

Freedom of Information Request: Our Reference CTMUHB_332_21

You asked:

Under the freedom of information request please could I ask what is the health board's policy and procedures on how often a patient is contacted and updated on their investigation of their serious incidents that occurred whilst in hospital.

Our response:

Management of an incident of a serious nature which has occurred within any aspect of NHS funded healthcare is clearly set out within Welsh Government Legislation, NHS Concerns, Complaints and Redress Arrangements (Wales) Regulations 2011. Health Boards implement this legislation within a local Incident Management Policy and accompanying Serious Incident Management toolkits, which guide practitioners in prioritising the safety of patients and the requirements of the regulations. When a serious incident occurs and the immediate actions to ensure patient safety, evidence and reduction of risk has taken place, a Review and Prioritisation Incident Discussion (known as a RAPID meeting in Cwm Taf Morgannwg Health Board) takes place with colleagues involved in the incident. The RAPID meeting is required within 48 hours of the incident occurring; the investigation is planned and a Family Liaison is identified. If the patient or the family have not already been informed that there will be a review to establish if an investigation of an incident is required, the Family Liaison will make contact immediately following the meeting to discuss the incident, the investigation process, timescales and how the patient/family wish to be engaged and kept informed throughout the process. The frequency and nature of this contact should be determined by the patient or family and this must be clearly documented within the report. It is very important that patients and family are central to the investigation and that any comments or questions they have are clearly reflected and answered within the report. The completed report and any actions for the Health Board are openly shared with patients and/or family and any next steps discussed and supported.