

Virtual Quality, Safety & Experience Committee



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Agenda

Date 08 October 2026
Time 09:00 - 12:30 British Summer Time (UTC+01:00)
Location Microsoft Teams Meeting
Title Virtual Quality, Safety & Experience Committee

1 - Governance

09:00,

1.1 - Declarations of Interest

Eleanor Marks (Hywel Dda UHB - HDUHB Vice Chair)

1.2 - Minutes from the Previous Meeting and Table of Actions

For approval

Eleanor Marks (Hywel Dda UHB - HDUHB Vice Chair)

2 - Escalation Report- Executive Leads

For assurance

3 - Planning Goal 2: Customer Service Excellence

For assurance

Nadine Gould (Hywel Dda UHB - Deputy Director of Nursing, Quality & Patient Experience), Sharon Daniel (Hywel Dda UHB - Executive Director of Nursing, Quality & Patient Experience)

4 - Risk

4.1 - Assurance and Risk Report

For assurance

Joanne Wilson (Hywel Dda UHB - Director of Corporate Governance/Board Secretary)

4.2 - Deep Dive: Orthopaedics

For assurance

Lianne Gregory (Hywel Dda UHB - Service Delivery Manager), Paula Goode (Hywel Dda UHB - Service Director for Planned and Specialist Care)

4.3 - Deep Dive: Dermatology

For assurance

Ceri Wisdom (Hywel Dda UHB - Service Delivery Manager), Paula Goode (Hywel Dda UHB - Service Director for Planned and Specialist Care)

5 - Never Events Assurance Report

For assurance

Cathie Steele (Hywel Dda UHB - Interim Assistant Director of Nursing Assurance and Safeguarding)

6 - Patient Safety Plan 2026-2031

For approval

Cathie Steele (Hywel Dda UHB - Interim Assistant Director of Nursing Assurance and Safeguarding), Sharon Daniel (Hywel Dda UHB - Executive Director of Nursing, Quality & Patient Experience)

7 - Assurance

7.1 - Quality Assurance Report

For assurance

Cathie Steele (Hywel Dda UHB - Interim Assistant Director of Nursing Assurance and Safeguarding)

7.2 - Listening and Learning Sub Committee Update Report *For assurance*

Louise O'Connor (Hywel Dda Health Board - Assistant Director), Mark Henwood (Hywel Dda UHB - Executive Medical Director)

7.3 - Infection Prevention and Control Assurance Report *For assurance*

Sharon Daniel (Hywel Dda UHB - Executive Director of Nursing, Quality & Patient Experience), Cathie Steele (Hywel Dda UHB - Interim Assistant Director of Nursing Assurance and Safeguarding), Rebecca Richards (Hywel Dda UHB - Head of infection prevention)

7.4 - Insourcing 52 week First Consultant Appointment Quality Assurance Report *For assurance*

Andrew Carruthers (Hywel Dda UHB - Chief Operating Officer), Keith Jones (Hywel Dda UHB - Director of Operational Planning & Performance)

8 - Clinical Care Group Assurance Reports

8.1 - Mental Health and Learning Disabilities Clinical Care Group Assurance Report *For assurance*

Rebecca Temple-Purcell (Hywel Dda UHB - Assistant Director of Nursing, Patient Safety, Quality and Experience), Liz Carroll (Hywel Dda UHB - Service Director MH&LD Clinical Care Group), Andrew Carruthers (Hywel Dda UHB - Chief Operating Officer)

8.2 - Learning Disabilities Services Patient Story and Deep Dive *For assurance*

Rebecca Temple-Purcell (Hywel Dda UHB - Assistant Director of Nursing, Patient Safety, Quality and Experience), Kate Scott (Hywel Dda UHB - Remote email account), Eleanor O'Connor (Hywel Dda UHB - Service Manager Learning Disabilities)

8.3 - Planned and Specialist Care Clinical Care Group Assurance Report

For assurance

Paula Goode (Hywel Dda UHB - Service Director for Planned and Specialist Care), Tamara Bromley (Hywel Dda UHB - Assistant Director of Nursing)

9 - Policies/ Procedures for Approval

9.1 - 004 Claims Management Policy Extension

Louise O'Connor (Hywel Dda Health Board - Assistant Director)

9.2 - 1561 - 'Listening to People' Integrated Patient Safety, Concerns Management and Resolution Policy

Louise O'Connor (Hywel Dda Health Board - Assistant Director)

10 - For Information

10.1 - QSEC Work Plan 2026-27

For information

10.2 - Joint Commissioning Committee Highlight Report

For information

11 - Date of Next Meeting: 3 December 2026