

Enw'r Pwyllgor: Name of Sub-Committee:	Exception Report from Listening and Learning Sub-Committee
Cadeirydd y Pwyllgor: Chair of Sub-Committee:	Chantel Patel, Chair
Cyfnod Adrodd: Reporting Period:	11 January 2024
Materion Ansawdd, Diogelwch a Phrofiad: Quality, Safety & Experience Matters:	
<p>The Sub-Committee met on the 11 January and received several presentations and individual cases relating to the area of Outpatients and Sensory Loss Communication Standards.</p> <p>Public Services Ombudsman for Wales final reports received during the relevant period were also reviewed.</p> <p><u>Improving Experience</u></p> <p>The Sub-committee received a presentation from the Outpatients' department Senior Nurse Manager.</p> <p>The Sub-Committee was pleased to note that the Outpatient Nursing team was fully utilising the Civica Patient Experience system to improve services and encouraging service users to provide feedback. Approximately 300,000 Outpatient appointments had been attended over a multitude of specialties between the 4 General Hospitals sites; through the lens of CIVICA they had received a 90-94 % positive feedback rate. The Department was keen to regularly review individual feedback from patients who access the service, seeing this as integral to the measurement of how well staff are caring for the patients and their families in the communities they serve. Weekly Outpatient Department meetings were held, to facilitate taking the comments to the services for them to review their own the data, reports and trends. They also provide monthly updates in terms of "you said, we did". The Sub-Committee recognised that all services should be adopting this approach, ensuring that information was not being left dormant and not accessed for ongoing improvements.</p> <p>A further meeting would be scheduled later in the year to review progress made.</p> <p><u>Complaints</u></p> <p>On review of the complaint's cases presented, two main themes were discussed, namely the quality review process for outsourced care and results management, including the way in which test results are conveyed to the referring clinician (often paper format). This would be discussed in further detail at the next meeting, when an update on the quality improvement project would be sought.</p> <p><u>Communication</u></p>	

The Sub-Committee listened to Maxine's Story:

Maxine is visually impaired and has shared her story of a difficult encounter within an Out-patients department.

Maxine attended with her Guide dog following a fall, the dog led her to the reception area as it is trained to do but staff at the reception told Maxine to take a seat stating "Go over there" and "It's over there" This is not useful information to someone who is visually impaired. This same comment was reiterated throughout Maxine's stay in the Unit, until a member of the public who understood Maxine's difficulty came to assist.

The Sub-committee discussed this experience in some detail, in particular recognising the importance of communication and sensory loss awareness training.

A presentation was received from Anna Bird, Assistant Director, Strategic Partnerships, in relation to the work being undertaken to meet the All-Wales Standards for Accessible Communication and Information for People with Sensory Loss. An EQlip Sensory loss project team had been established to develop a sensory loss friendly assessment checklist which is being piloted in three service areas: Audiology, Patient Experience and Cardigan Integrated Care Outpatient department. This will then be reviewed to identify areas for improvement prior to any further decisions to progress to a health board wide roll-out of the use of this tool.

Virtual and in person British Sign Language (BSL) Groups and workshops will be held to encourage the use of BSL and promote skills and continued learning and development.

The full Sub-Committee update is attached as an Appendix (1) to this report for information to provide assurance around how the Health Board is responding to the experiences of patients. This will remain on the Agenda for the Listening and Learning Sub-Committee, for regular progress updates.

Public Services Ombudsman

Seven cases that had been referred to the Ombudsman were reviewed. And two public interest cases for other health Boards. The main themes arising from the reports included:

All Wales Learning from Events Framework

An All Wales Model Learning from Events Framework was received. The purpose of the document is to detail how learning is enacted, reported and monitored in the organisation, proving a consistent approach across Wales. The framework is for clinical and non-clinical events and reflects the requirements of the health and care quality standards / duty of quality.

The Sub-Committee agreed to establish a Task and Finish group to review the framework and compete this for consideration by the Quality, Safety and Experience Committee and Board.

Patient Story Guidance

The Patient Story Guidance Document 0.63 was received and approved by the Sub-Committee. This is attached for the Committee's approval (Appendix 2).

Risgiau:

Risks (include Reference to Risk Register reference):

- Medical Records Management - access to records; quality of the record; and disclosure processes (involving redaction and scanning). This was a risk to the management of concerns and compliance with the disclosure requirements for proceedings and legal claims.
- Results Management – delay in providing test results, conveyance of test results, action of test results.

Gwella Ansawdd:

Quality Improvement:

The identified actions for quality improvement from review of cases that remain on the Sub-Committee action log are as follows:

- Follow up, monitoring and action of all test results.
- Delaying in conveying test results due to provision of paper results
- Improvements in relation to communication
- Medical records management and record keeping (including scanning and disclosure).
- Review of the discharge process
- Care After Death/Bereavement – improvement in communication and revision of care after death policy.

Argymhelliad:

Recommendation:

- Discuss whether the assurance and actions taken by the Sub-Committee to mitigate the risks are adequate to address the learning from previous events and improve the arrangements for the care of patients in future.
- To approve the Patient Story Guidance (0.63) for implementation.

Dyddiad y Cyfarfod Pwyllgor Nesaf:

Date of Next Sub- Committee Meeting:

March 2024



Y PWYLLGOR ANSAWDD, DIOGELWCH A PHROFIAD
QUALITY, SAFETY AND EXPERIENCE COMMITTEE
Update following Listening & Learning Sub-Committee

DYDDIAD Y CYFARFOD: DATE OF MEETING:	11 January 2024
TEITL YR ADRODDIAD: TITLE OF REPORT:	All-Wales Standards for Accessible Communication and Information for People with Sensory Loss
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Lisa Gostling – Director of Workforce and Organisational Development
SWYDDOG ADRODD: REPORTING OFFICER:	Anna Bird, Assistant Director – Strategic Partnerships, Diversity and Inclusion Beverly Davies – Strategic Partnership and Inclusion Manager

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Gwybodaeth/For Information

ADRODDIAD SCAA
SBAR REPORT

Sefyllfa / Situation

This report is presented to the Listening and Learning Sub-Committee to provide an update on the delivery of the All-Wales Standards for Accessible Communication and Information for People with Sensory Loss.

Cefndir / Background

Hywel Dda University Health Board has an estimated population of 5,671 people with visual impairment, with the vast majority aged 60 and over, and an estimated 85,864 people with a hearing impairment, with the majority aged 70 and over. In common with the aging population, it is estimated that these numbers will continue to increase.

A sensory impairment can be a significant life-limiting condition and the challenges associated with the condition are likely to grow over the coming decades. People with sensory impairment are more likely to feel lonely and isolated due to their condition excluding them from everyday activities. In addition to day-to-day difficulties, people with sensory impairment also have poorer health outcomes, higher rates of poverty and lower educational achievements than people free from disability. Sensory impairment is something that cuts across system wide services, and it is, therefore, important that sensory impairment awareness and services are embedded in the whole system of health care provision.

The [All-Wales Standards for Accessible Communication and Information for People with Sensory Loss](#) (the Standards) set out the priorities that health boards must address to ensure that the delivery of services for people with sensory loss are accessible. The Standards which apply to all adults, young people and children are as follow:

- Assessing and meeting information and communication needs
- Standards of service delivery for primary care, secondary care and emergency and unscheduled care e.g.

- Raising staff awareness
- Ensuring all public information is accessible for people with sensory loss
- Putting in place accessible appointment systems
- Providing appropriate communication models
- Enabling concerns or feedback to be raised
- Regular monitoring and review of the Standards and reporting to the Board on progress made with improving access to healthcare for people with sensory loss.

Working under the directorate of Workforce and Organisational Development, the Strategic Partnership, Diversity and Inclusion (SPDI) Team is the corporate lead for coordinating updates on the actions being taken to implement the Standards in the Health Board.

Asesiad / Assessment

This report provides a summary of the action which has been undertaken during 2023/24 and seeks to provide an insight into the work which is being implemented to achieve the Standards.

Leadership and partnership working

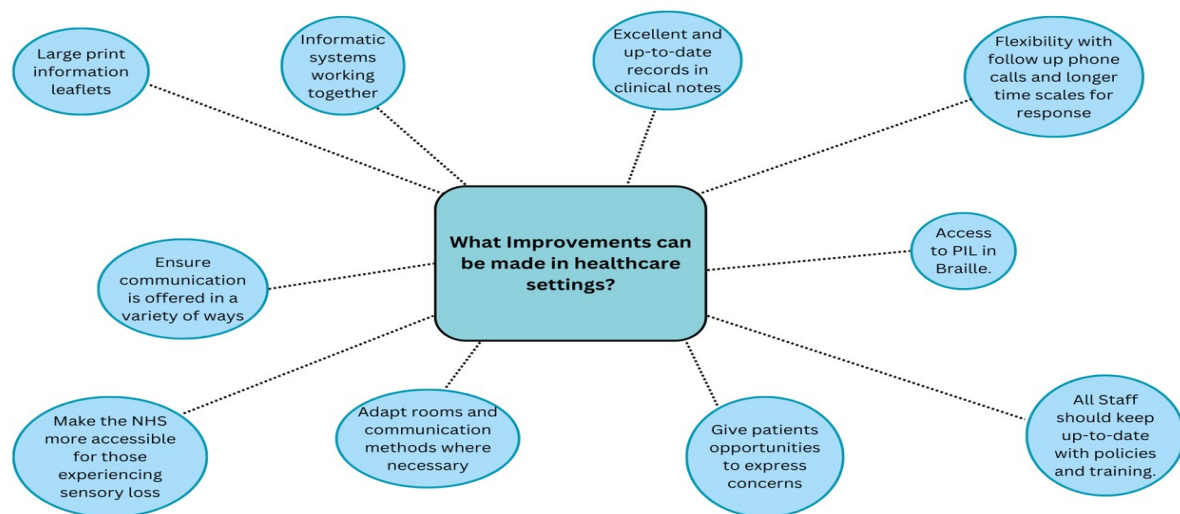
The Health Board has a dyad of champions that ensures effective and ongoing collaboration within various strategic forums and with partner agencies, ensuring that the health and communication needs of people with sensory loss are heard and incorporated in strategic discussions and service development planning.

The SPDI team established a Sensory Loss Partnership Forum (SLPF) which meets regularly and acts as the catalyst for identifying actions that could be taken to improve patient experience and outcomes.

Assessing and meeting needs

The Standards require all public and patient areas to be assessed to identify the needs and support for people with sensory loss. To support patient areas and departments in their role to benchmark the accessibility of their services, an EQliP Sensory Loss Project team was established and worked together to develop a sensory loss friendly assessment (SLFA) checklist in 2022. The SPDI team are supporting the piloting of the SLFA checklist in three service areas: Audiology, Patient Experience and Cardigan Integrated Care Outpatient department. The SLFA checklist will then be reviewed to identify areas for improvement prior to any further decisions to progress to a health board wide roll-out of the use of this tool.

Commencing in May 2023, Welsh Government held a series of online workshops to '*Ensure people with sensory loss automatically and consistently have their communication needs met when accessing healthcare.*' To prepare for the workshops the SPDI team carried out survey within Hywel Dda to gather information and understand the experiences of frontline staff. The image below provides a summary of some of the improvements which frontline staff identified could be made.



The survey link and the results were shared with Welsh Government and partners during the workshop in May and the Health Board was invited to deliver a presentation on their work at a subsequent Welsh Government workshop held in July 2023. Recent feedback received from Welsh Government on the implementation of the Strategic Equality Plan objectives (a requirement of the NHS Performance framework) has commended the Health Board for the work which is being undertaken to advance accessible communication.

Standards of service delivery

Raising Staff Awareness

The SPD team conducted survey to map the number of staff with training in BSL and found that there are four members of staff with level 2 and above BSL conversational skills and a further 10 members of staff with level 1 BSL conversational skills.

In order to encourage the use of BSL skills and promote continued learning and development a British Sign Language (BSL) Lunch Club was launched in May 2023 based in Glangwili General Hospital. The club provides a safe space for staff to “sign and dine” where they can practice and share their BSL skills with colleagues. A virtual BSL Club was launched in September 2023 to ensure staff from all service areas are able to join the club and in total five BSL club sessions have been held and a total of 45 staff attending.

World Sight Day was celebrated on 12th October and a range of “lunch and learn” workshops were also delivered during the national Sensory Loss Awareness Month in November 2023. A video of the experiences of a young carer supporting her dad who is blind was also included in the Patient Experience report received at the Board meeting on 30th November 2023. A link to the video is provided below for information.

English video link - <https://youtu.be/DBBbSKR-Au4>

Welsh video link - https://youtu.be/c5KE_OXKfQ0

Another key strand of work which is co-ordinated by the SPDI team is the promotion of awareness raising training. The EQlIP Sensory Loss Project team identified in August 2022 that only 6 members of staff had completed the NHS Wales Sensory Loss e-learning module on ESR. The e-learning module is not mandatory, but increasing the number of Health Board staff completing the training is one of the identified outcomes of the Sensory Loss Friendly Award. At the time of writing this report in December 2023, 56 staff members have completed the e-learning module.

To support staff understand the range of digital tools that are available support to accessibility the Digital Inclusion team offers digital accessibility training sessions which enables staff to learn how to support their patients and colleagues with sensory loss needs. For example, if it is identified that a meeting participant has a hearing loss staff are trained to be able to use the transcribe functionality in MS Teams.

To raise staff awareness within primary care services, the Primary Care GMS Briefing Paper Spring edition 2023 included the Guide to Accessing Interpretation and Translation Services in Primary Care, the All Wales Standard for Accessible Communication and Information for People with Sensory Loss, guidance on how to make print documents accessible for people with sensory loss.

Ensuring all public information is accessible for people with sensory loss

The Standards require that all frequently used information leaflets and documents intended for patients and the public are available in accessible formats for people with sensory loss. The Health Board's webpages have the 'ReadSpeaker' to assist the visually impaired. In addition, the Low Vision Service Wales works collaboratively with key partners and stakeholders i.e. Wales Council for the Blind when producing documentation for patients or members of the public who are or maybe impacted by low vision. The service issues patient reported experience measures surveys, low vision leaflets and letters to those patients new to the service.

The Head of Audiology sits on the Scheduled Care Working Documentation group and is able to contribute to ensuring documents are accessible for people with sensory loss. The Senior Audiology team reviewed the following documents to ensure accessibility: Tinnitus & Sound tolerance Handbook and Care Home Support Handbook. Within the Audiology department, a facility to create 'alerts' on the patient management system has been used to highlight if a large print version of any information is needed. There is a facility to print larger versions and to print on yellow paper for patients with dyslexia. Although it has not been requested the Audiology department are able to respond to requests to have information translated into braille.

Primary Care and Out of Hours services use Attend Anywhere, which is an online consultation system that can be used with interpreters. Primary Care services are aware of the importance of using commissioned interpretation services such as Wales Interpretation and Translation Service (WITS) and Relay UK to communicate with patients.

The SPDI team also provide advice and support to health colleagues on a range of issues. For example, the Diversity and Inclusion team supported Primary Care Services to produce practice leaflets in formats that are accessible to people with sensory loss. In addition, the Community Development Outreach Team (CDOT) proactively promote the Enhancing Communication: Guide to accessing Interpretation and Translation Services policy in various health settings. They are able to work with staff to show them how to use of the Insight App and demonstrate how it can support patients and clinicians to access interpreters in a range of languages including BSL.

Engagement with the public

The Health Board formally consulted with the public on choosing a site for a new Urgent and Planned Care Hospital and on three potential options for the future of urgent and emergency Paediatric Services. A range of alternative versions of the consultation documents were produced including BSL and Audio, and were made available on the Health Board websites. Organisations like Wales Council for the Blind (WCB) and the local Deaf clubs are on the stakeholder list for consultation. Based on the equality monitoring data captured to support these public consultation activities we know that there were 8 responses from people who are blind or have a visual impairment and 18 responses from people who are D/deaf or have a hearing impairment. Whilst the numbers may be low, they are considered proportionate to the population of Hywel Dda and the SPD team will help to facilitate engagement with local groups in addition to the public meetings accessible to the wider population.

Putting in place accessible appointment systems

Hywel Dda University Health Board currently send approximately 1.2 million letters a year to patients who currently have no choice as to whether they wish to receive a hard copy or digital copy. The Health Board's ability to capture patient preferences associated with such communication is also limited to what can be stored in our Welsh Patient Administration System (WPAS), impacting on the ability of the Health Board to ensure that patients with accessibility or Welsh language needs are met.

The Audiology department has a generic email account so that patients can email requests for consumables, appointments or to ask for advice. In addition, the department provides a text service for those patients who cannot use a phone. The reception desks within Audiology have portable loop systems and all steps into test rooms are marked with tiger stripe tape to alert patients with limited visual acuity.

However, the Health Board has started work to put in place a Health Board wide digital system to allow patients to have access to their appointment details and the ability to provide the Health Board with their communication preferences. The Hybrid Print and Post Solution is a system that can capture and utilise patient preferences including digital communication options such as text reminders and digital letters. Patient choice will be at the heart of the system and will be used consistently for all services.

Since June 2023, Primary Care Optometrists who are qualified to provide Low Vision Services to their patients, are also now able to certify eligible patients as sight impaired or severely sight impaired, where the primary cause of their sight loss is dry age - related macular degeneration (AMD). This was embedded within the Wales General Ophthalmic Services (WGOS) manual. This is a hugely positive step as it allows more patients to access certification in Primary Care, avoiding delays in hospitals and making the assessment more accessible within the local community. Certification is hugely important for patients with sight loss, as it often allows access to other services that can be life changing. Certification is also accepted as proof by the Department of Work and Pensions in relation to benefits. Up until this change, all certifications had to be completed by an Ophthalmologist in the hospital, meaning waiting times were lengthy.

A range of accessible appointments for patients including telephone triage, eConsult, email, video consultation and face to face, I Pads, use of Interpreters and Language Line, and use of Hearing Loops are in place within Primary Care services. The NHS Wales App will be rolled out within the Health Board and across Wales from December 2023 and will replace My Health Online (MHOL). The new NHS Wales App gives people secure access to GP services including management of appointments and prescriptions through their smartphone, tablet or laptop. NHS 111 Wales health advice can also be accessed through the app. The App meets

strict accessibility guidelines and will be accessible to people with visual impairment. Patients using the App can change colours, contrast levels and fonts, zoom in up to 200% with the text staying visible on the screen, navigate using just a keyboard navigate using speech recognition software read using a screen reader.

Providing appropriate communication models

In response to feedback received from the staff survey undertaken by the SPD team in June, the Outpatients Department and the SPD team were accepted onto the EQLiP Cohort 5. The Project team aim to develop a visible marker on patients notes that will support staff working in outpatient areas and wards across Hywel Dda to identify the patients' preferred way of communication in a timely manner. Whilst this project focuses on the communication needs of people with sensory loss, it is anticipated that this 'marker' could be adapted to highlight other communication needs such as foreign language and easy read so has the potential to meet the needs of patients with a range of protected characteristics. This would ensure that, as required by The Equality Act (2010) the Health Board is making reasonable adjustments to ensure those with protected characteristics do not experience discrimination or disadvantage when accessing health care services. The EQLiP project will align with the work being undertaken on the Hybrid Print and Post Solution on accessible appointments.

All staff within Audiology are 'deaf aware' and a small number of staff have completed basic BSL training. The department is also able to pre-arrange BSL or finger spelling interpreters if needed and will use the Insight App should a patient arrive and not have a pre-booked BSL interpreter.

Information regarding the Low Vision service is available via the low vision leaflet, the Eye Care Wales Website, the Perspectif website managed by Wales Council for the Blind as well as via Health Care Professionals who are able to signpost patients to the service. The Low Vision Service team is also available via phone to provide both patients and practitioners with helpful advice and support on the service and relevant queries/questions.

Other service areas including the Children's Occupational Therapy Service continue to use a range of communication aids and assistive technology as part of service provision as appropriate to the service user. Tablets were also available to support communication including access to BSL interpreters. Communication resources such as large print, written, virtual, online are also provided for patients. A number of paediatric staff have been identified with BSL skills at an appropriate level to be able to support children and their families with hearing loss. Other communication aids and assistive technology such as the loop system, talking clock/watches, orientation aids (calendar), mobile phone prompts, alarm clocks are used by Ceredigion Integrated Occupational Therapy Service.

Portable loop systems are available at the reception desks at Glangwili, Prince Philip and Withybush Hospitals. The portable loop at Bronglais Hospital is located at the main out-patient reception area which is a more appropriate location for this hospital. Hospital wards have access to tablets with the Language Line app installed through which they can access BSL interpreters. The Health Board also has a guideline for the management of assistance dogs within the healthcare in place. Staff are made aware of these guidelines during departmental/ward induction training and team meetings as appropriate.

Concerns and Feedback

The Patient Experience team continue to ensure that patients with sensory loss can easily access information on how to leave patient experience feedback. This includes compliments, opportunities to complete surveys or raise concerns or complaints in formats/ways that meet their communication needs through the Putting Things Right system. The Putting Things Right

information is available in alternative formats including large print, easy read, BSL and audio. You can find information on alternative formats here: [Putting Things Right: alternative formats | GOV.WALES](#).

Each month the Health Board has contact with over 20,000 people who have used our services, and they are asked for feedback on their experience of using our services. The Patient Experience Team delivered a series of Civica Experience Wales training sessions to members of staff from different departments and a number of Data champions now have access to Civica to enable the real-time dashboards, which are set up in the respective wards and departments, to be reviewed.

Both Civica and Datix Risk Management systems capture patient feedback and patient demographics including disabilities such as sensory impairments. In both systems patients are able to provide feedback using visual symbols and easy to read options. From April to December 2023, Civica has identified 29 records of feedback from patients and carers who are deaf or with hearing loss and 16 records of feedback from blind and partially sighted people.

Datix Risk Management System has recorded a total of 14 complaints from people with sight loss, 25% of which were received verbally and 75% were received by email; and 7 from people with hearing loss, just over 50% of which were received verbally. No feedback or complaints were received from patients or carers who are Deafblind. Further work is required to review the feedback from patients and understand how this can feed into new or existing quality improvement projects.

As part of the Professionals Collaborative Hearing Care Group, the Audiology department is now looking at how patients who use BSL as their main form of communication are able to better access patient feedback mechanisms.



Argymhelliad / Recommendation

The Listening and Learning Sub-Committee are asked to **NOTE** this update report for information and as evidence of the work which is on-going to improve the experience of patients with sensory loss.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	Provide assurance to the Board in relation to improving the experience of patients, including for those services provided by other organisations or in a partnership arrangement.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	N/A
Parthau Ansawdd: Domains of Quality	7. All apply

Quality and Engagement Act (sharepoint.com)	
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	2. Culture and valuing people
Amcanion Strategol y BIP: UHB Strategic Objectives:	3. Striving to deliver and develop excellent services 1. Putting people at the heart of everything we do
Amcanion Cynllunio Planning Objectives	Not Applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	10. Not Applicable

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	All-Wales Standards for Accessible Communication and Information for People with Sensory Loss
Rhestr Termau: Glossary of Terms:	Included within the body of the report
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Ansawdd, Diogelwch a Phrofiod: Parties / Committees consulted prior to Quality, Safety and Experience Committee:	N/A

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	N/A
Ansawdd / Gofal Claf: Quality / Patient Care:	Implementation of the Standards will result in improved patient experience.
Gweithlu: Workforce:	Implementation of the Standards will result in improved staff experience.
Risg: Risk:	N/A
Cyfreithiol: Legal:	The Standards are linked to duties under the Equality Act 2010.
Enw Da: Reputational:	N/A
Gyfrinachedd: Privacy:	N/A

**Cydraddoldeb:
Equality:**

An EqlA screening has not been undertaken as this is an update report to the Sub-Committee.