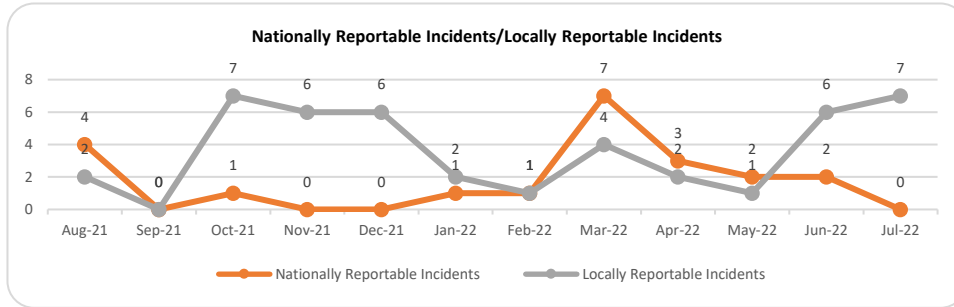


APPENDIX 1.1

Merthyr & Cynon Integrated Locality Group Quality & Safety Dashboard June & July 2022

Nationally Reportable Incidents & Locally Reportable Incidents	
Number of Nationally Reportable Incidents	Number of Patient Safety Incidents
2	941

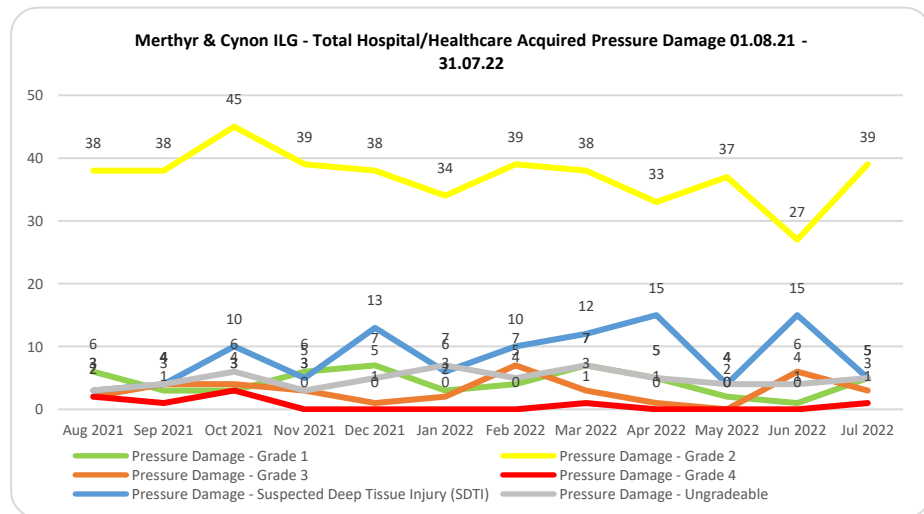


Between 01.06.22 and 31.07.22 a total number of 1025 incidents were reported within Merthyr & Cynon ILG. This represents an increase of 131 incidents when compared to the previous 2 months. Of these, 92% (941) were reported under the type of patient safety during June and July 2022. Of the patient safety incidents, 37 were reported as resulting in severe harm (20) or death (17). This equates to 3.9% 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, 2 nationally reportable incidents were submitted to the Delivery Unit and 13 locally reportable incidents identified. No never events were reported during June and July 2022.

Pressure Damage Incidents	
Total Number of Pressure Damage Incidents Reported	Total Number of Hospital Acquired
202	52



During June and July 2022, a total of 202 pressure damage incidents were reported, which is relatively consistent 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 (111). The remaining pressure damage incidents were reported as being present before admission to this clinical care area/caseload (91). Of the 111, reported as occurring during the current caseload, 59 were identified as community acquired, and 52 as hospital acquired. Of the hospital acquired, Emergency Care Centre (8), Ward 9 (7), and Ward 2 (6) reported the highest numbers. There were 2 hospital acquired pressure damage incidents reported as grade 3, with no hospital acquired grade 4 incidents reported during the 2 month period.

As at 25.08.22, for pressure damage incidents reported during June and July 2022, an investigation has been concluded for 72 incidents. Of these, 7 have been identified as avoidable.

Inpatient Falls

Total Number of Falls Reported

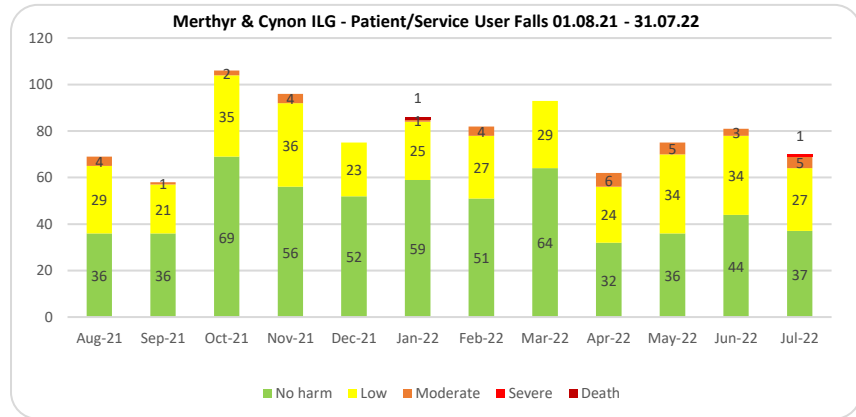
151

Number resulting in Severe harm / death

1

Between the 01.06.22 and 31.07.22 a total of 151 patient/service user slip, trip or fall incidents were reported for Merthyr & Cynon ILG. This represents an increase of 14 inpatient falls when compared to the previous 2 months. Of the 151 slip, trip or fall incidents, 94% were reported as resulting in no (81) or Low (61) harm. The remaining incidents were 8 incidents were reported as resulting in moderate (8) harm and severe (1) harm. No patient / service users falls were reported as resulting in death.

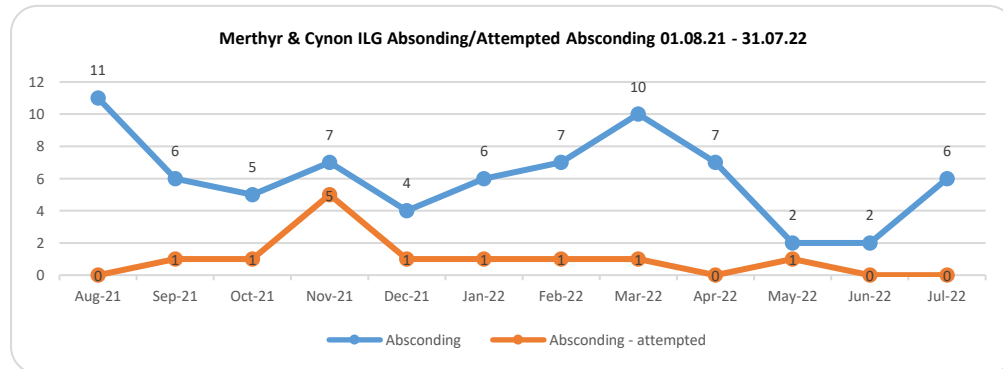
For incidents reported in the Health Board's Legacy System between 01.08.21 and 31.03.22, an investigation has been concluded for 664 incidents as at 25.08.22. Of these 33 have been identified as avoidable. The Datix Cymru Falls Investigation Tool does not currently capture an avoidable / unavoidable outcome. Therefore, this information is not currently available from April 2022 onwards.



Absconding Incidents

Total Number of Absconding Incidents

8



Between the 01.06.22 and 31.07.22 a total number of 8 Absconding Incidents were reported within Merthyr & Cynon ILG. This remains consistent when compared to previous two month periods.

Of the 8 incidents, all were categorised as absconding with 6 reported as no harm, 1 as low and 1 as moderate harm.

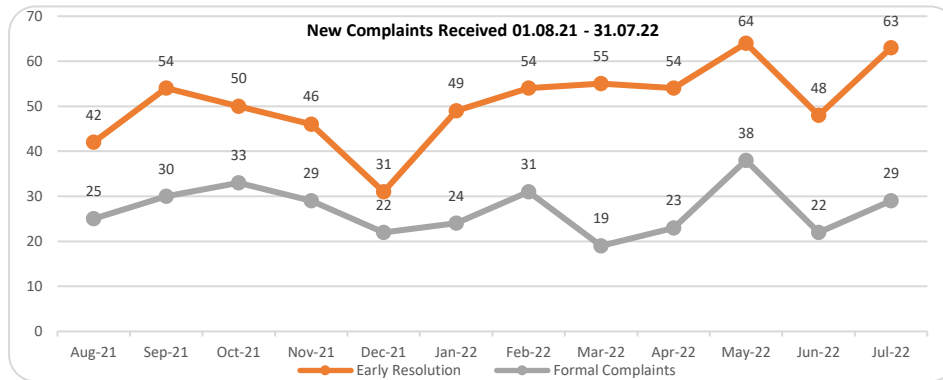
Complaints

Number of Formal Complaints Managed through PTR

51

% Formal Complaints response within 30 Working Days

80%



Between the 01.06.22 and 31.07.22 a total of 162 complaints were received for Merthyr & Cynon ILG. Of these complaints, 69% (111) were recorded as Early Resolution and 31% (51) as Formal Complaints. This represents a decrease of 17 complaints when compared to the previous 2 months. A breakdown of the service groups with the highest number of formal complaints is summarised in the table below.

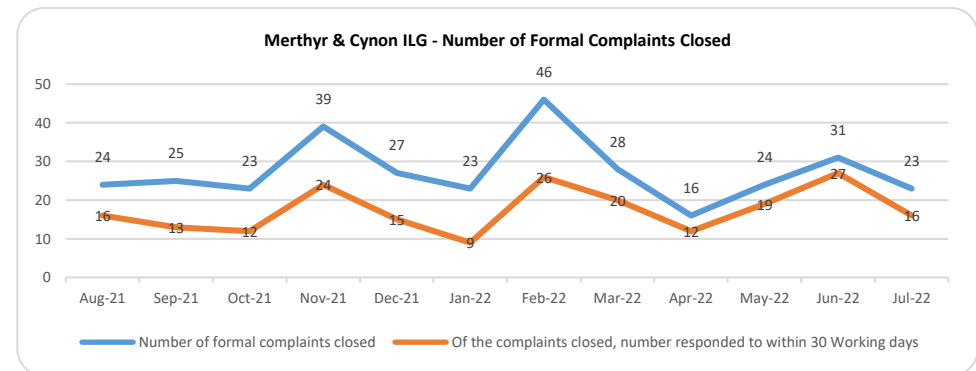
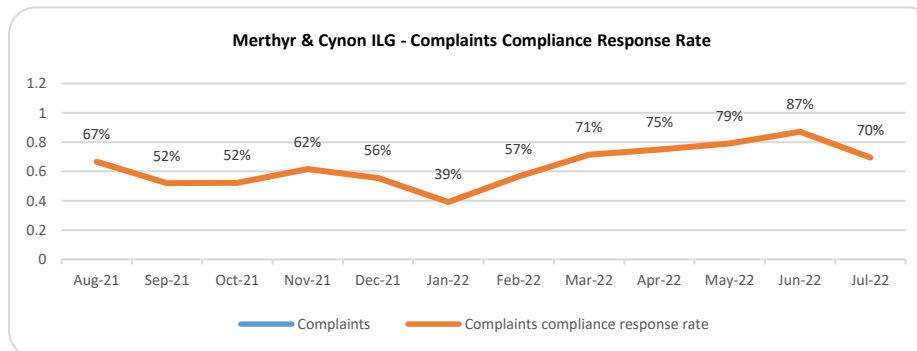
	June-22	July-22	Grand Total
Medicine	13	14	27
Women & Children	6	7	13
Surgery, Anaesthetics, Theatres and Critical Care	2	2	4

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

	June-22	July-22	Grand Total
Clinical Treatment/Assessment	14	19	33
Appointments	4	0	4
Attitude and Behaviour	2	2	4

As of 25.08.22, there are currently 55 open formal complaints recorded on Datix under Merthyr & Cynon ILG. 24 formal complaints are currently over the 30 working day compliance with 2 formal complaints being over 6 months overdue.

Between 01.06.2022 and 31.07.2022, 54 formal complaints were closed. Of these complaints 80% (43) were closed within 30 working days. This represents a 2% increase in complaints compliance when compared to the previous 2 months.

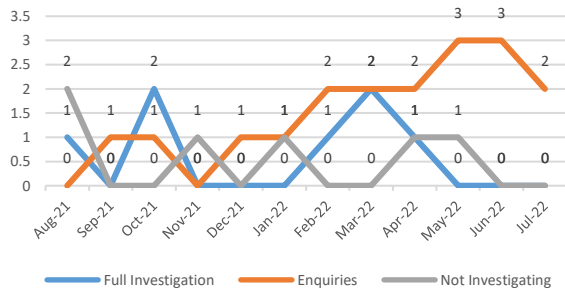


Public Services Ombudsman for Wales

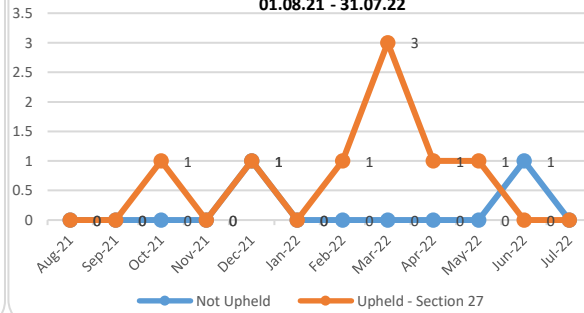
Number of New cases

5

Merthyr & Cynon ILG - No of Cases Referred to PSOW



Merthyr & Cynon ILG - Ombudsman Reports Received 01.08.21 - 31.07.22



Between the 01.06.22 and 31.07.22 a total of 5 cases were transferred to the Public Services Ombudsman for Wales. All 5 cases were recorded as enquiries. This represents a decrease of 1 case when compared to the previous 2 months.

During June and July 2022, the locality received 1 final report relating to Medicine which was not upheld.

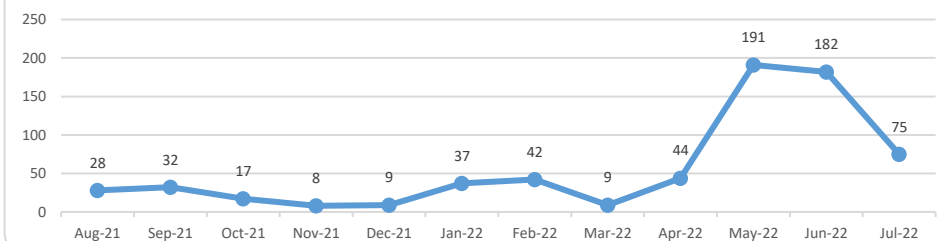
Compliments

Number of New Compliments Received

257

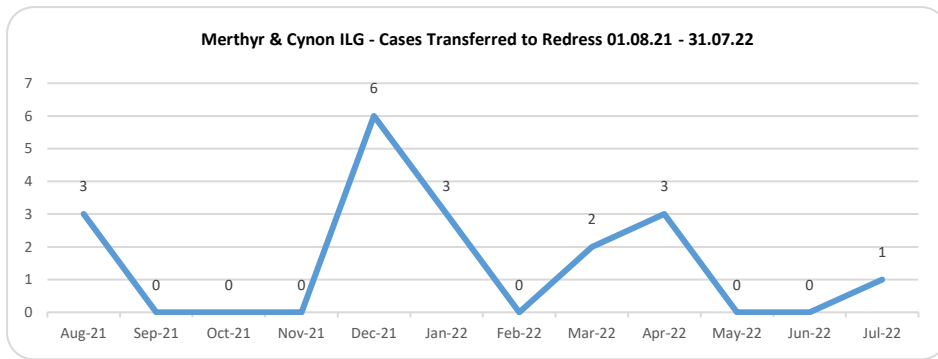
Between the 01.06.22 and 31.07.22 a total of 257 Compliments were recorded on Datix for Merthyr & Cynon ILG. This represents an increase of 22 compliments when compared to the previous 2 months. The trend in relation to compliments received is highlighted in the chart.

Merthyr & Cynon ILG - No of compliments received 01.08.21 - 31.07.22



Claims & Redress

Number of New Cases Transferred to Redress	Number of New Claims Received	Number of Learning from Events Reports Due
1	8	8



Claims

Between 01.06.22 and 31.07.22, a total of 8 Clinical Negligence Claims were received for Merthyr & Cynon ILG. This shows an increase of 3 when compared to the previous 2 months.

During June and July 2022, a total of 3 Clinical Negligence Claims were closed, with outcomes of Liability Admitted (1) and Withdrawn (2). Total costs for the admission of liability amounted to £808,610.21.

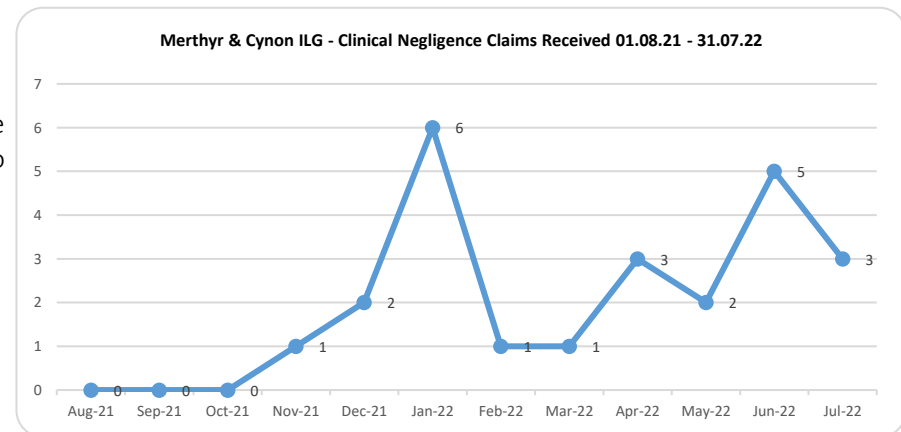
Learning from Events Reports

As at the 26.08.22, the Locality had 8 (5 CN, 1 PI, 2 Redress) outstanding learning from events reports due. Of these 1 redress case is overdue (past 60 days). In June and July 2022, 8 learning from events reports (4 CN, 1 PI, 3 Redress) were submitted, which are currently awaiting approval from the Welsh Risk Pool. As of 26.08.22, there are currently 47 (34 CN, 1 PI, 12 Redress) learning from events reports that have been submitted that awaiting approval from Welsh Risk Pool.

Redress

Between 01.06.22 and 31.07.22, 1 case was transferred to redress relating to Community services within the Merthyr & Cynon ILG.

During June and July 2022, for Merthyr & Cynon ILG, 3 redress cases were closed. Of the cases closed, a full admission of liability was made for 2 cases relating to services provided by Medicine with total payments for these cases amounted to £43,490.00. The remaining case relating to Gynaecology Services was transferred to a claim.



Inquests

Number of New Inquests Received

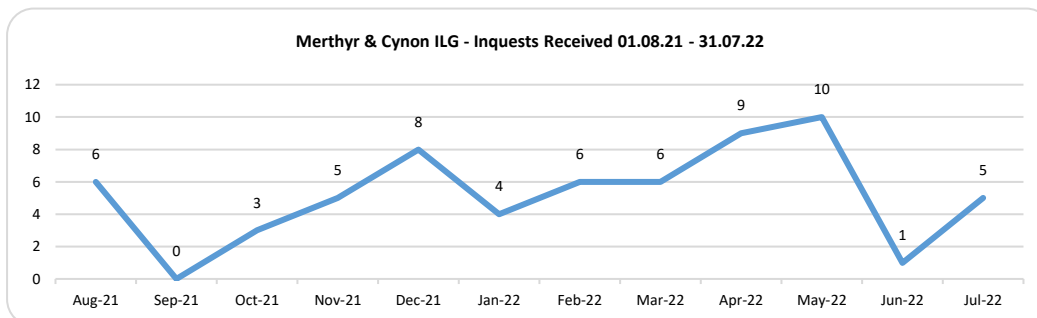
6

Number of Inquests Concluded

8

Regulation 28 Reports Received

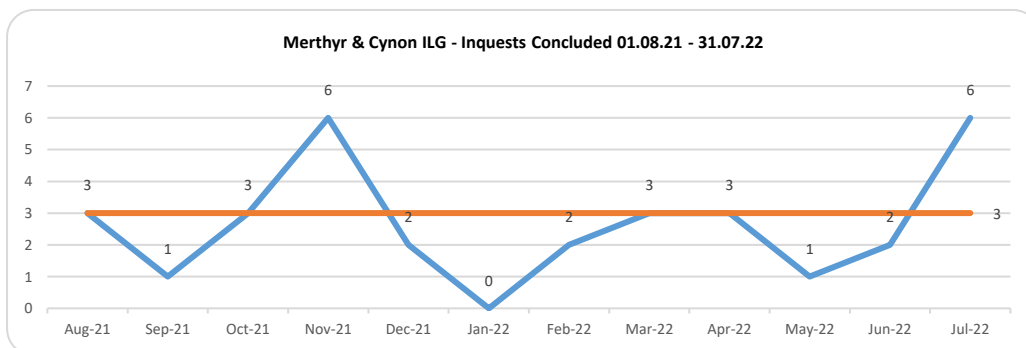
0



Between 01.06.22 and 31.07.22 a total of 6 Inquests were received for Merthyr & Cynon ILG. These were received for the following areas:

- Medicine (3)
- Mental Health (2)
- Surgery, Anaesthetics, Theatres and Critical Care (1)

During June and July 2022, a total of 8 inquests were concluded. The outcome of these inquests is provide in the table below:



Outcome of Inquests	June-22	July-22	Total
Drug Related	0	3	3
Accidental Death	2	1	3
Industrial Disease	0	1	1
Suicide	0	1	1
Total	2	6	8

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

KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

- The ILG DoN commissioning a review over all sites for environmental suitability as there has been an increase number of mental health patients being admitted to acute areas. CSG deputy manager for Mental Health to link in with Head of Nursing to provide support around the risk register for assessing and mitigating risks at PCH.

- The ILG DoN is engaged with CTM and Public Health colleagues on the issues pertaining to acute and rehabilitation service availability. The ILG is committed to being an active participant in the development and sustainability of stroke services across CTM. If current increase in number and complexity of stroke patients across these sites continues, then the ability of OT SLT Physio and Dietetics to respond and provide a quality service to these patients will reduce and not be sustainable without additional resource. Currently staffing levels are at critical levels causing implications to patient flow, bed availability and fragile on call rota's. Issues were raised at Stroke Planning group on 25.07.2022 and are included in the HB action plan.

- Therapy professions are continuing to experience workforce availability challenges this is particularly the case for Occupational therapy and Dietetics in POW which heightens risk of flow issues. Unavailability of Trauma & Orthopedic physiotherapy at weekend to assess patients for discharges is providing a significant delay in discharging patients. Speech and Language Therapists in YCR reached a critical point where the service was at extreme risk of being withdrawn.

- Neurodevelopmental Disorder services– do not have capacity to achieve WG assessment targets of 80% of assessments to commence within 26 weeks of referral and to follow up in a timely way. There are currently 1260 patients waiting with the longest wait 114 weeks, compliance with WG target currently 38.8% with 771 patients waiting over 26 weeks. This has had an increase prevalence in formal concerns being raised.

- Patients' are experiencing extended waits on ambulances prior to being transferred to the emergency department. This is not specific to PCH but is a recognised risk to safety and experience of those patients waiting to be transferred and those waiting for ambulances in the community. The ILG and health board is working with WAST as to how such incidences can be reduced and to mitigate the risk of harm to those waiting extended periods to be off loaded in the meantime.