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Welsh Ambulance Services
NHS Trust

Patient Safety & Experience Highlight Report

Cwm Taf University Health Board
Reporting Period January-March 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 Cwm taf University Health Board. It specifically focusses upon the following key areas:

- Summary
- Handover delay trends
- Patient waiting time in community > 1 hrs Immediate Release declined
- Joint Investigation Framework- Appendix B
- Regulation 28- Prevention of Future Deaths
- Concerns
- Patient Experience – Incident feedback
- Adverse media attention



SUMMARY



We can see from the data presented, that of the **6,850** handover presentations at Emergency departments within Cwm taf University Health Board this reporting period, **5,061** were outside of the 15 minute notification to handover target time.

In addition to this 2,909 patients waited between 1 hour and 10 hours to handover care to Emergency department staff.

During the reporting period **4854** patients awaited a primary response in the community between 1 and 24 hours. From the data contained within slide 8, it can be seen that 4306 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.

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

21 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

January-March 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	8,071	7,181	7,913	6,154	3,798	2,777	1,974	1,319	991	621	420	278	691	42,188
	19.1%	17.0%	18.8%	14.6%	9.0%	6.6%	4.7%	3.1%	2.3%	1.5%	1.0%	0.7%	1.6%	
Aneurin Bevan	883	783	1,049	791	506	363	265	133	115	71	44	29	64	5,096
	17.3%	15.4%	20.6%	15.5%	9.9%	7.1%	5.2%	2.6%	2.3%	1.4%	0.9%	0.6%	1.3%	
Betsi Cadwaladr	1,819	1,971	2,420	1,947	1,246	975	640	435	289	167	112	63	82	12,166
	15.0%	16.2%	19.9%	16.0%	10.2%	8.0%	5.3%	3.6%	2.4%	1.4%	0.9%	0.5%	0.7%	
Cardiff And Vale	1,043	953	1,189	828	551	366	271	188	115	71	36	21	15	5,647
	18.5%	16.9%	21.1%	14.7%	9.8%	6.5%	4.8%	3.3%	2.0%	1.3%	0.6%	0.4%	0.3%	
Cwm Taf Morgannwg	1,789	1,082	1,070	836	518	386	302	212	179	102	95	66	213	6,850
	26.1%	15.8%	15.6%	12.2%	7.6%	5.6%	4.4%	3.1%	2.6%	1.5%	1.4%	1.0%	3.1%	
Hywel Dda	1,207	1,214	926	917	526	368	268	174	155	101	52	33	113	6,054
	19.9%	20.1%	15.3%	15.1%	8.7%	6.1%	4.4%	2.9%	2.6%	1.7%	0.9%	0.5%	1.9%	
Out of Area	362	619	653	255	90	62	34	21	14	19	4	3	6	2,142
	16.9%	28.9%	30.5%	11.9%	4.2%	2.9%	1.6%	1.0%	0.7%	0.9%	0.2%	0.1%	0.3%	
Swansea Bay	968	559	606	580	361	257	194	156	124	90	77	63	198	4,233
	22.9%	13.2%	14.3%	13.7%	8.5%	6.1%	4.6%	3.7%	2.9%	2.1%	1.8%	1.5%	4.7%	



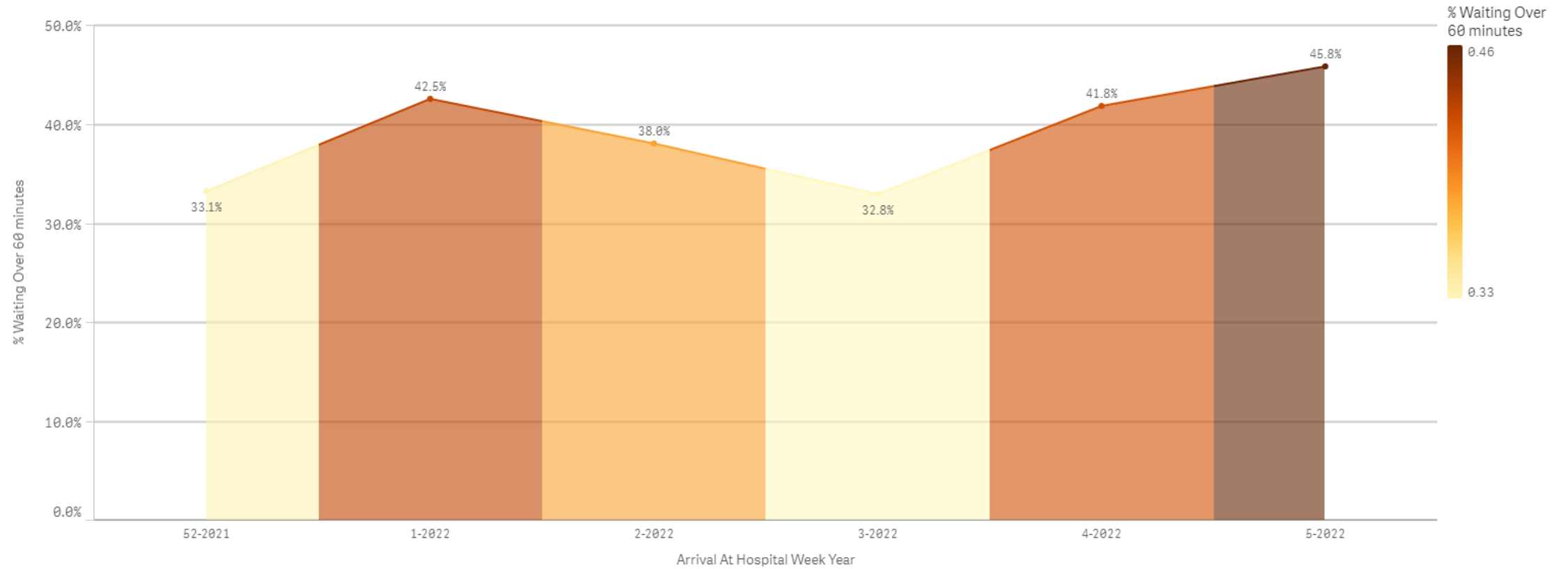


HANDOVER DELAYS – Trend of % patients waiting > 60min January

Data Source QLIK SENSE



Trend of % Patients Waiting > 60 Mins



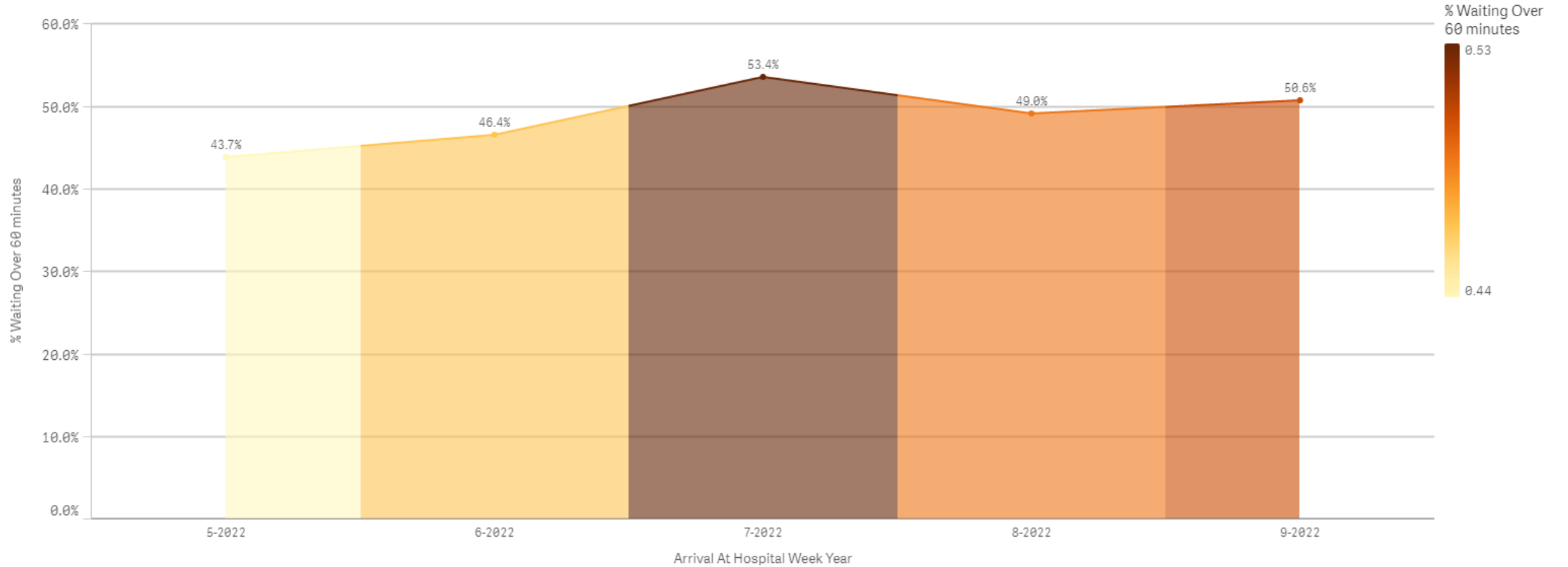


HANDOVER DELAYS – Trend of % patients waiting > 60min February

Data Source QLIK SENSE



Trend of % Patients Waiting > 60 Mins



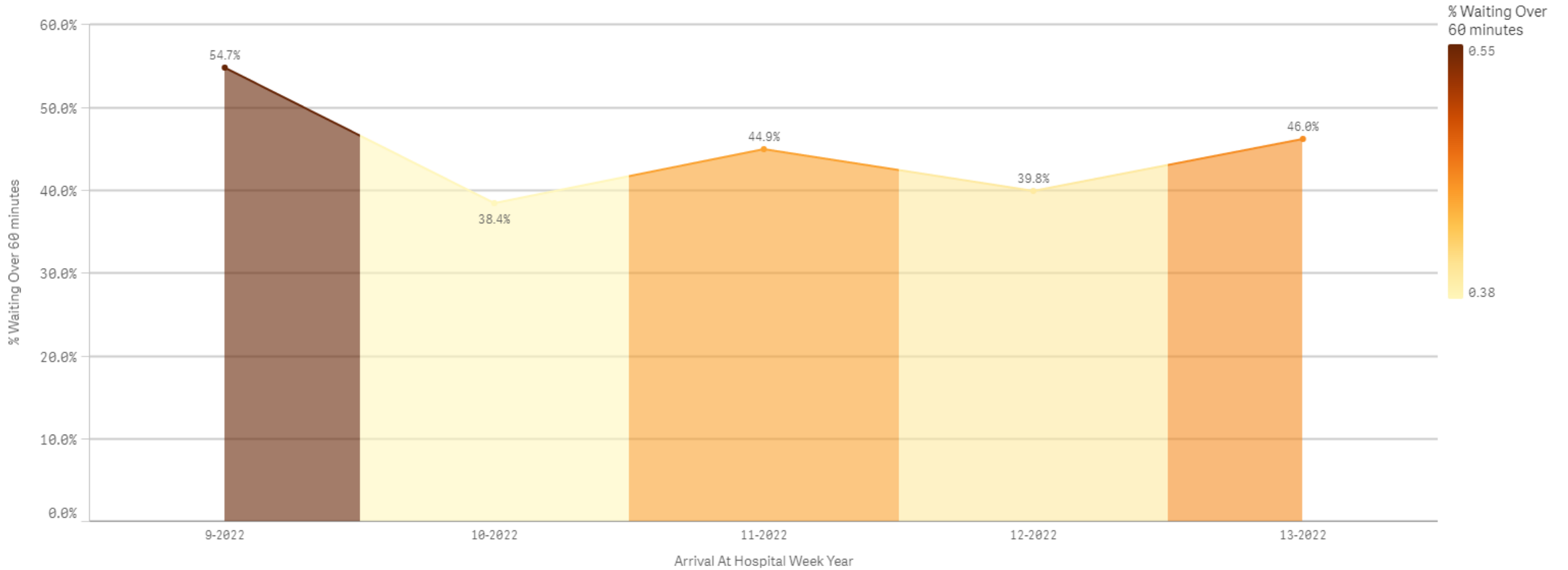


HANDOVER DELAYS – Trend of % patients waiting > 60min March

Data Source QLIK SENSE



Trend of % Patients Waiting > 60 Mins





COMMUNITY WAITS >1HR

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	13	6	2																						21
AMBER1	###	852	507	288	186	137	79	58	38	32	26	18	14	15	21	4	9	8	1	3	4	2	2	6	3429
AMBER2	172	112	110	79	66	52	44	34	28	29	22	29	8	20	16	13	13	9	2	10	3	2		4	877
GREEN2	63	21	20	8	8	8	3	5	3	1	1	1		2	4									2	150
GREEN3	90	76	65	44	24	12	9	8	4	8	2	2	7	4	1	5	3	8	1	1		2	1		377
Total	###	###	704	419	284	209	135	105	73	70	51	50	29	41	38	26	25	25	4	14	7	6	3	12	4854





IMMEDIATE VEHICLE RELEASE

Data source: Report Manager

Immediate Vehicle Release Requests

Summary From 01/01/2022 To 31/03/2022

Priority	Hospital Health Board	Hospital Name	Accepted	Not Accepted	Total
RED	Cwm Taf Morgannwg	Prince Charles Hosp Merthyr	28	12	40
		Princess Of Wales Bridgend	5	30	35
		Royal Glamorgan Hosp Pontyclun	22	9	31
		Total	55	51	106
AMBER1	Cwm Taf Morgannwg	Prince Charles Hosp Merthyr	0	1	1
		Princess Of Wales Bridgend	0	4	4
		Royal Glamorgan Hosp Pontyclun	1	0	1
		Total	1	5	6
AMBER2	Cwm Taf Morgannwg	Princess Of Wales Bridgend	0	1	1
		Total	0	1	1
GREEN2	Cwm Taf Morgannwg	Princess Of Wales Bridgend	0	1	1
		Total	0	1	1

	Accepted	Not Accepted	Total
Grand Total	56	58	114





IMMEDIATE VEHICLE RELEASE

Data source: Report Manager

During March 2022 there was a significant number of concerning cases where Immediate Release requests were made to Cwm Taf Morganwg University Health Board. These requests were declined. These cases have been highlighted to the CTMUHB Executive Team by the Executive Director of Quality and Nursing (Interim).

E54465

Adult Male cardiac arrest , CPR ongoing. (Bridgend)

E54458

4 month old infant male ineffective breathing. (Port Talbot)

E54455

Adult female ineffective breathing – CPR started. (Bridgend)

E54390

Adult male choking on food - complete obstruction – CPR started. (Bridgend)





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 this quarter there were 9 incidents which were reviewed at the SCIF and met the criteria for the Appendix B framework. *(Incidents by reported date, not incident date)*. Below are some examples of these incidents:

- Delayed response to a 74 year old female reported as being unable to move, heavy breathing and a history of twisted bowel. ROLE was implemented at scene.
- Delayed response to a 78 year old male who was reported as hot really responding, not eating or drinking, unable to walk and incontinent. ROLE was implemented at scene.
- Delayed response to a 72 year old female reported to be having breathing difficulties and being confused. ROLE was implemented at scene.





APPENDIX B SINCE APRIL 2021



Joint Investigation Framework – Appendix b (Source: SCIF)

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Between 1st April 2021 and 31st March 2022 there were 29 incidents which were reviewed at the SCIF and met the criteria for the Appendix B framework. (Incidents by reported date, not incident date).

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





CORONERS ACTIVITY

Since April 2021 the Trust has received 66 requests from the Coroner in the Cwm Taf University Health Board. It must be noted that there may be a backlog of Coroners cases as a result of the pandemic. Broken down by month these are:

Coroners Cases	CTMUHB
April 2021	8
May 2021	14
June 2021	5
July 2021	9
August 2021	5
September 2021	2
October 2021	3
November 2021	7
December 2021	5
January 2022	2
February 2022	2
March 2022	4





CONCERNS



During the reporting period there were a total of 19 concerns received for the Cwm Taf University Health Board.

Of the 19 concerns that are being progressed, 14 related to timeliness. One of which was a patient who waited 19 hours for a response.

****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.***





REGULATION 28 PREVENTION OF FUTURE DEATHS



Regulation 28 (Source: Coroner)

During the reporting period the Trust received 1 Regulation 28's within the Cwm Taf University Health Board Area.





PATIENT EXPERIENCE FEEDBACK



Patient Experience Source: Patient Compliments.

8 Compliments received for staff during this reporting period

"I would like to thank 2 of your staff for the amazing service they showed an elderly relative from Tylorstown today, they went above and beyond for her. As there were no beds in Royal Glamorgan hospital, we had to stay in the ambulance and they were absolutely fabulous, we can't thank you enough for all that u did for us. THANK YOU VERY MUCH!"

Patient Experience Source: NEPTS Patient Experience Survey's

38 NEPTS users across the Health Board area completed a patient experience survey during this reporting period.

All of the respondents told us they found it easy to book their transport and that they were happy with the transport received, that the vehicle they travelled in was clean and that our staff were polite and helpful.

"I find that this service is excellent for me, I'm 88 years old and have walking difficulties so the help I'm given is so important and being taken from my home helps tremendously".

"Always collected and brought back home from courteous helpful staff and I am extremely grateful".

"They went above and beyond for me They were absolutely amazing. Thank you 😊".

There was no negative feedback left.





Adverse Media

No adverse media coverage for Cwm Taf this quarter

