthyr & Cynon ILG. These were received for the following areas:

- Mental Health (8),
- Medicine (6),
- Surgery, Anaesthetics, Theatres and Critical Care (6)
- Community Hospital (1).

During April-22 and May-22, a total of 4 inquests were concluded. The outcome of these inquests is provide in the table below:

Merthyr & Cynon ILG - Inquests Concluded 01.06.21 - 31.05.22



Outcome of Inquests	Apr 2022	May 2022	Total
Inquest - Narrative Verdict	1	1	2
Inquest - Accidental Death	1	0	1
Inquest - Natural Causes	0	1	1
Total	2	2	4

No regulation 28 reports were received within Merthyr & Cynon Locality during the 2 month period.