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Welsh Ambulance Services
NHS Trust

Patient Safety & Experience Highlight Report

CwmTaf Morgannwg UHB
Reporting Period June 2022





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 the Health Board. It specifically focusses upon the following key areas:

- Patient Stories in relation to Handover Delays
- Patient Journey- Call to Definitive Care
- Data summary
- Handover delays trends 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



- Adverse media attention



Patient Experiences

- In June 2022, 3 people in the Cwm Taf Morganwg area completed our 999 Patient Experience survey. All three rated their overall experience as 'Poor' or 'Very Poor'.

"For a suspected heart attack, we waited 9 1/2 hours for an ambulance. With a wheelchair bound patient we couldn't travel ourselves"

- 2 People completed our NHS 111 Wales patient experience survey, having opposing experiences:

"It was first time I've used the service and I thought it was extremely impressive. Very prompt and efficient service"

"I phoned 5am with flare up of diverticulitis. I then waited hours to speak to a nurse then hours to speak to a dr. She said prescription for antibiotics would be in pharmacy at 6ish, still wasn't there at 7, took me 50 minutes on hold to get back in touch with 111, then told they would get in touch with GP to sort it out but no further contact in time to get to pharmacy today"

- 16 People completed a Non-Emergency Patient Transport patient experience survey. Again, most were satisfied with the service received, with only negative comments focusing timeliness:

"My ambulance turned up late, so my appointment was cancelled by the hospital"

- 1 compliment was received for Staff in the Cwm Taf Morganwg area:



"I would like to express my gratitude to an absolutely exemplary member of your staff that came to my mother who was very poorly with a recent diagnosed heart condition. The care he showed my mother was second to none. He was calm and collected in a difficult situation and did everything in his power to ensure my mum had the best care. He went above and beyond to make sure my mother was safe during this episode and I cannot thank him enough"



DATA SUMMARY

We can see from the data presented, that of the **2,218** handover presentations at Emergency departments within the reporting period, **1,707** were outside of the 15 minute notification to handover target time.

In addition to this, **1,084** patients waited between 1 hour and 10 hours to handover care to Emergency department staff.

During this month **1483** patients awaited a primary response in the community between 1 and 24 hours. From the data contained within slide 7, it can be seen that **1,310** of these patients were in the Amber 1 and 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.

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

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

HANDOVER DELAYS OUTSIDE HOSPITAL June 2022

Data Source Report Manager



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	2,600	2,063	2,494	2,061	1,283	892	618	417	281	236	162	102	235	13,444
	19.3%	15.3%	18.6%	15.3%	9.5%	6.6%	4.6%	3.1%	2.1%	1.8%	1.2%	0.8%	1.7%	
Aneurin Bevan	281	249	350	302	181	114	73	51	21	22	14	10	5	1,673
	16.8%	14.9%	20.9%	18.1%	10.8%	6.8%	4.4%	3.0%	1.3%	1.3%	0.8%	0.6%	0.3%	
Betsi Cadwaladr	520	451	701	645	382	262	233	132	88	74	56	24	34	3,602

	14.4%	12.5%	19.5%	17.9%	10.6%	7.3%	6.5%	3.7%	2.4%	2.1%	1.6%	0.7%	0.9%	
Cardiff And Vale	363	271	400	289	163	127	79	46	35	28	12	9	8	1,830
	19.8%	14.8%	21.9%	15.8%	8.9%	6.9%	4.3%	2.5%	1.9%	1.5%	0.7%	0.5%	0.4%	
Cwm Taf Morgannwg	511	300	323	312	189	152	109	74	52	45	43	25	83	2,218
	23.0%	13.5%	14.6%	14.1%	8.5%	6.9%	4.9%	3.3%	2.3%	2.0%	1.9%	1.1%	3.7%	
Hywel Dda	404	378	342	307	231	148	75	60	34	31	21	10	35	2,076
	19.5%	18.2%	16.5%	14.8%	11.1%	7.1%	3.6%	2.9%	1.6%	1.5%	1.0%	0.5%	1.7%	
Out of Area	110	201	189	68	40	19	15	5	2	3	0	0	2	654
	16.8%	30.7%	28.9%	10.4%	6.1%	2.9%	2.3%	0.8%	0.3%	0.5%	0.0%	0.0%	0.3%	
Swansea Bay	411	213	189	138	97	70	34	49	49	33	16	24	68	1,391
	29.5%	15.3%	13.6%	9.9%	7.0%	5.0%	2.4%	3.5%	3.5%	2.4%	1.2%	1.7%	4.9%	



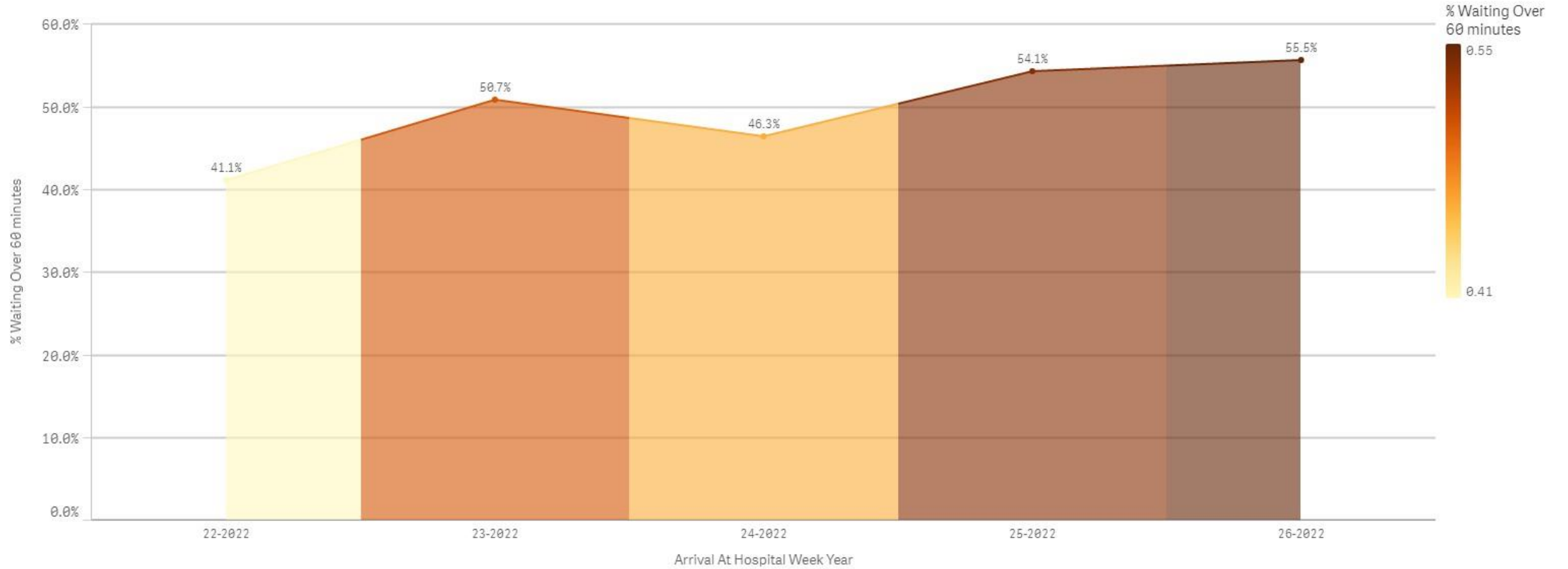


HANDOVER DELAYS – Trend of Patients Waiting > 60mins June 2022

Data Source QLIK SENSE



Trend of % Patients Waiting > 60 Mins





COMMUNITY WAITS >1hour June 2022

Data source: Report Manager



Cwm Taf Morgannwg Summary

Priority	Response Hour Banded (rounded down)																								Total	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24 +		
RED	4	3	2	1																						10
AMBER1	291	179	133	94	86	79	50	21	25	22	20	14	10	3	6	4	6	6	4			2	1	3	1059	
AMBER2	59	31	28	19	12	11	6	7	6	9	8	8	7	8	2	1	4	3	5	3		1	4	9	251	
GREEN2	19	9	10	1	3	1	3		2		1		1		1										52	
GREEN3	35	17	14	18	7	1	5	1	3	1	2	3		1	1								1	1	111	
Total	408	239	187	133	108	92	64	29	36	32	31	25	18	12	10	5	10	9	9	3		3	6	14	1483	





IMMEDIATE VEHICLE RELEASE

Data source: Report Manager



Summary
01/06/2022

Immediate Vehicle Release Requests

From
To

30/06/2022

Priority	Hospital Health Board	Hospital Name	Accepted	Not Accepted	Total
RED	Cwm Taf Morgannwg	Prince Charles Hosp Merthyr	11	1	12
		Princess Of Wales Bridgend	8	15	23
		Royal Glamorgan Hosp Pontyclun	10	3	13
		Total	29	19	48
AMBER1	Cwm Taf Morgannwg	Prince Charles Hosp Merthyr	0	2	2
		Princess Of Wales Bridgend	0	1	1
		Royal Glamorgan Hosp Pontyclun	2	0	2
		Total	2	3	5
GREEN2	Cwm Taf Morgannwg	Princess Of Wales Bridgend	0	1	1
		Total	0	1	1

	Accepted	Not Accepted	Total
Grand Total	31	23	54





JOINT INVESTIGATION FRAMEWORK – APPENDIX B

Data source: Datix



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 June there were **5** incidents reviewed at the SCIF which met the criteria for the Appendix B framework. *(Incidents by reported date, not incident date).*

- Delayed response to an 84 year old male reported as having an extended abdomen, confusion, slurred speech, CVA and bowel obstruction. Patient was conveyed to hospital but sadly passed away following arrival.
- Delayed response to a 93 year old female who had fallen. Patient was conveyed to hospital but the patients overall journey time was 56.5 hours.
- Delayed response to a 60 year old male who had an episode of unconsciousness. ROLE was implemented at scene.
- Delayed response to an 89 year old male reported as having 'abdominal pain, abdominal tenderness, query bowel obstruction. ROLE was implemented at scene.



- Delayed response to a 59 year old male who required a transfer from RGHP to UHWC Cath Lab. The transfer was completed.



APPENDIX B SINCE APRIL 2022

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.

Since 1st April 2022 **7** incidents reviewed at the SCIF met the criteria for the Appendix B framework.

The main theme of these incidents was delayed responses due to hospital handover delays.



CONCERNS

During June 2022 there were a total of **3** concerns received for the Health Board Area.

Of the **3** concerns that are being progressed, **2** relates to timeliness.

**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.*



CORONERS ACTIVITY REGULATION 28 PREVENTION OF FUTURE DEATHS



Coroner Requests for Information

During June 2022 the Trust has received **2** requests from the Coroner for information within the Health Board Area. (Source: Legal Department)

Regulation 28 (Source: Coroner)

During June 2022 the Trust did not receive any Regulation 28 Prevention of Future Death Reports within the Health Board Area.



Adverse Media

During June the following Media Stories related to handover delays and delays in Community Responses



NO ADVERSE MEDIA STORIES FOR THE REPORTING PERIOD

