

Merthyr & Cynon Integrated Locality Group Quality & Safety Dashboard

Nationally Reportable Incidents & Locally Reportable Incidents - Quarter 3

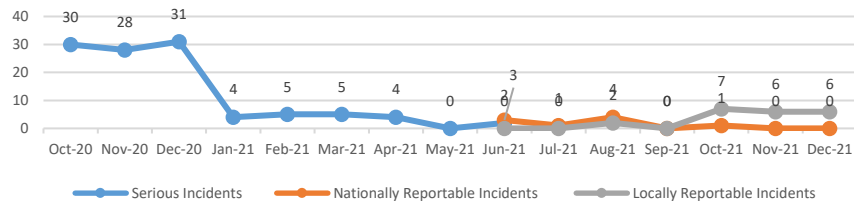
Number of Nationally Reportable Incidents

1

Number of Patient Safety Incidents

1,681

Serious Incidents/Nationally Reportable Incidents/Locally Reportable Incidents



Between the 01.10.21 and 31.12.21 a total number of 1681 Incidents were reported within Merthyr & Cynon ILG. This represents a decrease of 241 compared to the previous quarter. Of these, 85% (1427) were reported under the type of patient safety during quarter 3. Of the patient safety incidents, 18 were reported as resulting in severe harm (4) or death (14). This equates to 1.3% of the total number of Patient Safety Incidents reported within the Locality. During the quarter, 1 Nationally Reportable Incident was submitted to the Delivery Unit and 19 Locally Reportable Incidents Identified. No new events were reported during the quarter.

Pressure Damage Incidents – Quarter 3

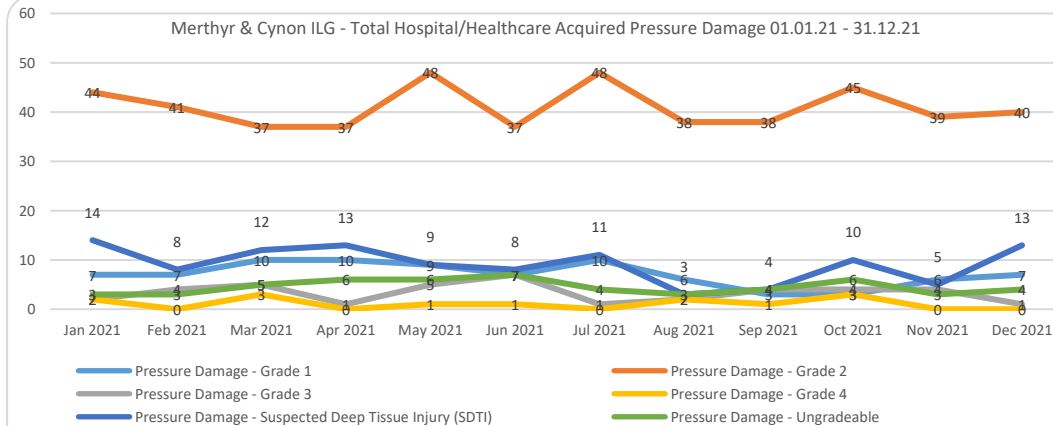
Total Number of Pressure Damage Incidents Reported

321

Total Number of Healthcare Acquired

84

Merthyr & Cynon ILG - Total Hospital/Healthcare Acquired Pressure Damage 01.01.21 - 31.12.21



During Quarter 3, a total of 321 pressure damage incidents were reported, an increase of 27 compared to quarter 2. The highest number of pressure damage incidents for quarter 3 were identified as developed outside of hospital setting with district nursing input (109). Of the total number reported, 84 were identified as hospital acquired, with Ward 08 – Prince Charles Hospital (10), Intensive Care Unit (8), Ward 11 – Prince Charles Hospital (7), Ward 06 – Prince Charles Hospital (7) and Ward 12 – Prince Charles Hospital (7) reporting the highest numbers. 1 hospital acquired pressure damage incident was reported as grade 3, there were no Grade 4 hospital acquired pressure damage incidents reported during Quarter 3. As at 23.02.22, for pressure damage incidents reported during quarter 3, an investigation has been concluded for 107 incidents. Of these, 6 have been identified as avoidable.

Inpatient Falls – Quarter 3

Total Number of Falls Reported

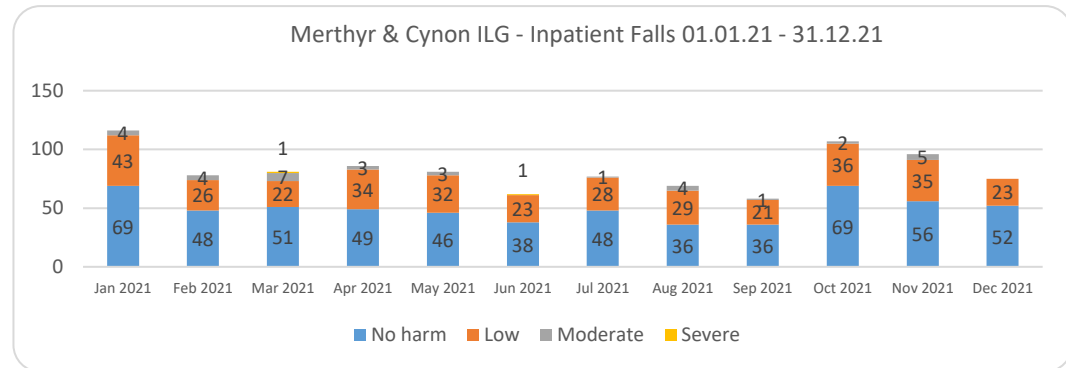
231

Number resulting in Severe harm / death

0

Between the 01.10.21 and 31.12.21 a total of 278 inpatient falls were reported for Merthyr & Cynon ILG. Of these falls, 177 were reported as no harm, 94 were reported as low harm, and 17 were reported as moderate harm. There were no inpatient falls reported as resulting in severe harm or death for Quarter 3. This represents an increase of 74 when compared to Quarter 2.

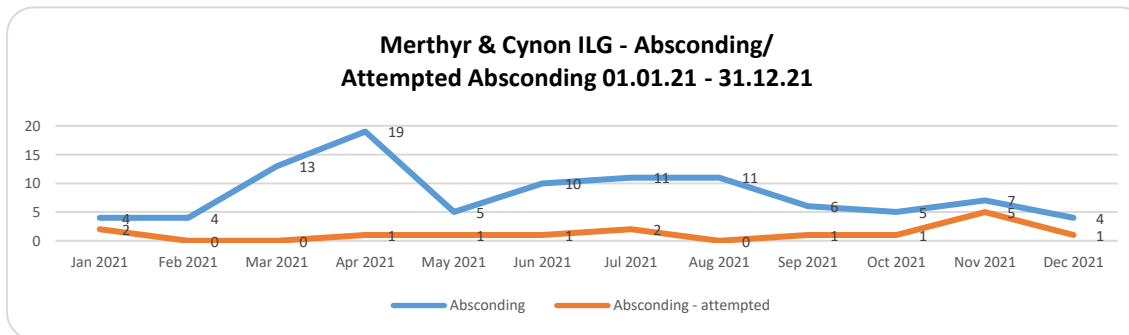
As at 23.02.22, for falls reported during quarter 3, an investigation has been concluded for 189 incidents. Of these, 6 have been identified as avoidable.



Absconding Incidents - Quarter 3

Total Number of Absconding Incidents

17



Between the 01.10.21 and 31.12.21 a total number of 17 Absconding Incidents were reported within Merthyr & Cynon ILG. This represents a decrease of 13 compared to the previous quarter. Of the 17 incidents, 14 were categorised as Absconding, 3 were categorised as Attempted Absconding.

Complaints - Quarter 3

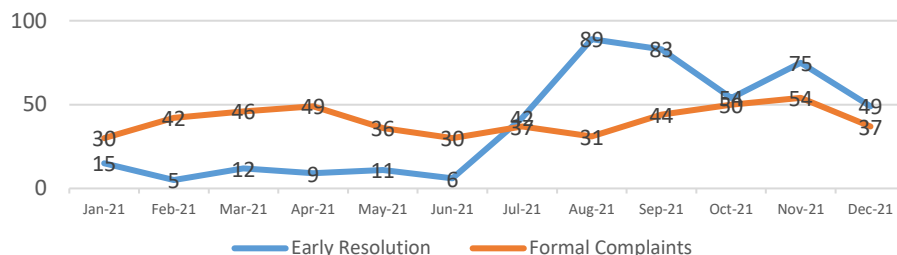
Number of Formal Complaints Managed through PTR

319

% Formal Complaints response within 20 Working Days

64%

Complaints Received 01.01.2021 - 31.12.2021

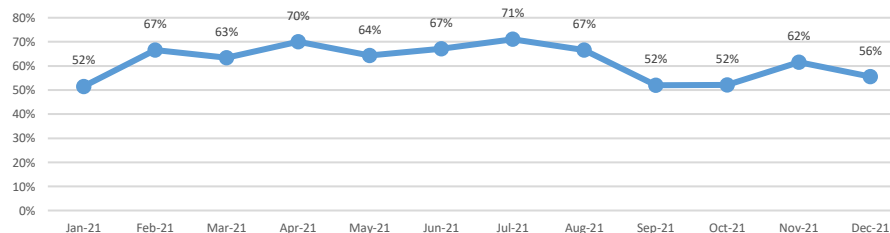


A breakdown of the top 3 type of complaints received during the quarter is summarised below.

| | Oct-21 | Nov-21 | Dec-21 | Grand Total |
|---|--------|--------|--------|-------------|
| Clinical Treatment/Assessment | 18 | 18 | 5 | 41 |
| Communication Issues (including Language) | 3 | 2 | 5 | 10 |
| Discharge Issues | 2 | 2 | 4 | 8 |

Between 01.10.2021 and 31.12.2021, 89 formal complaints were closed. Of these complaints 57% (51) were closed within 30 working days. This represents a 7% decrease in complaints compliance as compared to the previous quarter. overdue.

Merthyr & Cynon ILG - Formal Complaints 30 day compliance response rate

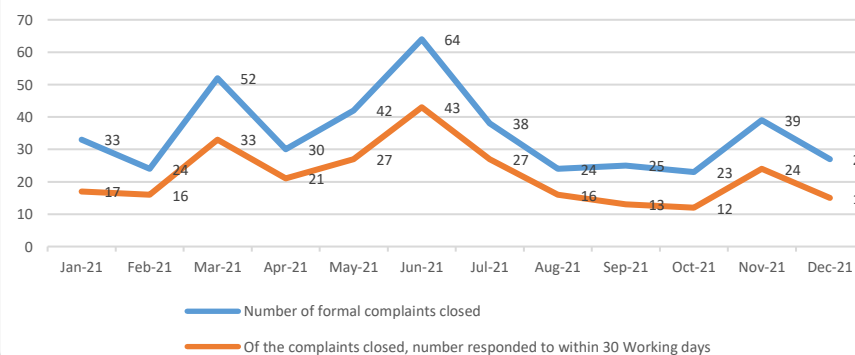


Between the 01.10.21 and 31.12.21 a total of 211 complaints were received for Merthyr & Cynon ILG. Of these complaints, 60% (127) were recorded under Early Resolution, 40% (84) were recorded under Formal Complaints. This represents a decrease of 3 complaints compared to the previous quarter. The service groups with the highest number of formal complaints for quarter 3 are Medicine and Women & Children, Surgery, Anaesthetics and Theatres & Critical Care. A breakdown is summarised in the table below.

| | Oct-21 | Nov-21 | Dec-21 | Grand Total |
|---|--------|--------|--------|-------------|
| Medicine | 17 | 15 | 6 | 38 |
| Women & Children | 12 | 9 | 11 | 32 |
| Surgery, Anaesthetics, Theatres and Critical Care | 4 | 3 | 2 | 9 |

As of 23.02.22, there are currently 47 open formal complaints recorded on Datix under Merthyr & Cynon ILG. 16 formal complaints are currently over the 30 working day compliance with 5 formal complaints being over 6 months

Merthyr & Cynon ILG - Number of Formal Complaints Closed

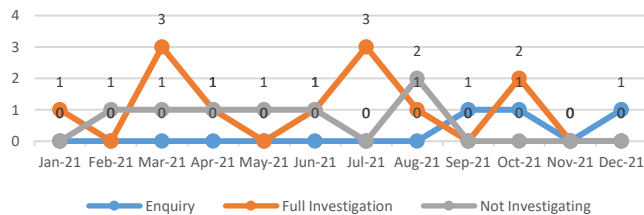


Public Services Ombudsman for Wales - Quarter 3

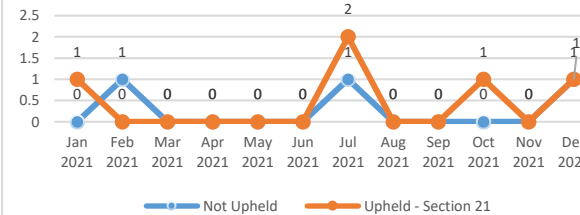
Number of New cases

4

Merthyr & Cynon ILG - No of Cases Referred to PSOW



Merthyr & Cynon ILG - Ombudsman Reports Received 01.01.21 - 31.12.21



Between the 01.10.21 and 31.12.21 a total of 4 cases were transferred to the Public Services Ombudsman for Wales. Of these cases, 2 were recorded as Full Investigation, and 2 were recorded as Enquires. This represents a decrease of 3 cases as compared to the previous quarter. During the quarter, the locality received 3 final reports, 2 which were upheld (section 21) and 1 was not upheld.

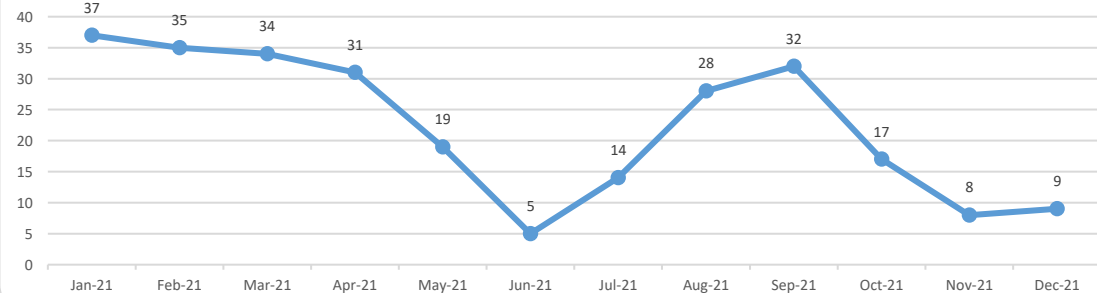
Compliments - Quarter 3

Number of New Compliments Received

34

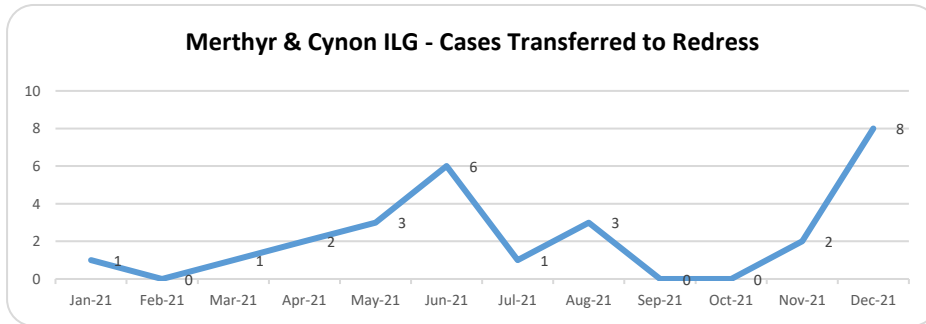
Between the 01.10.21 and 31.12.21 a total of 34 Compliments were recorded on Datix for Merthyr & Cynon ILG. This represents a decrease of 40 as compared to the previous quarter. The trend in relation to compliments received is highlighted in the chart.

Merthyr & Cynon ILG - No of compliments received 01.01.21 - 31.12.21



Claims & Redress - Quarter 3

| Number of New Cases Transferred to Redress | Number of New Claims Received | Number of Learning from Events Reports Due |
|--|-------------------------------|--|
| 10 | 7 | 34 |



Redress

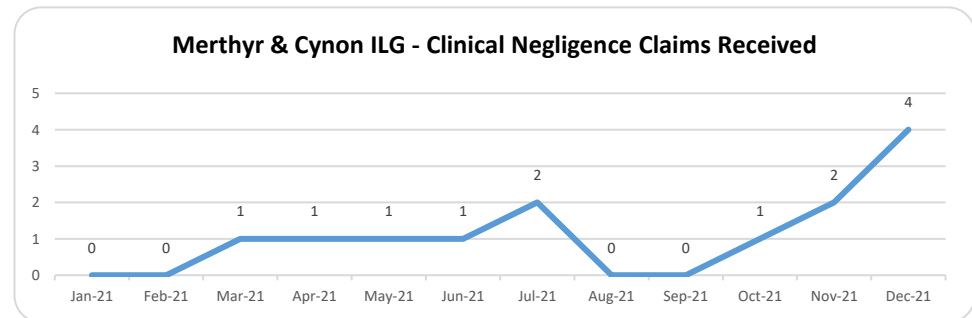
Between 01.10.21 and 31.12.21, a total of 10 cases were transferred to redress relating to services within the Merthyr & Cynon ILG. These related to the following services Medicine (6), Maternity (2), Surgery, Anaesthetics & Critical Care (1) and Paediatrics (1).

During quarter 3, for Bridgend ILG, 4 redress cases were closed. A cleansing exercise is being undertaken in relation to Redress, therefore detailed information will be provided in future reports.

Claims

Between 01.10.21 and 31.12.21, a total of 7 Clinical Negligence Claims were received for Merthyr & Cynon ILG. This shows an increase of 5 when compared to the previous quarter.

During quarter 3, a total of 2 Clinical Negligence Claims were closed. Of the 2, total costs associated with these cases amounted to £336,177.02. The following outcomes were recorded for the concluded cases Risk Management Settlement (1) which related to Urology and Fail/Delay Treatment, and Admission of Liability (1), which related to General Surgery and Infection.



Learning from Events Reports

As at the 23.02.22, the Locality had 34 (22 CN, 2 PI, 10 Redress) outstanding learning from events reports due. Of these, 28 (19 CN, 2 PI, 7 Redress) are overdue (past 60 days).

Inquests - Quarter 3

Number of New Inquests Received

16

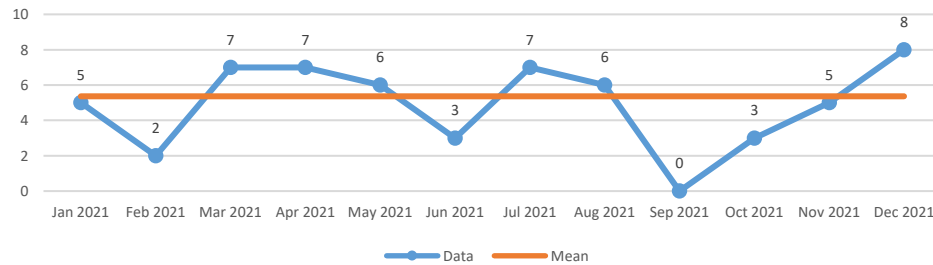
Number of Inquests Concluded

11

Regulation 28 Reports Received

2

Merthyr & Cynon ILG - Inquests Received 01.01.21 - 31.12.21

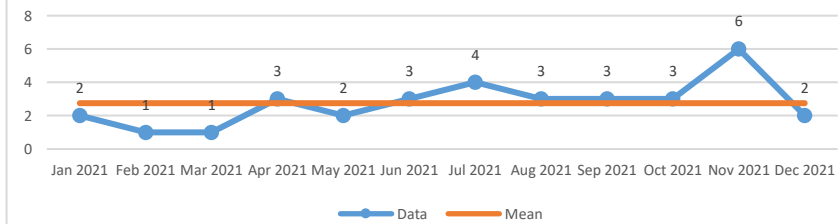


During quarter 3, a total of 11 inquests were concluded. The outcome of these inquests is provided in the table below:

| Outcome of Inquests | Oct 2021 | Nov 2021 | Dec 2021 | Total |
|-----------------------------|----------|----------|----------|-----------|
| Inquest - Narrative Verdict | 1 | 2 | 1 | 4 |
| Inquest - Suicide | 0 | 3 | 1 | 4 |
| Inquest - Natural Causes | 1 | 1 | 0 | 2 |
| Inquest - Accidental Death | 1 | 0 | 0 | 1 |
| Drug related | 0 | 0 | 0 | 0 |
| Inquest - Misuse of Alcohol | 0 | 0 | 0 | 0 |
| Total | 3 | 6 | 3 | 12 |

Between the 01.10.21 and 31.12.21 a total of 16 Inquests were received for Merthyr & Cynon ILG. Of the 16 inquests received, 9 were reported under Medicine, 5 were reported under Surgery, Anaesthetics, Theatres and Critical Care and 2 were reported under Mental Health.

Merthyr & Cynon ILG - Inquests Concluded 01.01.21 - 31.12.21



Two regulation reports were received for Merthyr & Cynon ILG, during quarter 3.

1. Received in November 2021 relating General Surgery. Response due by 07.01.22
2. Received in December 2021 relating to the Ysbyty Cwm Cynon. Response due by 15.02.22