

RTE Integrated Locality Group Quality & Safety Dashboard – March 2022

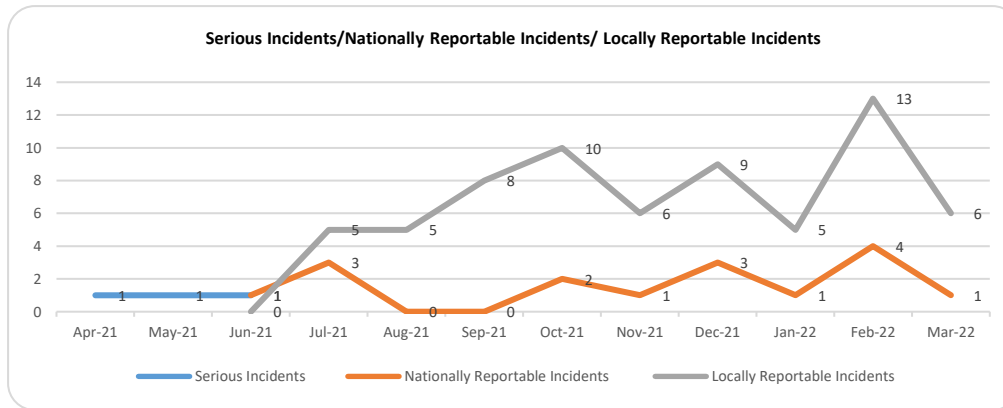
Nationally Reportable Incidents & Locally Reportable Incidents

Number of Nationally Reportable Incidents

5

Number of Patient Safety Incidents

1021



Between the 01.02.22 and 31.03.22 a total number of 1163 Incidents were reported within Rhondda & Taf ILG. This represents a decrease of 117 compared to the previous 2 months. Of these, 88% (1021) were reported under the type of patient safety. Of the patient safety incidents, 16 were reported as resulting in severe harm (8) or death (8). This equates to 1.6% of the total number of Patient Safety Incidents reported within the Locality.

During the quarter, 5 Nationally Reportable Incidents were submitted to the Delivery Unit and 19 Locally Reportable Incidents identified. No new never events were reported during the quarter.

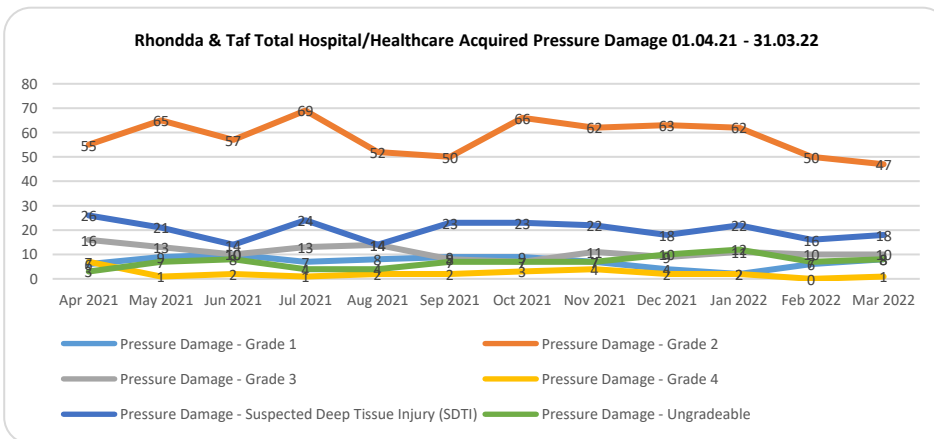
Pressure Damage Incidents

Total Number of Pressure Damage Incidents Reported

295

Total Number of Hospital Acquired

45



During Feb-22 and Mar-22, a total of 295 pressure damage incidents were reported, a decrease of 45 compared to the previous 2 months. The highest number of pressure damage incidents for Feb-22 and Mar-22 were identified as developed outside of hospital setting with district nursing input (136). Of the total number reported, 45 were identified as hospital acquired, with Ward C3 (5) and Ward D4 (4) at Ysbyty Cwm Rhondda, Ward 3 (5), Ward 2 (4) and Accident & Emergency (4) at the Royal Glamorgan Hospital reporting the highest numbers. 2 hospital acquired pressure damage incidents were reported as grade 3 with no grade 4's being reported for Feb-22 and Mar-22.

As at 22.02.22, for pressure damage incidents reported during quarter 3, an investigation has been concluded for 216 incidents. Of these, 7 have been identified as avoidable.

Inpatient Falls

Total Number of Falls Reported

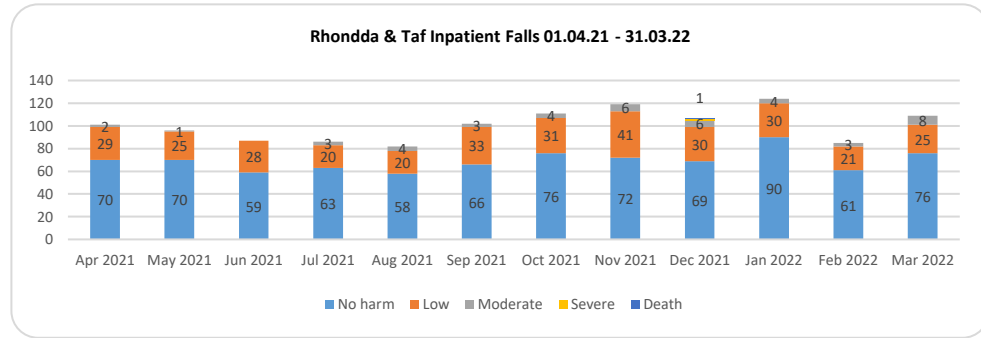
194

Number resulting in Severe harm / death

0

Between the 01.02.22 and 31.03.22 a total of 194 inpatient falls were reported for Rhondda & Taf ILG. Of these falls, 137 were reported as no harm, 46 were reported as low harm, 11 were reported as moderate harm. 0 inpatient falls were reported as severe harm or Death. This represents a decrease of 37 when compared to the previous 2 months.

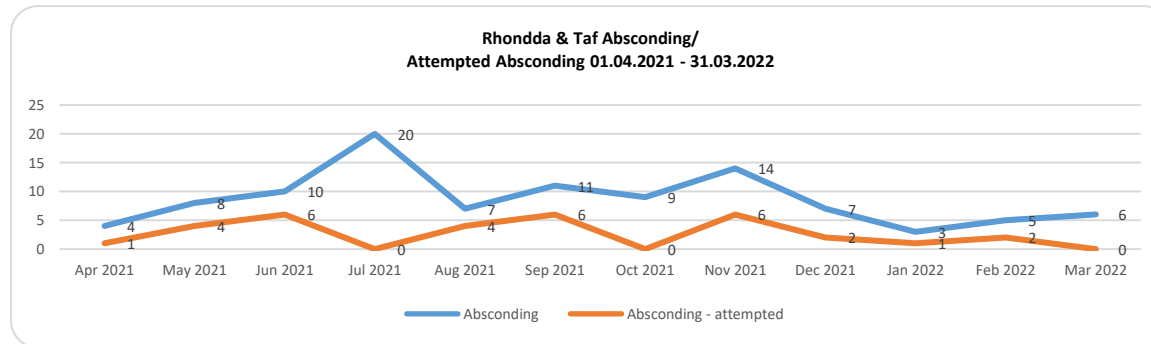
As at 23.02.22, for falls reported during quarter 3, an investigation has been concluded for 124 incidents. Of these, 5 have been identified as avoidable.



Abscending Incidents

Total Number of Abscending Incidents

13



Between the 01.02.22 and 31.03.21 a total number of 13 Abscending Incidents were reported within Rhondda & Taf ILG. This represents no change when compared to the previous quarter. Of the 13 incidents, 11 were categorised as Abscending, 2 were categorised as Attempted Abscending.

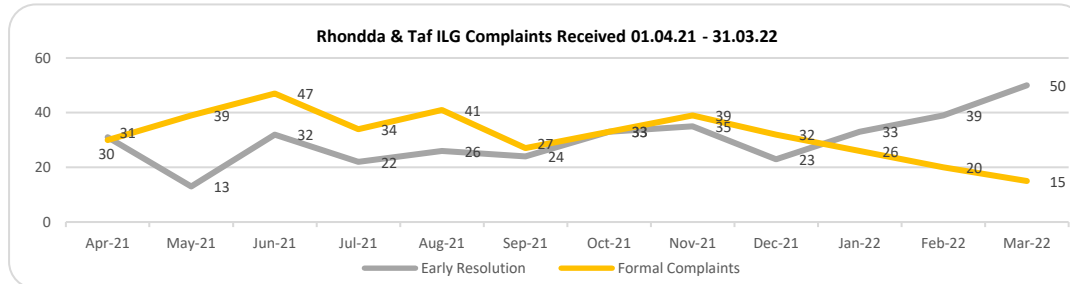
Complaints

Number of Formal Complaints Managed through PTR

35

% Formal Complaints response within 30 Working Days

45%



Between the 01.02.22 and 31.03.22 a total of 124 complaints were received for Rhondda & Taf ILG. Of these complaints, 72% (89) were recorded under Early Resolution, 28% (35) were recorded under Formal Complaints. This represents an increase of 10 complaints compared to the previous 2 months. A breakdown of the Formal Complaints received by Service Group is summarised in the table below.

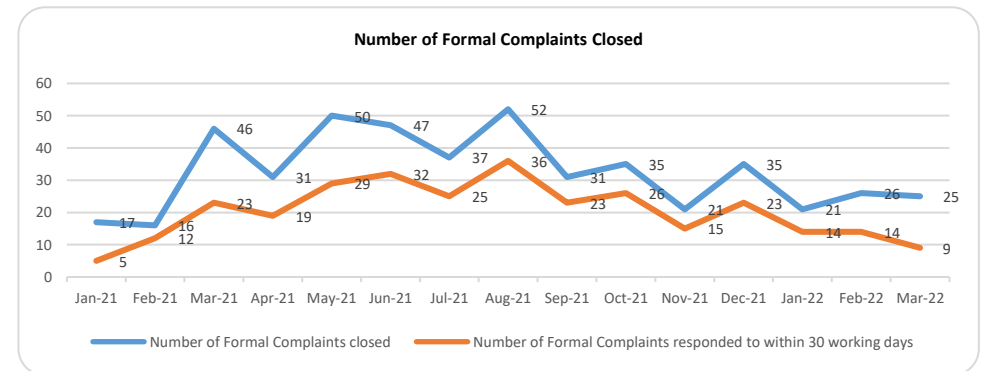
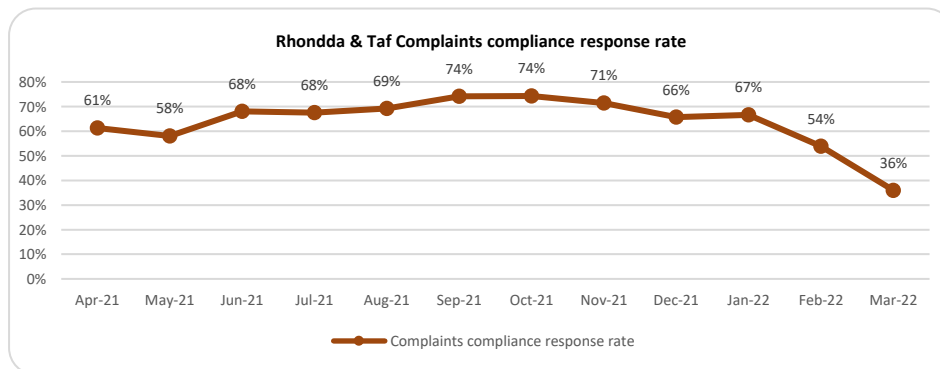
	Feb-22	Mar-22	Grand Total
Medicine	11	8	19
Surgery, Anaesthetics, Theatres and Critical Care	4	6	10
Mental Health	2	0	2
Community	2	0	2
Clinical Support Service	1	1	2

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	11	7	18
Discharge Issues	3	2	5
Communication Issues (including Language)	2	2	4

As of 19.04.2022, there are currently 54 open formal complaints recorded on Datix under Rhondda & Taf ILG. 25 formal complaints are currently over the 30 working day compliance with 6 formal complaints being over 6 months overdue.

Between 01.02.2022 and 31.03.2022, 51 formal complaints were closed. Of these complaints 45% (23) were closed within 30 working days. This shows a 21% decrease in complaints compliance when compared to the previous 2 months.

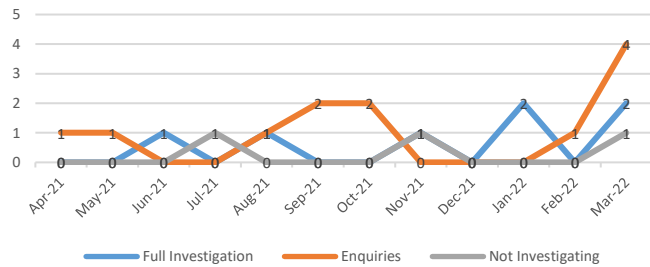


Public Services Ombudsman for Wales

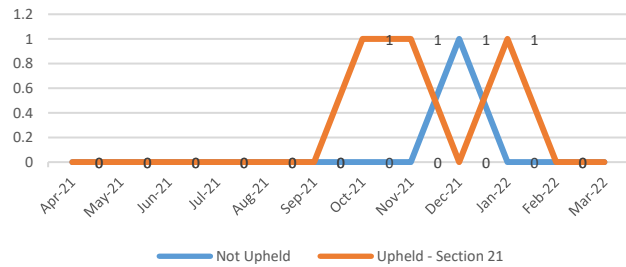
Number of New cases

7

Rhondda & Taf No of Cases Referred to PSOW



Rhondda & Taf Ombudsman Reports Received 01.04.21 - 31.03.22



Between the 01.02.22 and 31.03.22 a total of 7 cases were transferred to the Public Services Ombudsman for Wales. Of these cases, 2 were recorded as Full Investigation, and 5 as Enquires. The ombudsman decided not to investigate 1 case. This represents an increase of 5 cases as compared to the previous 2 months. During Feb-22 and Mar-22, no final reports were received by the locality.

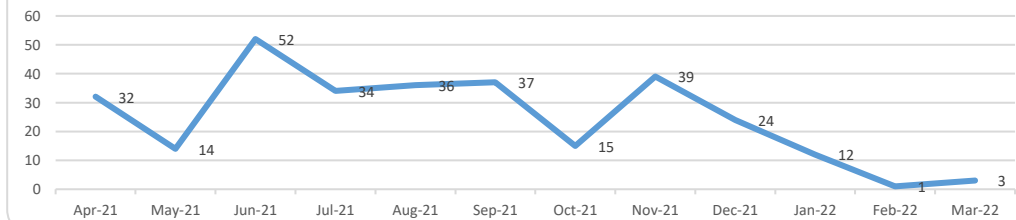
Compliments

Number of New Compliments Received

4

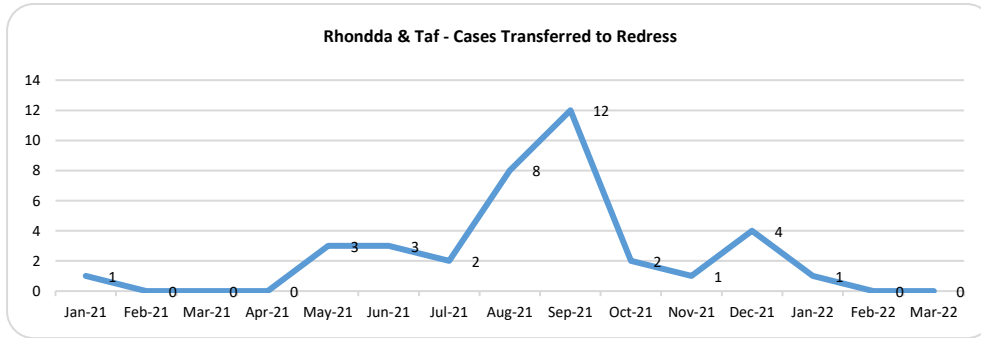
Between the 01.02.22 and 31.03.22 a total of 4 Compliments were recorded on Datix for Rhondda & Taf ILG. This represents a decrease of 59 as compared to the previous 2 months. The trend in relation to compliments received is highlighted in the chart.

Rhondda & Taf - No of compliments received 01.04.2021 - 31.03.2022



Claims & Redress - Feb-22 & Mar-22

Number of New Cases Transferred to Redress	Number of New Claims Received	Number of Learning from Events Reports Due
0	1	30



Claims

Between 01.02.22 and 31.03.22, a total of 1 Clinical Negligence Claims were received for Rhondda & Taf ILG. This shows a decrease of 4 when compared to the previous 2 months.

During Feb-22 and Mar-22, a total of 3 Clinical Negligence Claims were closed. Of the 3, total costs associated with these cases amounted to £67,036.56. The following outcomes were recorded for the concluded cases Risk Management Settlement (1) which related to General Surgery and Treatment Error, admission of liability (2), which related to Medicine and Gynaecology and Treatment Error and Failure to recognise complication of treatment.

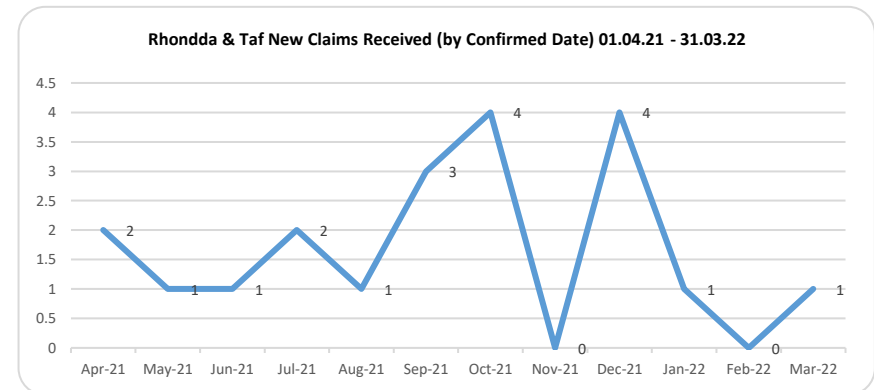
Learning from Events Reports

As at the 19.04.22, the Locality had 30 (18 CN, 5 PI, 7 Redress) outstanding learning from events reports due. Of these, 23 (15 CN, 4 PI, 4 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 Rhondda & Taf ILG.

During Feb-22 and Mar-22 for Rhondda & Taf 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.



Inquests - Feb-22 & Mar-22

Number of New Inquests Received

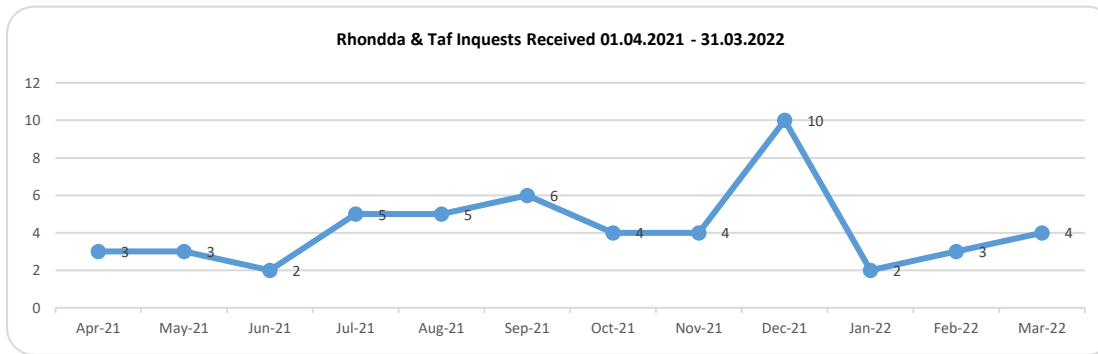
7

Number of Inquests Concluded

12

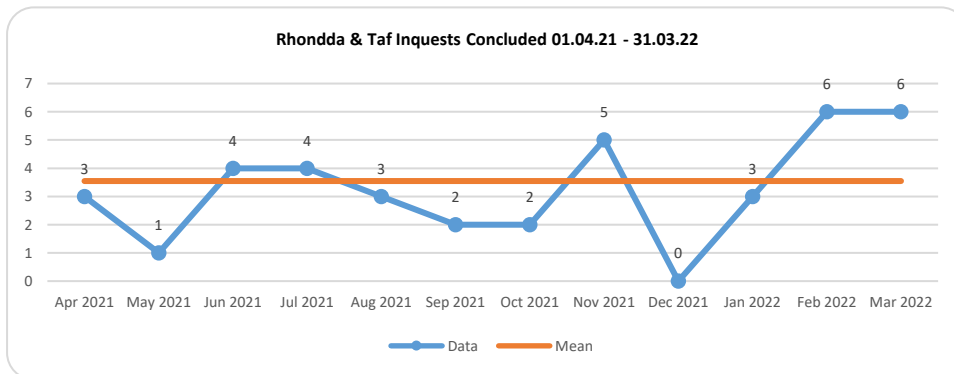
Regulation 28 Reports Received

1



Between the 01.02.22 and 31.03.22 a total of 7 Inquests were received for Rhondda & Taf ILG. Of the 7 inquests received, 3 were reported under Medicine, 2 were reported under Surgery, Anaesthetics, Theatres and Critical Care, 1 was reported under Mental Health and 1 under Community.

During Feb-22 and Mar-22, a total of 12 inquests were concluded. The outcome of these inquests is provide in the table below:



Outcome of Inquests	Feb 2022	Mar 2022	Total
Inquest - Narrative Verdict	3	1	4
Inquest - Industrial Disease	1	2	3
Inquest - Natural Causes	1	1	2
Death by misadventure	0	1	1
Drug related	1	0	1
Inquest - Accidental Death	0	1	1
Total	6	6	12

1 regulation 28 report was received in Mar-22 for Rhondda & Taf ILG relating to General Medicine. Response due by 17.05.2022.