



**AGENDA ITEM**

6.3.2a

**QUALITY & SAFETY COMMITTEE**

**HIGHLIGHT REPORT FROM THE PLANNED CARE QUALITY, SAFETY,  
RISK & EXPERIENCE (QSRE) MEETING**

**DATE OF MEETING**

16 March 2023

**PUBLIC OR PRIVATE REPORT**

Public

**IF PRIVATE PLEASE  
INDICATE REASON**

Not Applicable - Public Report

**PREPARED BY**

Carole Tookey, Planned Care Nurse  
Director

**PRESENTED BY**

Carole Tookey, Planned Care Nurse  
Director

**EXECUTIVE SPONSOR  
APPROVED**

Greg Dix, Executive Nurse Director

**REPORT PURPOSE**

Noting

**ACRONYMS**

HIW Healthcare Inspectorate Wales

AW Audit Wales

CSG Clinical Service Group

POW Princess of Wales

ITU Intensive Treatment Unit

PCH Prince Charles Hospital

RGH Royal Glamorgan Hospital

## 1. PURPOSE

- 1.1 This report had been prepared to provide the Committee with details of the key issues considered by the Planned Care Quality, Safety, Risk & Experience Group at its meeting on 09 February 2023.
- 1.2 Key highlights from the meeting are reported in section 2.
- 1.3 The Committee is requested to **NOTE** the report.

## 2. HIGHLIGHT REPORT

<b>ALERT / ESCALATE</b>	<ul style="list-style-type: none"> <li>• There were no items highlighted for escalation.</li> </ul>
<b>ADVISE</b>	<ul style="list-style-type: none"> <li>• Proposal awaiting for Cancer Board approval to move Cancer Harm review process to 146 days from 104 days to make the process more timely</li> <li>• HIW/AW Governance Review interviews scheduled for mid-March 2023. Good progress made in embedding new QSRE structure, still more work required to embed new operating model, risk management and learning. CSG Governance sub-structures in development</li> <li>• POW Surgery CSG now hosting Urology services and associated medical staffing issues</li> <li>• 4 Planned Care risks on the organisational risk register scoring 20:             <ul style="list-style-type: none"> <li>▪ 5214 Critical Care Medical Cover in POW - ITU resilience model for Health Board in development and being managed by Unscheduled Care (where ITU is moving to)</li> <li>▪ 4491 Demand for Planned Care services exceeds capacity – theatre insourcing in place at PCH &amp; RGH to increase capacity and insourcing for 2 additional theatres at POW now approved</li> <li>▪ 4071 Failure to meet Cancer targets – some improvements noted but some service improvements linked to diagnostic capacity</li> <li>▪ 4103 Sustainability of a Safe and effective Ophthalmology service - Ophthalmology Harm review funding agreed for next 12 months and Ophthalmology outsourcing until end March 2023 to clear 104 week waits has commenced.</li> </ul> </li> </ul>

<b>ASSURE</b>	<ul style="list-style-type: none"> <li>• Ongoing work to validate and update complete Planned Care Risk Register in progress as part of Governance re-structure</li> <li>• PCH ITU/Theatre Improvement programmes continue</li> </ul>
<b>INFORM</b>	<ul style="list-style-type: none"> <li>• 7 theatres in PCH now operational (includes insourcing team)</li> <li>• Positive feedback for theatre insourcing team on both sites (links into existing governance structure being progressed)</li> <li>• RGH Day Surgery model being reviewed ahead of Health Board developments</li> <li>• RGH elective Orthopaedic model now delivering care for 24 patients (from 15 beds) to reduce waiting lists (pooled lists for RGH &amp; PCH from December 2022)</li> <li>• 50% reduction in complaints across the Care Group (November 75 to December 31) with large numbers being resolved via early resolution – compliance with 30 day target remains poor but is a priority for the Care Group</li> <li>• Substantive appointments made to Planned Care Nurse Director and Planned Care Service Director commencing in post from 01 April 2023</li> </ul>
<b>APPENDICES</b>	<b>NOT APPLICABLE</b>