



AGENDA ITEM

6.3.2e

QUALITY AND SAFETY COMMITTEE

HIGHLIGHT REPORT FROM PRIMARY COMMUNITY CARE GROUP

DATE OF MEETING

16th March 2023

PUBLIC OR PRIVATE REPORT

Public

IF PRIVATE PLEASE INDICATE REASON

Not Applicable - Public Report

PREPARED BY

Lucie Williams, Head of Nursing Primary Care and Communities

Jane Armstrong, Clinical Director of Primary Care

PRESENTED BY

Ana Llewellyn, Nurse Director, Primary Community and Mental Health Care Groups

EXECUTIVE APPROVED SPONSOR

Greg Dix, Executive Nurse Director

REPORT PURPOSE

NOTING

ACRONYMS

ED	Emergency Department
GDS	General Dental Services
GMS	General Medical Services
HIW	Health Inspectorate Wales
OOH	Out of Hours
POW	Princess of Wales Hospital
QSRE	Quality, Safety, Risk and Experience Meeting
RN	Registered nurse
ROLE	Recognition of Life Extinct

RTE	Rhondda Taff Ely
D2RA	Discharge to Recovery & Assess

1. INTRODUCTION

1.1 This report had been prepared to provide the Committee with details of the key issues considered by the Primary and Communities Care Group. The care group QSRE was cancelled in February due to the number of apologies, although community and primary care quality meetings all took place as planned.

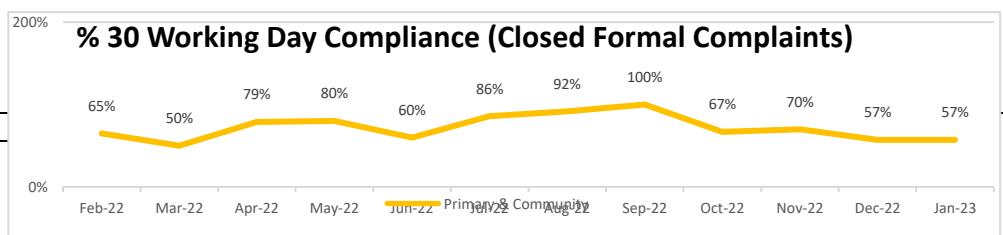
1.2 Key highlights from the care group are reported in section 2.

2. HIGHLIGHT REPORT FROM THE LAST COMMITTEE MEETING

ALERT / ESCALATE	<ul style="list-style-type: none"> • Quality data provided by the central team does not currently provide details by locality only care group, which does not allow for full assurance to be provided.
ADVISE	<ul style="list-style-type: none"> • Care group structure – the delay in a confirmed structure is resulting in some uncertainty when managing governance across Communities. The aim is for implementation of new structures across the Health Board by June 2023. • Ongoing issue with access to Mortality Review module on Datix Cymru for Primary care concerns team. Dedicated central Primary Care inbox has been created for Medical Examiner (ME) Reports due to demand. Process still to be confirmed by central team especially in relation to feedback to family. Delay in putting in process has been raised with the ME Report Review meetings. • Home Oxygen Financial Risk - increased pressures in secondary care and need for emergency home oxygen to facilitate discharge will incur added costs. • There are a number of RN vacancies across Ysbyty Cwm Rhondda (YCR) and Ysbyty Cwm Cynon (YCC) hospitals. The nursing leadership team are exploring alternative options including overseas recruitment.
ASSURE	<ul style="list-style-type: none"> • D2RA has commenced across Community hospitals, however it is recognised this work is ongoing. • Ongoing work regarding the District Nursing specification and action plan.



- **RTE community services** has developed a community equipment service model, which is being piloted.
- **RTE community services** has developed a new nebuliser service with governance measures in place.
- Review of **Ward 21, POW (Llynfi)** to be undertaken to align staffing model to Community Hospitals
- **Demand and Capacity** work has commenced for **District Nursing** with support from planning.
- All teams across communities are aware of the need to increase **mandatory training compliance**.
- All communities **concern responses** are undertaken within the timeframe, the only delays experienced are when medical teams have to provided responses.
- Excellent **Aamat compliance** across wards in Community Hospitals in RTE and MC
- **HIW Inspections Update:** Q3: 3 x inspection reports received for independent dental contractors and 2 x inspection reports for GMS contractors- no major actions required. 1 x rescheduled visit planned for 13/3/23.
- **100%** of CTM GMS practices are now using **electronic test requesting**. CTM average currently 88% (Wales 82%)
- All GMS practices have successfully achieved **Phase 1 access Standards** of the GMS contract.
- **GP OOH peer review** actions fully completed
- **Diabetic Retinopathy Pathway**- 100 patients sent to practices per month/316 patients seen to date seen from Aug. 75% do not need to attend HES. 1st app waiting times fallen from 50 wks in Oct'22 to 21 wks in Jan'23. Excellent patient feedback reported.
- The **Special Care Dentistry Consultant** post had been vacant for some time. Following a successful interview 2 individuals have been appointed (1.6 WTE) due to start June 2023.
- **Complaints Closure Compliance** is a priority for the Health Board. There are currently 60 open complaints in the care group with 28 of those complaints still open after 30 days. Complaint closure compliance is currently 57%



	<ul style="list-style-type: none"> • Between 24/22/22-31/12/22 there have been 36 concerns made to the Health Board in relation to Primary care services: 12 Formal complaints, 21 early resolutions and 3 enquiries (3 from MS/MP). There has been no significant increase in this reporting time. • There is one Locally Reportable Incident and two Nationally Reportable Incidents open and all 3 incidents are within timescales for completion.
INFORM	<ul style="list-style-type: none"> • Engagement process for the redevelopment of Maesteg Hospital commenced. • Marie Curie contract has been extended for 1 year but requires a review of the services provided. • District Nursing night service to be aligned to one service • Bridgend Group Practice have successfully been awarded the contract to provide GMS services following a successful tender process for Ogmere Vale. This will ensure that ongoing GMS services will be provided to the residents of this area following the planned retirement of the existing partner. • Rhondda Urgent Primary Care Service in present model to end 31/3/2023 with a clear exit plan in development. The new direction of work aligns with the 6 Goals - Navigation HUB project board set up to produce and implement a standardised Navigation Hub approach, inclusive of implementation, workforce and communication plans that reflects examples of good practice from models elsewhere in the UK. • 111 Press 2 – MH Practitioners due to commence at Ty Elai with plan for team to be fully established by end of financial year. • Navigation Hub pathways launched – ROLE, Nursing Homes, ED Redirection • GDS Contract Reform: New measures released from WG to take effect from 1/04/23
APPENDICES	Choose an item.

3. RECCOMENDATION

3.1 The Committee is requested to **NOTE** the report.