



SUB COMMITTEE UPDATE REPORT/ ADRODDIAD DIWEDDARU'R LISTENING AND LEARNING SUB-COMMITTEE

Date of last meeting/ Dyddiad y cyfarfod diwethaf: 10 September 2026

Quoracy/ Cworwm: Met

Report by/ Adroddiad gan: Eiry Edmunds, Sub-Committee Vice Chair

KEY DISCUSSION POINTS AND MATTERS TO BE ESCALATED FROM THE DISCUSSION AT THE MEETING/ PWYNTIAU TRAFOD ALLWEDDOL A MATERION I'W HUWCHGYFEIRIO O'R DRAFODAETH YN Y CYFARFOD:

Alert¹ (may require discussion)/ Rhybuddio (efallai y bydd angen trafodaeth)

The Listening and Learning Sub-Committee had no matters of which to **alert** the Committee:

Advise² (to monitor)/ Cynghori (i fonitro)

The Listening and Learning Sub-Committee wishes to **advise** members of the Committee that:

- A patient story relating to early pregnancy loss highlighted a significant gap in access during evenings, weekends and bank holidays. The patient reported making 126 calls to the dedicated early pregnancy line when the service was not staffed and no clear or reliable alternative route was available. Members requested a comprehensive action plan covering call handling, answerphone ownership, out-of-hours and bank holiday arrangements, medical and nursing input, psychological support, pathway review and measurable evidence of improvement.
- Members noted that unstaffed telephone lines, unclear answerphone messages and inconsistent signposting were not confined to gynecology and represented a wider organisational risk. In particular, patients may be given an expectation that messages will be received or returned when a service is unavailable. The Sub-Committee will monitor development of the single point of contact and communication hub to ensure that streamlined access does not introduce additional hand-offs or barriers to clinical advice. A further update is expected in early 2027.
- The Sub-Committee identified pain management and preparation for outpatient hysteroscopy as requiring prompt action. Among the 64 completed procedures reviewed, 60% of patients reported moderate pain or above, including 23 who scored pain at 8 or 9. Members noted the implications for consent, pain relief, dignity and the accuracy of pre-procedure information. Subject to final approval, the service intends to introduce Pentrox in the outpatient setting and repeat the patient survey following an initial three-month

² *There are areas of concern where assurance has been taken on actions in place but requires close monitoring. An early warning of an emerging and potentially serious concern.*

implementation period. Benchmarking against relevant best practice guidance and review of conversion rates will also be undertaken.

- Triangulation of patient experience, complaints, claims and redress information identified consistent themes relating to communication, continuity, pathway ownership, follow-up, implementation of multi disciplinary team decisions, consent, expectation management and safety-netting. Members noted that patient experience feedback remained predominantly positive, particularly in relation to kindness, compassion, professionalism, respect and teamwork. Overall experience scores were 93% at Withybush, 87.5% at Bronglais and approximately 80% at Glangwili and Prince Philip Hospital. Further improvement is required in communication, access, follow-up and continuity, supported by clear evidence of impact.
- The comparative review of gynecology complaints for January to June 2025 and the corresponding period in 2026 will return to the Sub-Committee. Members requested clear ownership across medical, nursing and service delivery teams, together with evidence that learning has been shared and translated into action.
- Members emphasised that communication improvement must extend beyond individual skills and reflect accessible information standards, language and sensory needs, neurodiversity, sufficient time and appropriate environments for sensitive discussions.
- The patient and carer information policies require broader clinical review and a clear implementation approach. Members highlighted the need to strengthen accessibility, use of approved information resources, documentation, consent, confirmation of patient understanding and compliance monitoring.
- A potential Public Services Ombudsman for Wales public interest report relating to colorectal care remains under consideration. The Health Board has submitted a clinical response and requested that the Ombudsman reconsider whether the public interest threshold has been met.

Assure³ (to note)/ Sicrhau (i nodi)

The Listening and Learning Sub-Committee wishes to **assure** the Committee that:

- The draft Welsh Risk Pool assurance and audit report provided substantial assurance across incident management, Duty of Candour, complaints, redress and claims. The report recognised positive governance arrangements, the quality of complaint response letters and strong redress and claims practice. A formal action plan will be presented following receipt of the final report.
- Two final Ombudsman reports received since the previous meeting were not upheld. Members also noted that no Ombudsman investigation relating to gynecology had been initiated since October 2024.

³ *There is confidence that actions are robust and will be sufficient to address the issue or generally operating effectively. Routine monitoring.*

Review Of Risks/ Adolygiad O Risgiau

The principal risk is that recurring concerns relating to access, communication, consent, pathway coordination and follow-up are addressed in isolation rather than as connected areas for improvement. This may result in avoidable distress, delays in care, poor patient understanding, inconsistent safety-netting and increased complaints or liability exposure.

Ongoing oversight is required in relation to out-of-hours contact arrangements, the early pregnancy pathway, and pain management and consent for outpatient hysteroscopy.

Recommendation/ Argymhelliad

The Quality, Safety and Experience Committee is asked to:

- **Note** the matters identified for ongoing monitoring; and
- **Take assurance** from the items that the Sub-Committee is providing assurance on.

Date of next meeting/ Dyddiad y cyfarfod nesaf: 19 November (theme radiology)