

Bridgend Integrated Locality Group Quality & Safety Dashboard

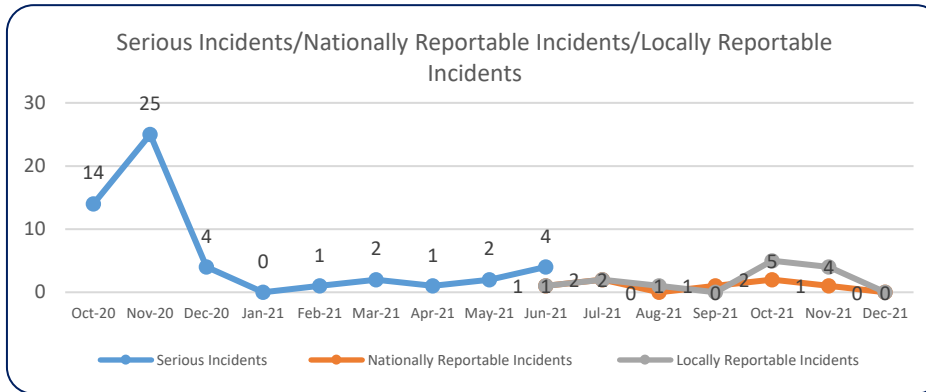
Nationally Reportable Incidents & Locally Reportable Incidents - Quarter 3

Number of Nationally Reportable Incidents

4

Number of Patient Safety Incidents

2,123



Between the 01.10.21 and 31.12.21 a total number of 2366 Incidents were reported within Bridgend ILG. This represents a decrease of 104 compared to the previous quarter. Of these, 90% (2123) were reported under the type of patient safety during quarter 3. Of the patient safety incidents, 17 were reported as resulting in severe harm (13) or death (4). This equates to 0.8% 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 9 Locally Reportable Incidents identified. No New Events were reported during the quarter.

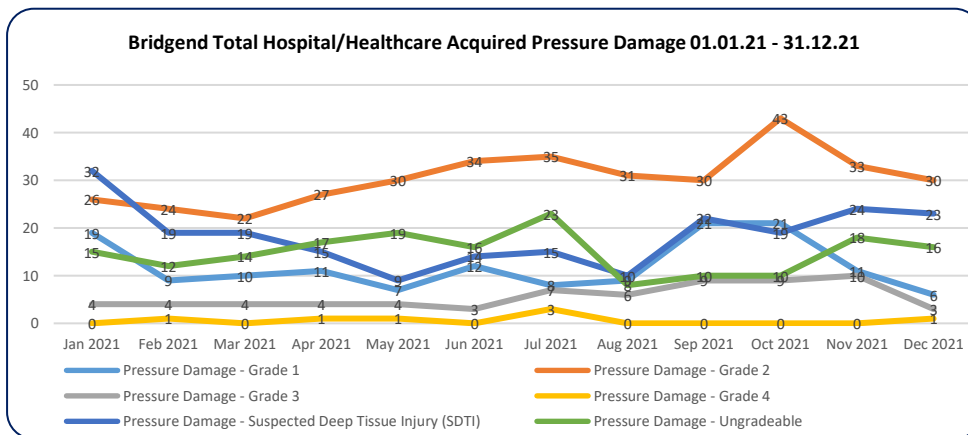
Pressure Damage Incidents – Quarter 3

Total Number of Pressure Damage Incidents Reported

647

Total Number of Healthcare Acquired

271



During Quarter 3, a total of 647 pressure damage incidents were reported, an increase of 105 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 (149). Of the total number reported, 122 were identified as hospital acquired, with AMU- Princess of Wales Hospital (20), ITU/HDU – Princess of Wales Hospital (17) and Ward 10 – Princess of Wales Hospital (13) reporting the highest numbers. 6 hospital acquired pressure damage incidents were reported as grade 3, there were no Grade 4 hospital acquired pressure damage incidents reported during Quarter 3. As at 22.02.22, for pressure damage incidents reported during quarter 3, an investigation has been concluded for 173 incidents. Of these, 34 have been identified as avoidable.

Inpatient Falls – Quarter 3

Total Number of Falls Reported

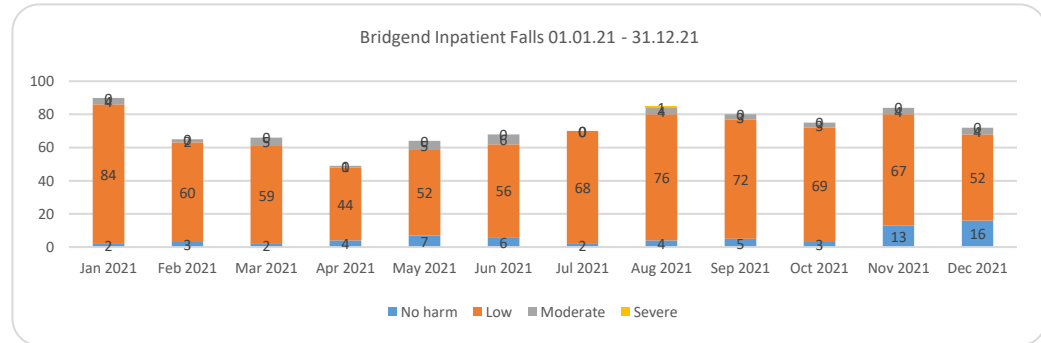
231

Number resulting in Severe harm / death

0

Between the 01.10.21 and 31.12.21 a total of 231 inpatient falls were reported for Bridgend ILG. Of these falls, 188 were reported as Low harm, 32 were reported as No harm, and 11 were reported as Moderate Harm. This represents a decrease of 4 when compared to Quarter 2.

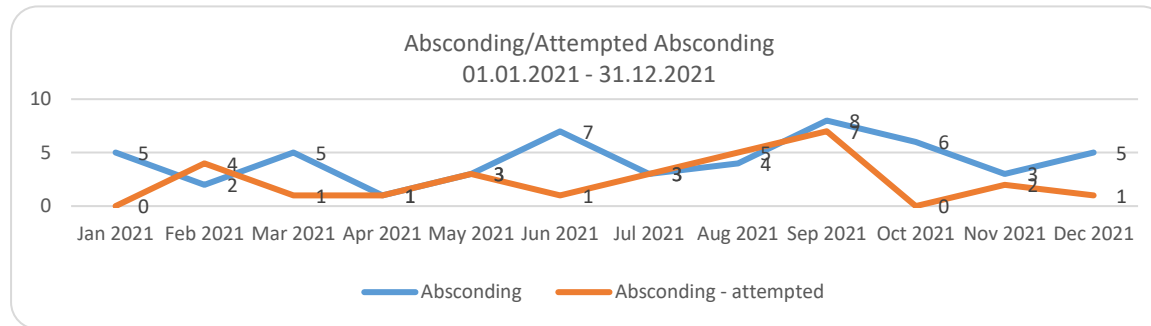
As at 22.02.22, for falls reported during quarter 3, an investigation has been concluded for 177 incidents. Of these, 12 have been identified as avoidable.



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 Bridgend 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

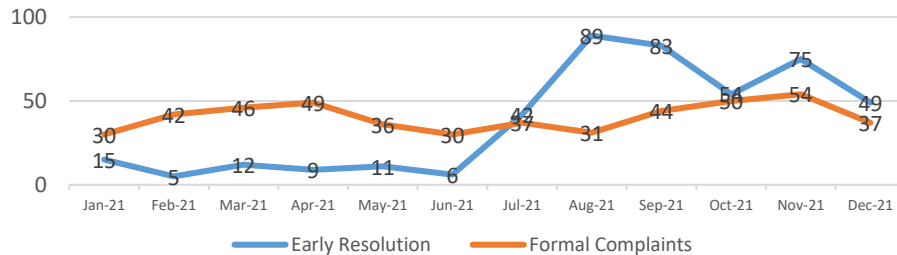
Number of Formal Complaints Managed through PTR

319

% Formal Complaints response within 20 Working Days

64%

Complaints Received 01.01.2021 - 31.12.2021



Between the 01.10.21 and 31.12.21 a total of 319 complaints were received for Bridgend ILG. Of these complaints, 56% (178) were recorded under Early Resolution, 44% (141) were recorded under Formal Complaints. This represents a decrease of 7 complaints compared to the previous quarter. The service groups with the highest number of formal complaints for quarter 3 are Medicine, Surgery, Anaesthetics, Theatres & Critical Care and Women & Children. A breakdown is summarised in the table below.

	Oct-21	Nov-21	Dec-21	Grand Total
Medicine	15	25	19	59
Surgery, Anaesthetics, Theatres and Critical Care	21	14	4	39
Women & Children	12	11	12	35

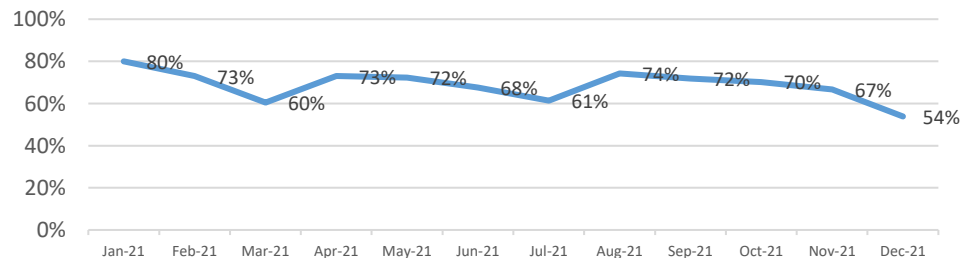
A breakdown of the top 3 type of complaints received during the quarter is summarised below.

	Oct-21	Nov-21	Dec-21	Grand Total
Clinical Treatment/Assessment	22	23	12	57
Communication Issues (including Language)	12	6	4	22
Attitude and Behaviour	7	8	4	19

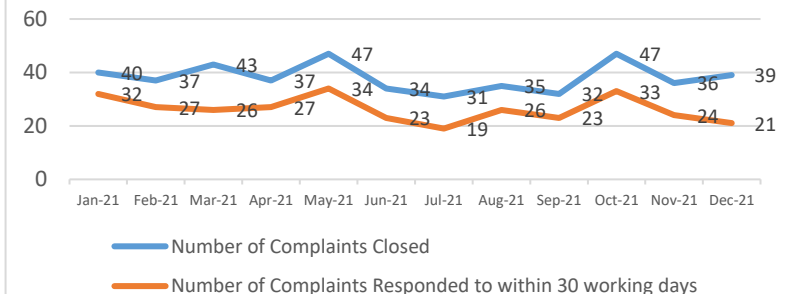
As of 22.02.2022, there are currently 89 open formal complaints recorded on Datix under Bridgend ILG. 50 Formal Complaints are currently over the 30 working day compliance with 2 Formal complaints being over 6 months overdue.

Between 01.10.2021 and 31.12.2021, 122 formal complaints were closed. Of these complaints 64% (78) were closed within 30 working days. This represents a 5% decrease in complaints compliance as compared to the previous quarter.

Bridgend Complaints Compliance Rate



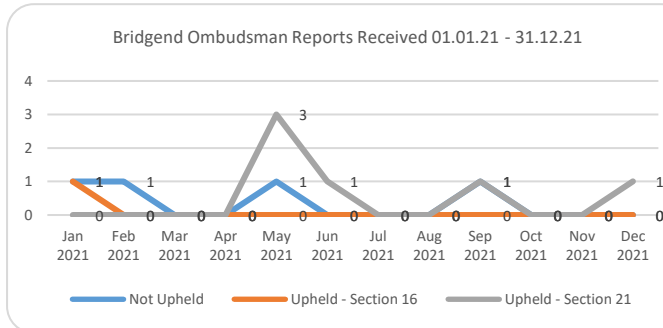
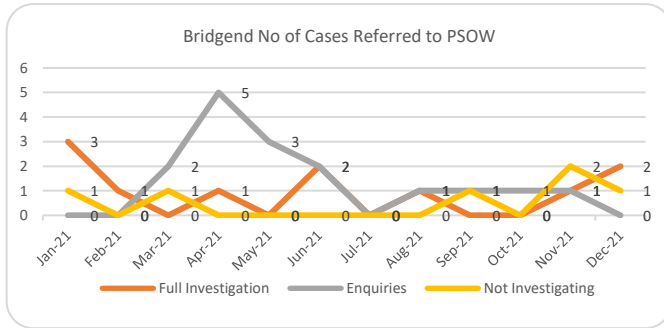
Number of Formal Complaints Closed



Public Services Ombudsman for Wales - Quarter 3

Number of New cases

7



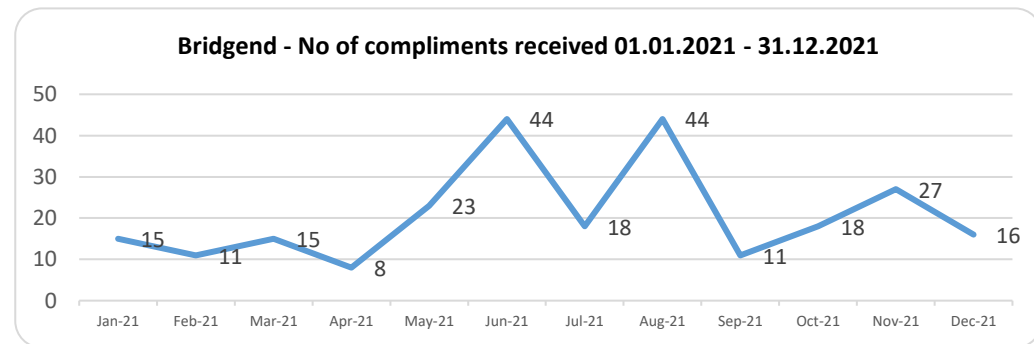
Between the 01.10.21 and 31.12.21 a total of 7 cases were transferred to the Public Services Ombudsman for Wales. Of these cases, 3 were recorded as Full Investigation, 2 as Enquires and 3 as Not Investigating. This represents an increase of 4 cases as compared to the previous quarter. During the quarter, the locality received 1 final report which was upheld (section 21).

Compliments - Quarter 3

Number of New Compliments Received

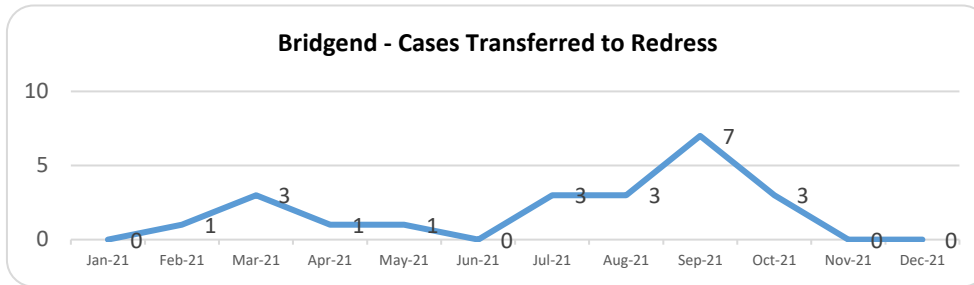
61

Between the 01.10.21 and 31.12.21 a total of 61 Compliments were recorded on Datix for Bridgend ILG. This represents a decrease of 12 as compared to the previous quarter. The trend in relation to compliments received is highlighted in the chart.



Claims & Redress - Quarter 3

Number of New Cases Transferred to Redress 61	Number of New Claims Received 6	Number of Learning from Events Reports Due 18
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Redress

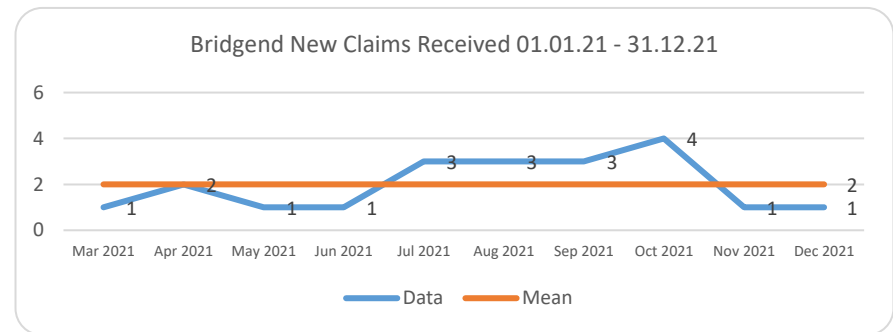
Between 01.10.21 and 31.12.21, a total of 3 cases were transferred to redress relating to services within the Bridgend Locality. These related to the following services Trauma & Orthopaedics (2) and Community Nursing (1).

During quarter 3, for Bridgend ILG, 7 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 6 Clinical Negligence Claims were received for Bridgend ILG. This shows a decrease of 3 when compared to the previous quarter.

During quarter 3, a total of 5 Clinical Negligence Claims were closed. Of the 5, total costs associated with these cases amounted to £27,250.00. The following outcomes were recorded for the concluded cases were withdrawn (4) and admission of liability (1), which related to a treatment error in Gynaecology.

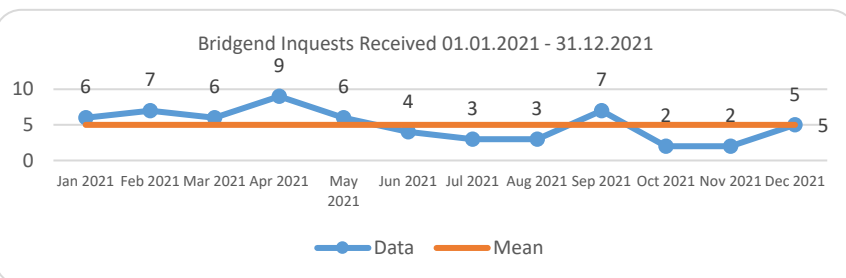


Learning from Events Reports

As at the 22.02.22, the Locality had 18 (10 CN, 2 PI, 6 Redress) outstanding learning from events reports due. Of these, 8 (7 CN, 1 Redress) are overdue (past 60 days).

Inquests - Quarter 3

Number of New Inquests Received 9	Number of Inquests Concluded 12	Regulation 28 Reports Received 0
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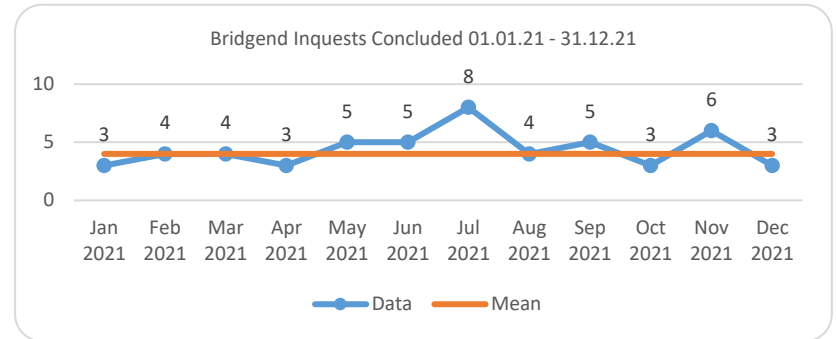


Between the 01.10.21 and 31.12.21 a total of 9 Inquests were received for Bridgend ILG. Of the 9 inquests received, 4 were reported under Medicine, 4 were reported under Surgery, Anaesthetics, Theatres and Critical Care and 1 was reported under Mental Health.

A Regulation 28 Report was issued by the Coroner on 28.1.22 identifying the requirement for development of a contemporaneous unified patient health record for CAMHS services.

During quarter 3, a total of 12 inquests were concluded. The outcome of these inquests is provide in the table below:

Outcome of Inquests	Oct 2021	Nov 2021	Dec 2021	Total
Inquest - Suicide	1	3	1	5
Inquest - Accidental Death	1	1	1	3
Drug related death	1	0	0	1
Inquest - Industrial Disease	0	1	0	1
Inquest - Narrative Verdict	0	0	1	1
Inquest - Natural Causes	0	1	0	1
Total	3	6	3	12



No regulation reports were received for Bridgend ILG, during quarter 3.