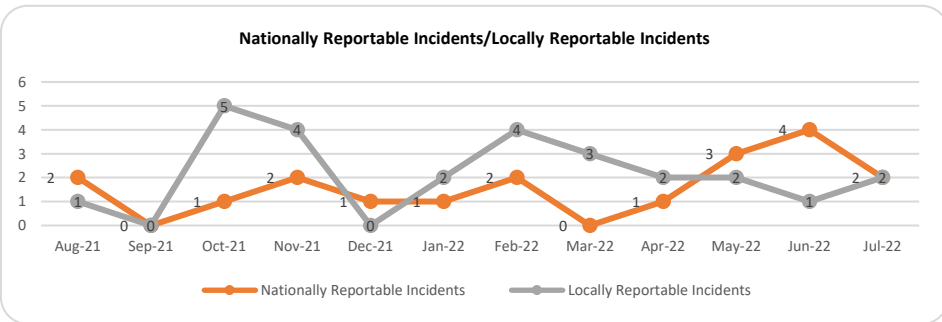


Nationally Reportable Incidents & Locally Reportable Incidents	
Number of Nationally Reportable Incidents	Number of Patient Safety Incidents
6	1,428

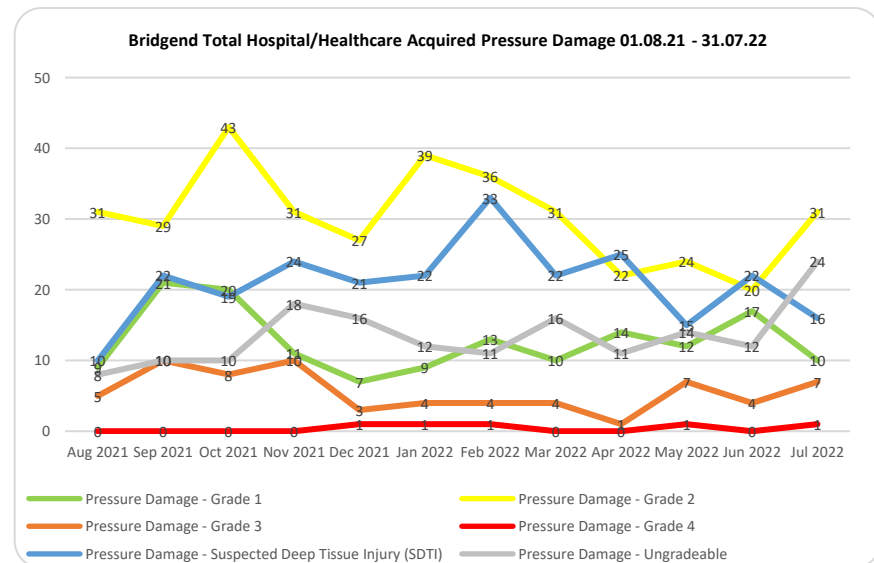


Between 01.06.22 and 31.07.22 a total number of 1629 incidents were reported within Bridgend ILG. This represents an increase of 137 total incidents when compared to the previous 2 months. Of these, 88% (1428) were reported under the type of patient safety. Of the patient safety incidents, 25 were reported as resulting in severe harm (18) or death (7). This equates to 1.8% 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.

Between 01.06.22 & 31.07.22, 6 nationally reportable incidents were submitted to the Delivery Unit and 3 locally reportable incidents were identified. No never events were reported during this time.

Pressure Damage Incidents	
Total Number of Pressure Damage Incidents Reported	Total Number of Hospital Acquired
352	80



Between 01.06.22 & 31.07.22, a total of 352 pressure damage incidents were reported, an increase of 13 compared to the previous 2 months. The highest number of pressure damage incidents for June & July 2022 were identified as being present before admission to this clinical care area/caseload (188). Of the 164 developed during the current case load, 84 were identified as community acquired and 80 as hospital acquired. Of the hospital acquired, the Emergency Department at Princess of Wales Hospital (20), AMU (13) and Ward 6 (8) reported the highest numbers. 1 hospital acquired pressure damage incident in AMU was reported as grade 3. No Grade 4 hospital acquired pressure damage incidents were reported during June & July 2022.

As at 23.08.22, for pressure damage incidents reported during June & July 2022, an investigation has been concluded for 72 incidents. Of these, 6 have been identified as avoidable.

Inpatient Falls

Total Number of Falls Reported

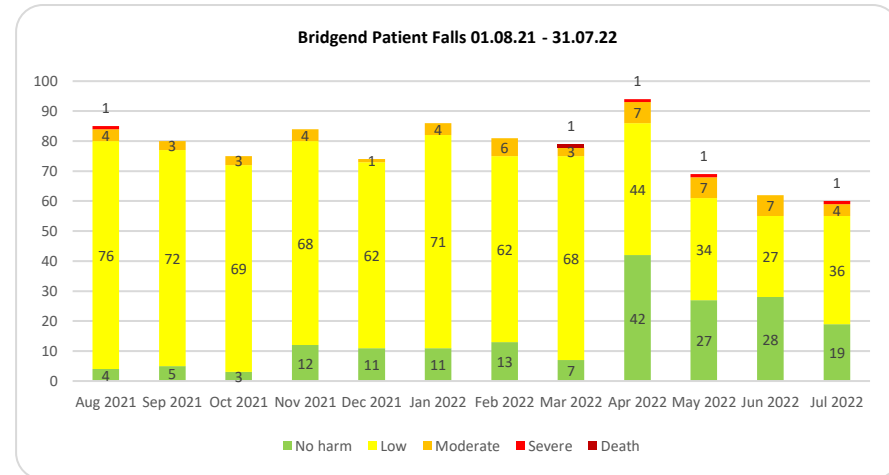
122

Number resulting in Severe harm / death

1

Between the 01.06.22 and 31.07.22 a total of 122 patient/service user slip, trip or fall incidents were reported for Bridgend ILG. This represents a decrease of 41 falls when compared with the previous 2 months. Of the 122 incidents, 90% were reported as resulting in no (47) or, Low (63) harm. The remaining incidents were reported as resulting in moderate (11) and severe (1) harm. No patient / service user falls were reported as resulting in death.

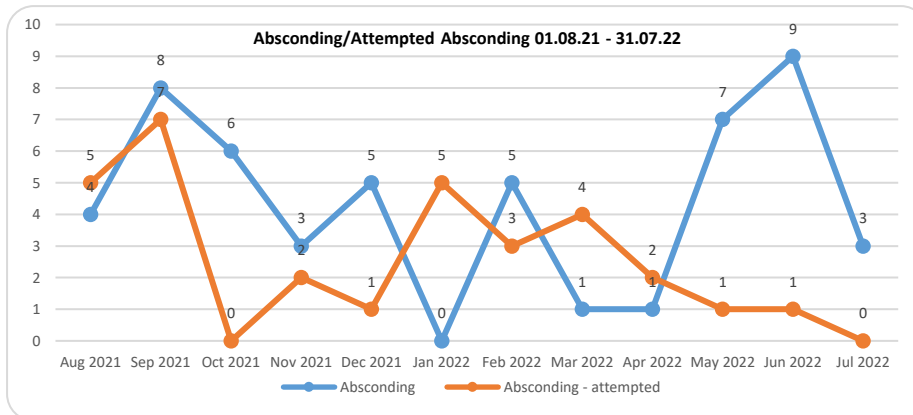
For incidents reported in the Health Board's Legacy System between 01.08.21 and 31.03.22, an investigation has been concluded for 644 incidents as at 23.08.22. Of these 47 have been identified as avoidable. The Datix Cymru Falls Investigation Tool does not currently capture an avoidable / unavoidable outcome. Therefore this information is not yet available from April to July 2022.



Abscending Incidents

Total Number of Abscending Incidents

13



Between 01.06.22 and 31.07.22 a total number of 13 Abscending Incidents were reported within Bridgend ILG. This remains fairly consistent with the previous two month period. Of the 13 incidents, 12 were categorised as Abscending, and 1 was categorised as Attempted Abscending. Of the 13 incidents, 11 were reported as resulting in no harm, 1 as low harm and 1 case from CAMHS was reported as moderate harm.

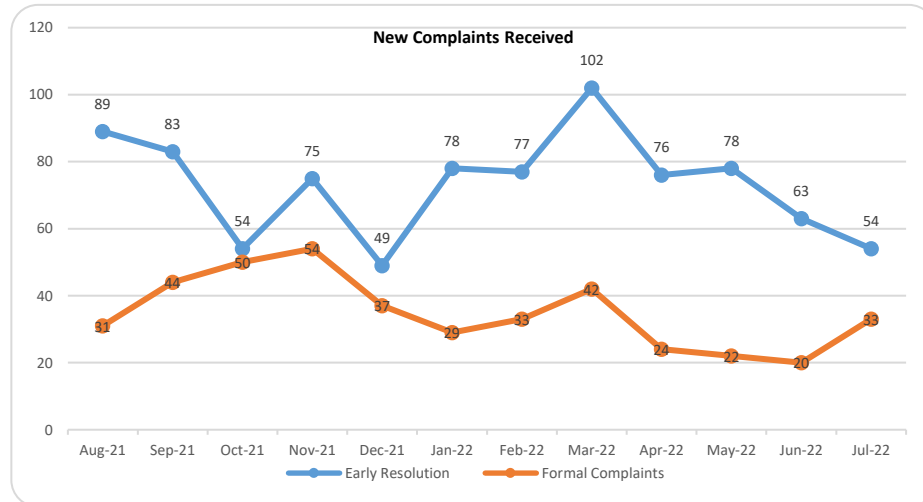
Complaints

Number of Formal Complaints Managed through PTR

53

% Formal Complaints response within 30 Working Days

60%



Between the 01.06.22 and 31.07.22 a total of 170 complaints were received for Bridgend ILG. Of these complaints, 69% (117) were recorded under Early Resolution and 31% (53) were recorded under Formal Complaints. This represents an increase of 7 formal complaints when compared to the previous 2 months.

The service groups with the highest number of formal complaints for June and July 2022 are Medicine, Surgery, Anaesthetics, Theatres & Critical Care and Women & Children. A breakdown is summarised in the table below.

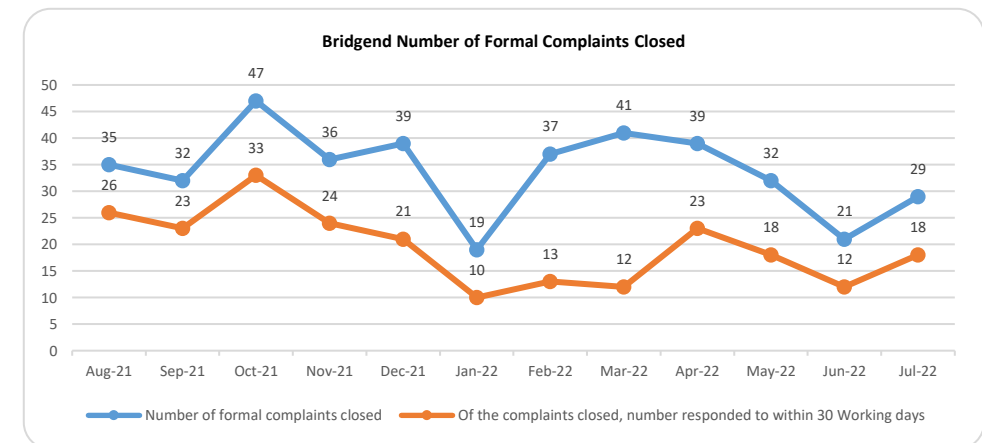
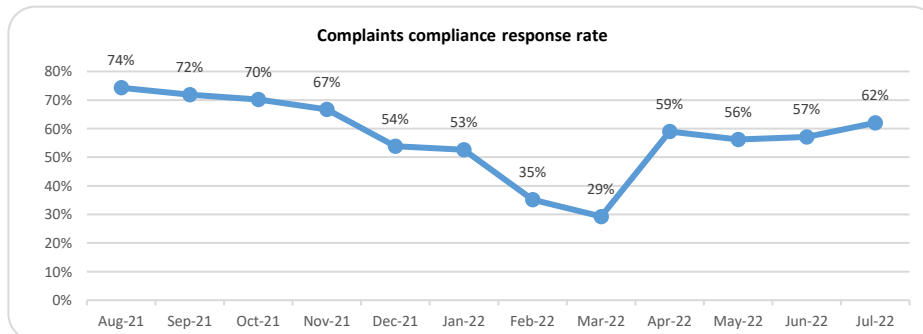
	Jun-22	Jul-22	Grand Total
Medicine	8	11	19
Surgery, Anaesthetics, Theatres and Critical Care	6	10	16
Women & Children	4	11	15

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

	Jun-22	Jul-22	Grand Total
Clinical Treatment/Assessment	14	19	33
Attitude and Behaviour	2	4	6
Communication (including Language)	2	2	4
Appointments	0	4	4

As of 22.08.2022, there are currently 44 open formal complaints recorded on Datix for Bridgend ILG. 16 formal complaints are currently over the 30 working day compliance, with 4 formal complaints being over 6 months overdue.

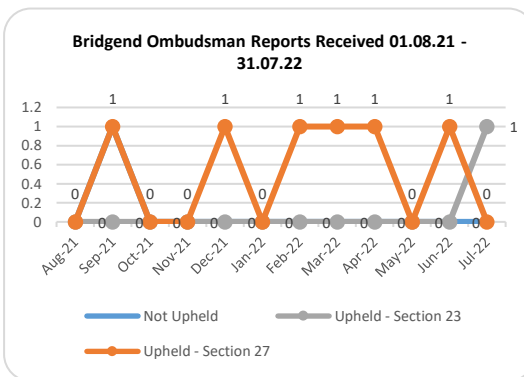
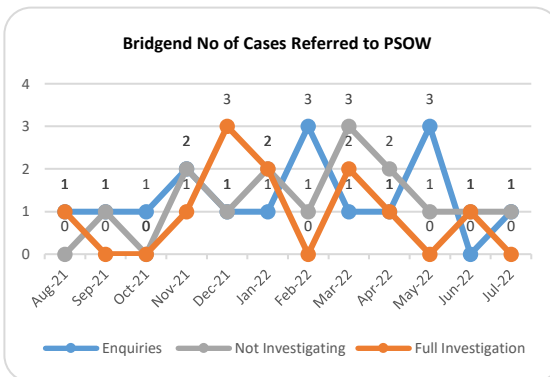
Between 01.06.2022 and 31.07.2022, 50 formal complaints were closed. Of these complaints 60% (30) were closed within 30 working days. This represents a 2% increase in complaints compliance when compared to the previous 2 months.



Public Services Ombudsman for Wales

Number of New cases

2



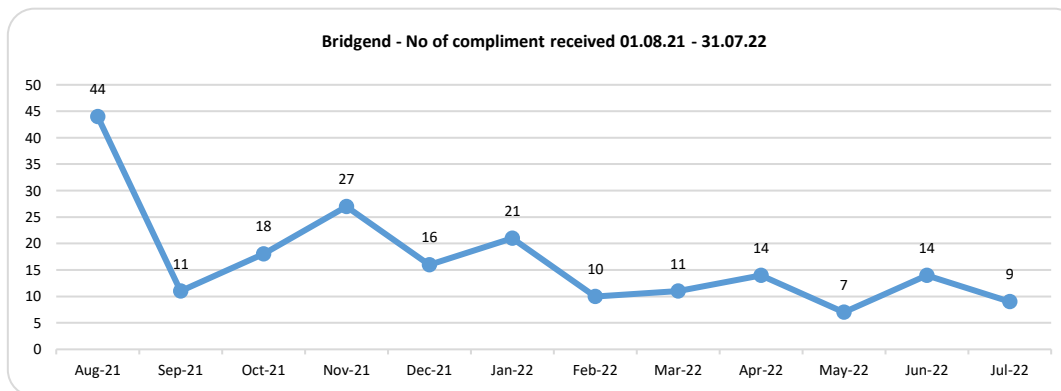
Between the 01.06.22 and 31.07.22 a total of 2 cases were referred to the Public Services Ombudsman for Wales. Of these cases, 1 was recorded as Full Investigation, and 1 as Enquiry. During this time the Ombudsman chose not to investigate 2 cases. This represents a decrease of 2 cases received when compared to the previous 2 months. During June and July 2022, the locality received 2 final reports, both with an outcome of upheld (1 section 21 and 1 section 27) and relating to services within General Surgery.

Compliments

Number of New Compliments Received

23

Between the 01.06.22 and 31.07.22 a total of 23 compliments were recorded on Datix for Bridgend ILG. This is consistent with previous months. The trend in relation to compliments received is highlighted in the chart.



Claims & Redress

Number of New Cases Transferred to Redress

4

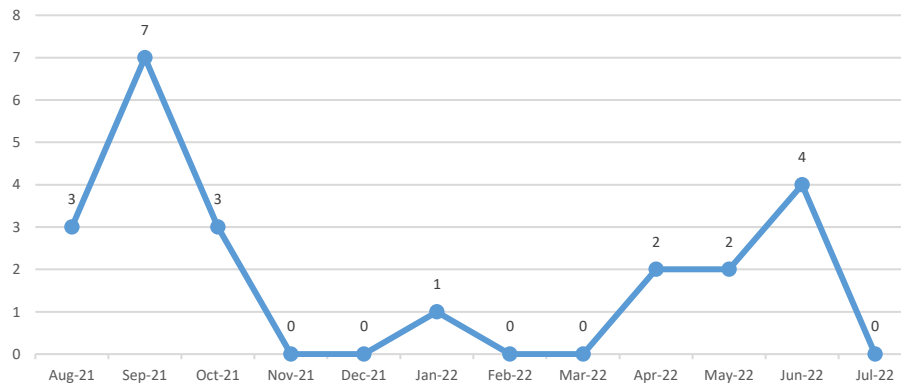
Number of New Claims Received

7

Number of Learning from Events Reports Due

3

Bridgend - Cases Transferred to Redress 01.08.21 - 31.07.22



Claims

Between 01.06.22 and 31.07.22, a total of 7 Clinical Negligence Claims were received for Bridgend ILG. This shows an increase of 3 when compared to the previous 2 months.

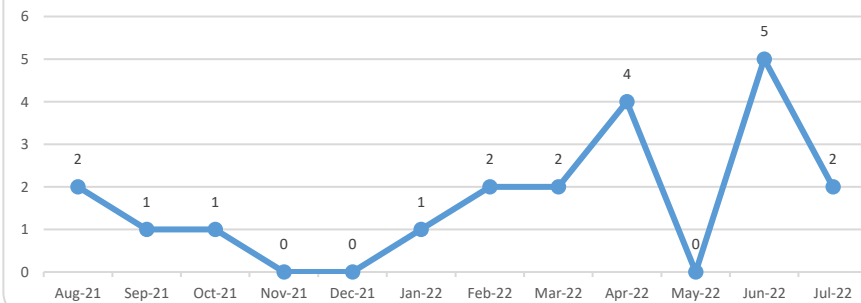
During June & July 2022, 3 Clinical Negligence Claims were closed. Of the 3 closed, 2 were discontinued and 1 liability was fully admitted. Total Payments to date for the 3 closed claims amount to £22,490.00.

Redress

Between 01.06.22 and 31.07.22, 4 cases were transferred to redress relating to services within the Bridgend Locality. This represents no change when compared to the previous 2 months.

During June and July 2022, for Bridgend ILG, 8 redress cases were closed. Of these cases, 3 were admitted in full relating to Community (1), Surgery, Anaesthetics & Critical Care (1), and Women & Children (1), 3 cases were partially admitted relating to Medicine (2) and Surgery, Anaesthetics & Critical Care (1), 1 case was denied in full relating to Surgery, Anaesthetics & Critical Care, and 1 case was progressed to a Clinical Negligence claim relating to Medicine. Total Payments to date on the 8 closed redress cases amount to £40,582.30.

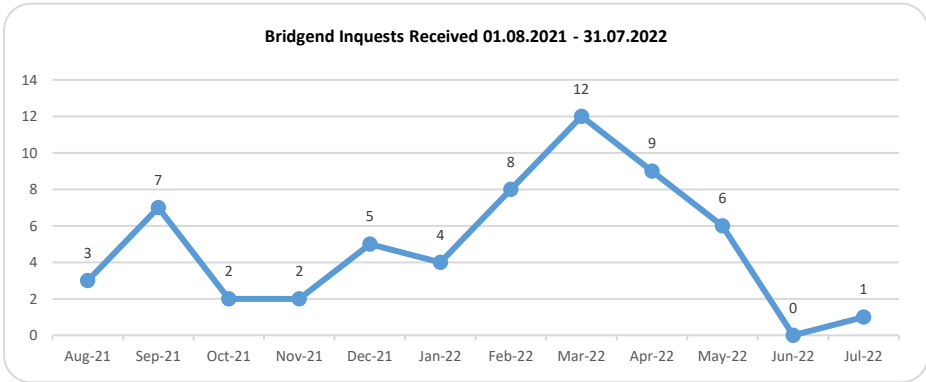
Bridgend Clinical Negligence Claims Received 01.08.21 - 31.07.22



Learning from Events Reports

As at 23.08.22, the Locality had 3 (1 PI, 2 Redress) outstanding learning from events reports due. Of these, none are overdue (past 60 days). In June and July 2022, 4 learning from events Reports (1 CN, 3 Redress) were submitted that are currently awaiting approval from Welsh Risk Pool. As of 23.08.22, there are currently 21 (6 CN, 2 PI, 13 Redress) learning from events reports that have been submitted but awaiting approval from Welsh Risk Pool.

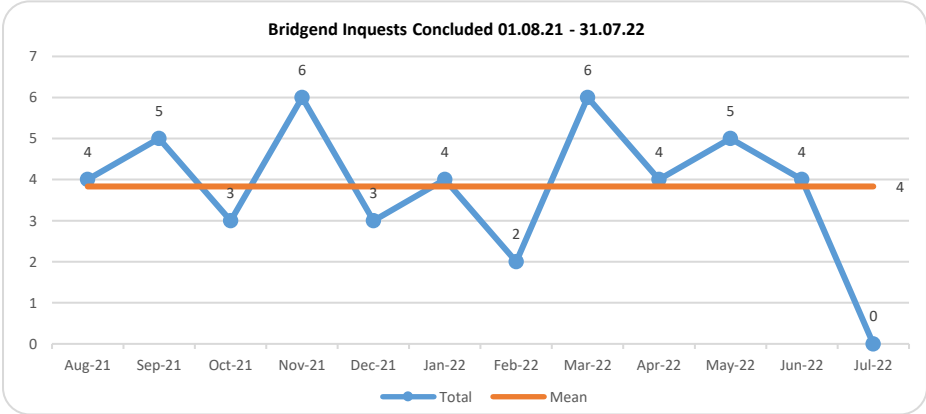
Inquests		
Number of New Inquests Received	Number of Inquests Concluded	Regulation 28 Reports Received
1	4	0



Between 01.06.22 and 31.07.22, 1 Inquest was received for Medicine in Bridgend ILG. This represents a decrease of 14 Inquests when compared to the previous 2 months.

During June and July 2022, a total of 4 inquests were concluded. The outcome of these inquests is provided in the table below:

Outcome of Inquests	Jun-22	Jul-22	Total
Natural Causes	2	0	2
Narrative	1	0	1
Drug related	1	0	1
Grand Total	4	0	4



No regulation reports were received for Bridgend ILG, during June-22 & July-22.

KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

POW flow remains a key concern, with high numbers of patients who are fit for discharge and lowest numbers of social care packages offered across CTM. This has results in boarding in non-clinical areas at times of high pressure.

Continued and increasing levels of overcrowding in ED impacting on care and service delivery alongside poor patient experience.