

Bridgend Integrated Locality Group Quality & Safety Dashboard – March 2022

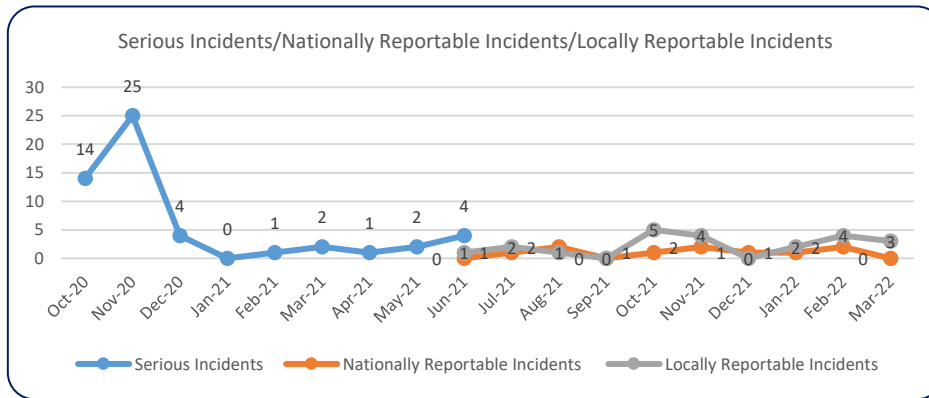
Nationally Reportable Incidents & Locally Reportable Incidents

Number of Nationally Reportable Incidents

2

Number of Patient Safety Incidents

1,408



Between the 01.02.22 and 31.03.22 a total number of 1580 Incidents were reported within Bridgend ILG. This represents a decrease of 68 compared to the previous 2 months. Of these, 89% (1408) were reported under the type of patient safety during February 2022 and March 2022. Of the patient safety incidents, 17 were reported as resulting in severe harm (13) or death (4). This equates to 1.8% of the total number of Patient Safety Incidents reported within the Locality.

During Feb-22 & Mar-22, 2 Nationally Reportable Incidents were submitted to the Delivery Unit and 7 Locally Reportable Incidents Identified. No never events were reported during this time.

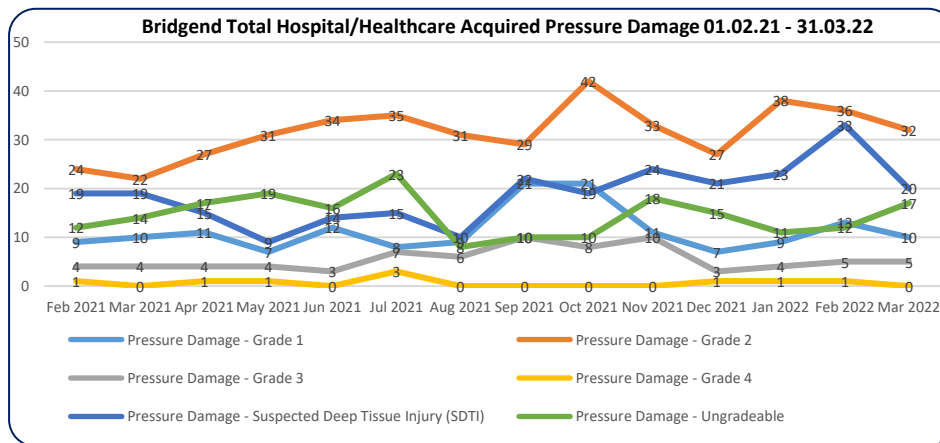
Pressure Damage Incidents

Total Number of Pressure Damage Incidents Reported

370

Total Number of Healthcare Acquired

184



During Feb-22 & Mar-22, a total of 370 pressure damage incidents were reported, a decrease of 37 compared to the previous 2 months. The highest number of pressure damage incidents for Feb-22 & Mar-22 were identified as developed outside of hospital setting with district nursing input (100). Of the total number reported, 84 were identified as hospital acquired, with AMU (14), Ward 6 (8) and Emergency Department at Princess of Wales Hospital (8) reporting the highest numbers. 2 hospital acquired pressure damage incidents were reported as grade 3, there were no Grade 4 hospital acquired pressure damage incidents reported during Feb-22 & Mar-22.

As at 12.04.22, for pressure damage incidents reported during Feb-22 & Mar-22, an investigation has been concluded for 89 incidents. Of these, 6 have been identified as avoidable.

Inpatient Falls

Total Number of Falls Reported

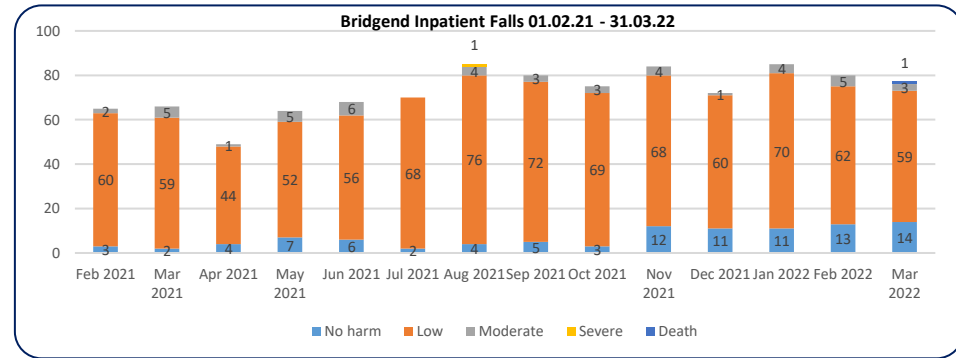
157

Number resulting in Severe harm / death

0

Between the 01.02.22 and 31.03.22 a total of 157 inpatient falls were reported for Bridgend ILG. Of these falls, 121 were reported as Low harm, 27 were reported as No harm, 8 were reported as Moderate Harm and 1 was reported as Death. This represents no change to the inpatient falls reported when compared to the previous 2 months.

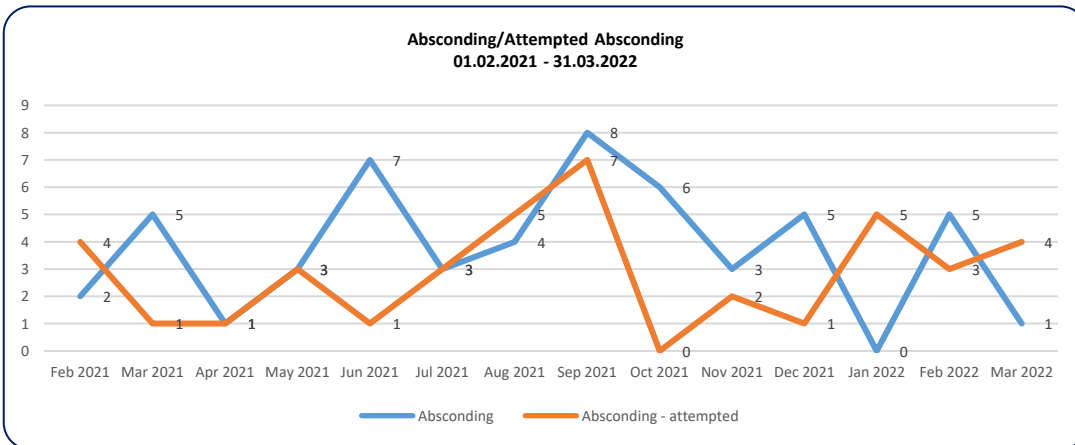
As at 12.04.22, for inpatient falls reported during Feb-22 and Mar-22, an investigation has been concluded for 91 incidents. Of these, 9 have been identified as avoidable.



Absconding Incidents

Total Number of Absconding Incidents

13



Between the 01.02.22 and 31.03.22 a total number of 13 Absconding Incidents were reported within Bridgend ILG. This represents an increase of 2 compared to the previous 2 months. Of the 13 incidents, 6 were categorised as Absconding, 7 were categorised as Attempted Absconding.

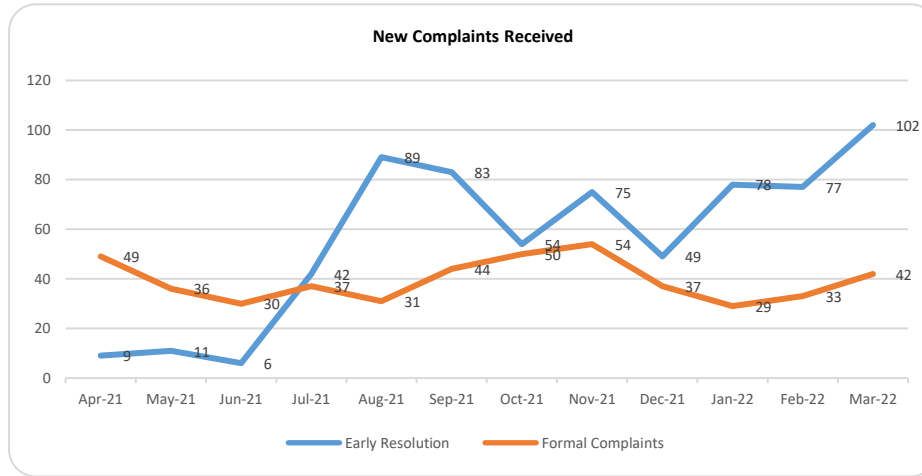
Complaints

Number of Formal Complaints Managed through PTR

42

% Formal Complaints response within 30 Working Days

32%



Between the 01.02.22 and 31.03.22 a total of 254 complaints were received for Bridgend ILG. Of these complaints, 70% (179) were recorded under Early Resolution, 30% (75) were recorded under Formal Complaints. This represents an increase of 9 formal complaints compared to the previous 2 months.

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.

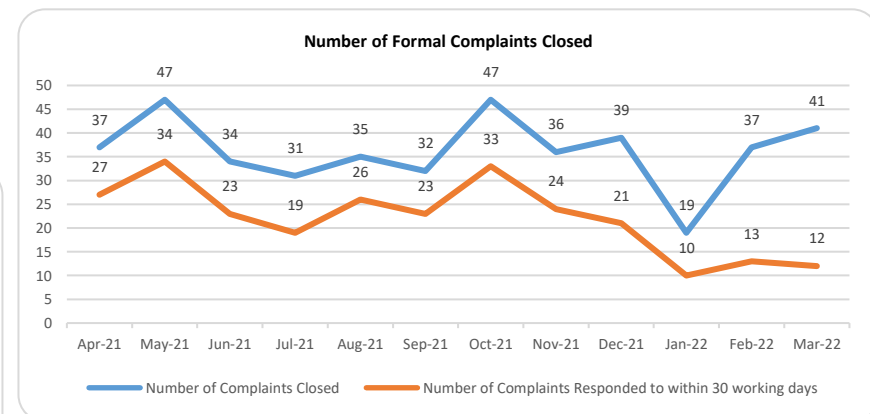
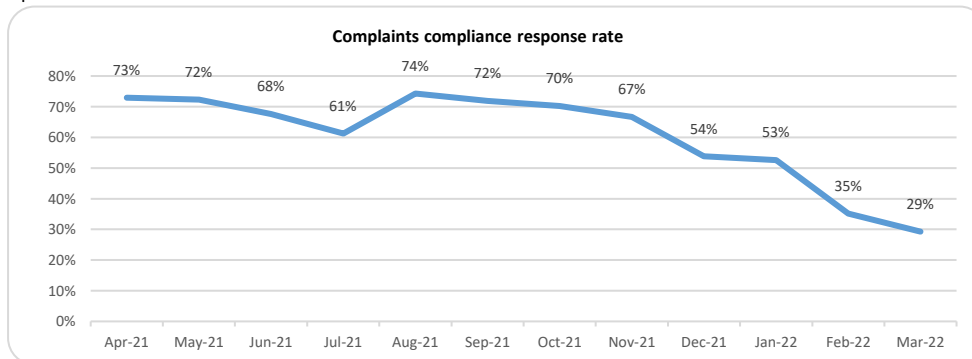
	Feb-22	Mar-22	Grand Total
Medicine	15	18	33
Surgery, Anaesthetics, Theatres and Critical Care	7	12	19
Women & Children	9	8	17

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

	Feb-22	Mar-22	Grand Total
Clinical Treatment/Assessment	20	20	40
Communication Issues (including Language)	4	5	9
Attitude and Behaviour	4	3	7

As of 12.04.2022, there are currently 88 open formal complaints recorded on Datix under Bridgend ILG. 37 formal complaints are currently over the 30 working day compliance with 2 Formal complaints being over 6 months overdue.

Between 01.02.2022 and 31.03.2022, 78 formal complaints were closed. Of these complaints 32% (25) were closed within 30 working days. This represents a 21% decrease in complaints compliance as compared to the previous 2 months.

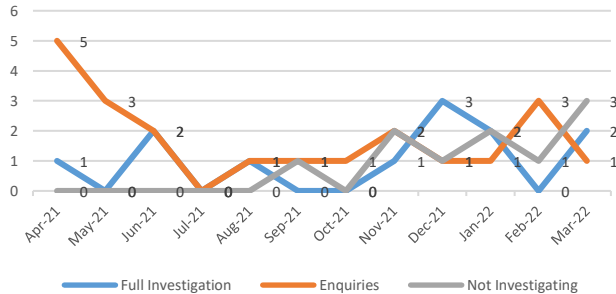


Public Services Ombudsman for Wales

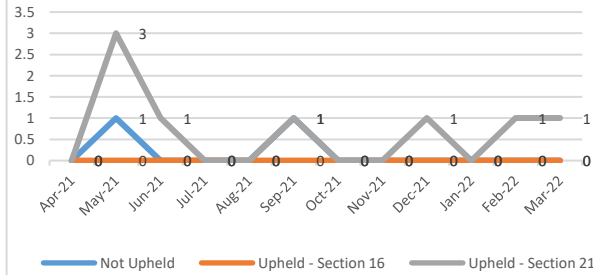
Number of New cases

6

Bridgend No of Cases Referred to PSOW



Bridgend Ombudsman Reports Received 01.04.21 - 31.03.22



Between the 01.02.22 and 31.03.22 a total of 6 cases were transferred to the Public Services Ombudsman for Wales. Of these cases, 2 were recorded as Full Investigation, and 4 as Enquires. During this time the Ombudsman chose not to investigate 4 cases. This represents a decrease of 2 cases received when compared to the previous 2 months. During Feb-22 and Mar-22, the locality received 2 final reports, both which were upheld (section 21).

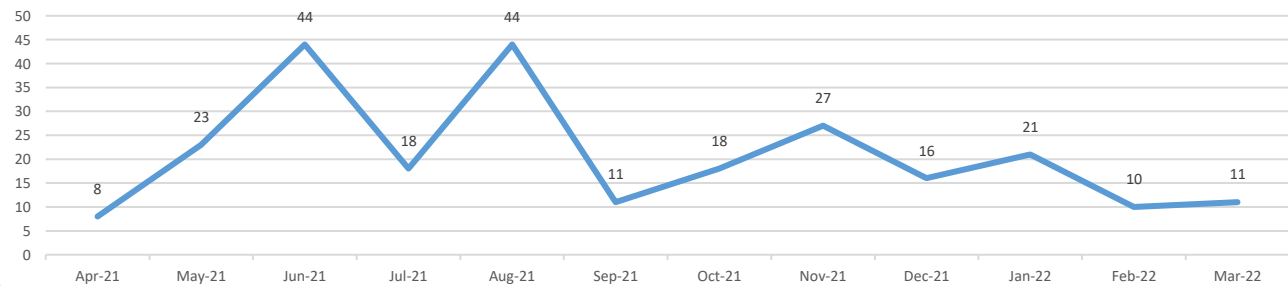
Compliments

Number of New Compliments Received

21

Between the 01.02.22 and 31.03.22 a total of 21 compliments were recorded on Datix for Bridgend ILG. This represents a decrease of 16 as compared to the previous 2 months. The trend in relation to compliments received is highlighted in the chart.

Bridgend - No of compliments received 01.04.2021 - 31.03.2022



Claims & Redress

Number of New Cases Transferred to Redress

0

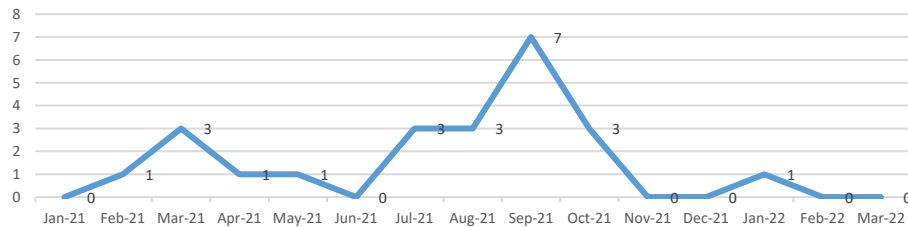
Number of New Claims Received

4

Number of Learning from Events Reports Due

18

Bridgend - Cases Transferred to Redress



Claims

Between 01.02.22 and 31.03.22, a total of 4 Clinical Negligence Claims were received for Bridgend ILG. This shows an increase of 3 when compared to the previous quarter.

During Feb-22 & Mar-22, 1 Clinical Negligence Claim was closed. The case was withdrawn.

Learning from Events Reports

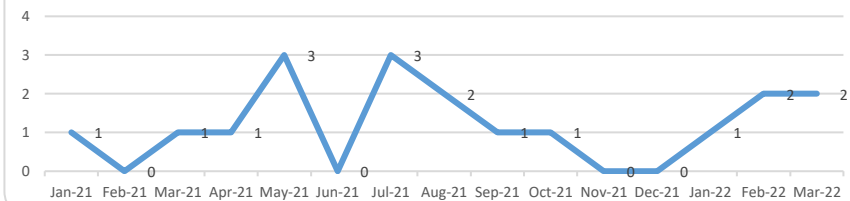
As at the 14.04.22, the Locality had 12 (6 CN, 3 PI, 3 Redress) outstanding learning from events reports due. Of these, 8 (5 CN, 2 PI, 1 Redress) are overdue (past 60 days).

Redress

Between 01.02.22 and 31.03.22, no cases were transferred to redress relating to services within the Bridgend Locality.

During Feb-22 and Mar-22, for Bridgend ILG, 0 redress cases were closed. A cleansing exercise is being undertaken in relation to Redress, therefore detailed information will be provided in future reports.

Bridgend Clinical Negligence Claims Received 01.04.21 - 31.03.22



Inquests

Number of New Inquests Received

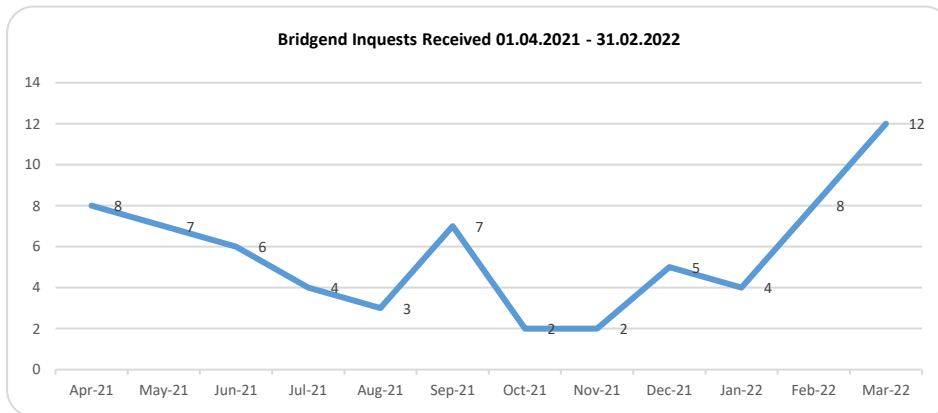
20

Number of Inquests Concluded

5

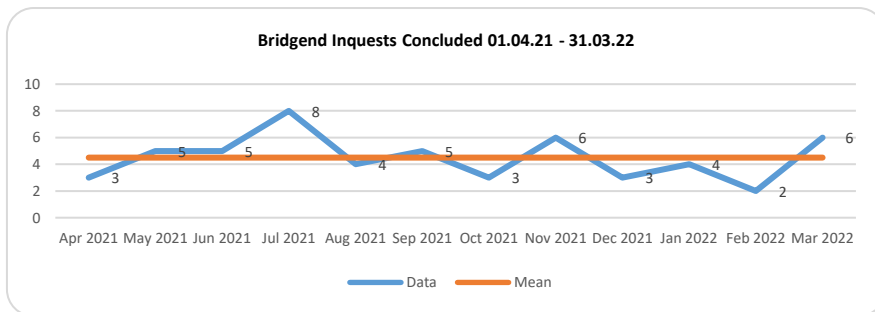
Regulation 28 Reports Received

0



Between the 01.02.22 and 31.03.22 a total of 20 Inquests were received for Bridgend ILG. Of the 20 inquests received, 7 were reported under Medicine, 7 were reported under Surgery, Anaesthetics, Theatres and Critical Care and 6 were reported under Mental Health.

During Feb-22 and Mar-22, a total of 8 inquests were concluded. The outcome of these inquests is provide in the table below:



Outcome of Inquests	Feb 2022	Mar 2022	Total
Inquest - Natural Causes	1	3	4
Inquest - Narrative Verdict	0	2	2
Drug related	0	1	1
Inquest - Misuse of Alcohol	1	0	1
Total	2	6	8

No regulation reports were received for Bridgend ILG, during Feb-22 & Mar-22.