

Freedom of Information Request: Our Reference CTMUHB_497_21

You asked:

I write regarding a Freedom of Information request regarding clinical governance and would be grateful if you could provide me with the following information.

1. Whether you can provide a clear clinical governance structure for each hospital in your Local Health Board;

The governance framework for our organisation is determined by our Quality & Patient Safety Framework (November 2020). The Health Board functions are operationalised through three Integrated Locality Groups (ILG's), these are regional and not site specific; and a central corporate team. The ILG's and the central function have similar structures in that they have governance team's, led by a Head of Quality & Safety who are professionally responsible to the Director of Corporate Governance and the Assistant Director of Quality & Safety. The ILG Heads' of Quality & Safety lead a team who have responsibility for operationalisation of the CTMUHB Quality & Patient Safety Framework in respect of all regional clinical service group complaints, incident reporting and investigation management. Each ILG holds a bi-monthly Quality, Safety & Patient Experience (QPS&E) meeting for their region and each Clinical Service Group holds its own QPS&E meeting which reports through to the ILG QPS&E. These meetings have common agenda's and report on QPS&E metrics, soft intelligence, issues and learning for their services. Triangulation of data arising from audits, harm reviews, concerns management and service specific KPIs are used to review services and inform developments/improvements. The ILG QPS&E meetings support a report to the bi-monthly Quality & Safety Committee for assurance on behalf of their region.

The central governance team are responsible for determining, monitoring and ensuring compliance on complaint responses and incident management/investigation, ombudsman queries and reviews, Health Inspectorate Wales Quality visits and responses, Patient Safety Alerts management, Community Health Council reports and response, Public Call handling, Redress and Putting Things Right, Inquests and Claims. Learning themes from any element of quality, patient safety and patient experience is shared via an organisational wide Listening & Learning Forum, Learning from Events coordinator and an infrastructure of communication channels. An overarching quality, patient safety and patient experience report is provided to the Quality and Safety Committee bi-monthly by the Assistant Director of Quality & Safety, identifying organisational wide themes, trends, and issues

Any Welsh Government Early Warning or Nationally Reportable Incident to the NHS Delivery Unit are overseen and signed off by the Clinical Executives. A weekly held meeting with clinical executives, directors and the central team facilitates a regular, timely review of quality, safety, experience and intelligence issues across the organisation.

Cwm Taf Morgannwg University Health Board

Quality & Safety Committee

ILG Quality, Patient Safety & Experience Group

Clinical Service Groups QPS&E

Ward/service based safety huddles

2. The number of filled WTEs broken down by profession, role, qualification and hospital, specifically, for the management of clinical governance issues;

As described above the management of clinical governance issues are managed through the three ILG's and a central function as follows:

CTMUH Board	
Quality & Safety Committee	Audit & Risk Committee
Management Board	

Clinical Executive Team				
Central Governance Team		Merthyr/Cynon ILG	Rhondda Taf Ely ILG	Bridgend ILG
Public facing call handling, triage of complaints. Oversight of ILG Complaints and compliance, Redress, PTR, Inquests/Claims	Oversight monitoring & audit of Incident Management & Investigation/ Patient Experience Root Cause Analysis Training delivery for all UHB staff. Learning from incidents and events. Complex incident management & Investigation. Welsh Ambulance Service interface investigation.	Complaints harm reviews, Incident Management & Reporting, Patient Experience feedback & compliments.		
Director & Assistant Director of Corporate Governance	Assistant Director Quality, Safety & Safeguarding	ILG Director of Nursing/ILG Group Director	ILG Director of Nursing/ILG Group Director	ILG Director of Nursing/ILG Group Director

Head of Legal Services & Complaints	Head of Quality & Safety	Head of Quality & Safety	Head of Quality & Safety	Head of Quality & Safety
<u>Concerns (complaints)</u> 1 WTE Complaints manager, currently vacant 3.6 WTE Concerns handlers/ Administrators 1 WTE Ombudsman handler <u>Legal Services</u> 1 WTE Legal Services Manager 6 WTE Claims handlers (2 fixed term temporary) 5 WTE administrators All are experienced in complaints & PTR and/or have legal qualifications.	There are 4.5 WTE equivalents within the central patient safety team. All are registrants with the Nursing & Midwifery Council. The team is supported by a WTE administrator. The team is at full establishment.	There are 8 WTE equivalents within the team. 2 WTE are registrants with the Nursing and Midwifery Council. All other staff within the team are administrative. The team is at full establishment. There are also 3 WTE Patient Advocate and Liaison Officers commencing in Jan 22.	There are 11 WTE equivalents within the team. 1 WTE is a registrant with the Nursing and Midwifery Council. All other staff within the team are managers & administrative. Six non-registered staff have fixed term contracts until March 22. The team is at full establishment.	There are 8.8 WTE equivalents within the team. 2 WTE are registrants with the Nursing and Midwifery Council. All other staff within the team are administrative. The team is at full establishment. There are also 3 WTE Patient Advocate and Liaison Officers.
1 WTE Complaints manager, currently vacant	There are no vacancies in the central team.	There are no vacancies within the RTE ILG Patient Safety, Quality and Experience Team.	There are no vacancies within the RTE ILG Patient Safety, Quality and Experience Team.	There are no vacancies within the Bridgend ILG Patient Safety, Quality and Experience Team.

3. The number of currently unfilled WTE vacancies broken down by profession and hospital, specifically, clinical governance.

Identified above.