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| Enw'r Pwyllgor: Name of Sub-Committee: | Exception Report from Listening and Learning Sub-Committee |
| Cadeirydd y Pwyllgor: Chair of Sub-Committee: | Mrs Chantal Patel, Chair |
| Cyfnod Adrodd: Reporting Period: | 6 March 2024 |

**Materion Ansawdd, Diogelwch a Phrofiad:
Quality, Safety & Experience Matters:**

The Sub-Committee met on 6th March 2024 and received presentations relating to the COVID review programme; and the HIW Inspection Programme.

Public Services Ombudsman for Wales (PSOW) final reports received during the relevant period were also reviewed.

Covid Review Summary Programme

The Sub-Committee reviewed the findings and learning points identified during the case notes and thematic Nosocomial reviews for all patients that were suspected of acquiring Nosocomial COVID-19, whilst in acute services in HDUHB between March 2020 and April 2022. The programme of work is not part of the nationally led investigation into Nosocomial COVID -19 in Wales.

NHS Wales organisations were requested to conduct proportionate investigations into all patient safety incidents of Nosocomial COVID -19, which occurred between March 2020 and April 2022 in line with the NHS Wales Putting Things right (2011) guidelines and the Duty of candour procedure Wales regulations 2023.

To assist NHS organisations investigating patient safety, incidents of Nosocomial COVID-19, a national framework for the management of patient safety incidents following Nosocomial transmission of COVID-19 was developed by the NHS Wales Executive (formerly NHS Delivery Unit) to ensure a consistent as possible approach was followed by all, NHS Wales organisations and investigations were undertaken once and investigated well. Tools were implemented, including a review template and a flow chart and each review at Hywel Dda has been undertaken considering and utilising these tools.

2,320 Patient case note reviews were undertaken as part of the programme. This increased to over 3400 involving cases from outside of the programme. 632 reviews were found to be community acquired, had false positive results or duplicate patients.

The Sub-Committee noted the themes that had arisen from the review and was keen to ensure that the actions to address the lessons learnt were being taken forward by the operational teams across the organisation. The paper was to be forwarded to the Operational Performance, Governance and Planning meeting for agreement on the process for taking forward the action plan.

HIW Inspection Programme

The Sub-Committee reviewed the themes of findings and recommendations arising from the HIW Inspection programme, relating to the period September to December 2023. It was agreed that this would also be considered by the Operational Performance, Governance and Planning meeting to review the governance process for and sharing recommendations and actions to ensure organisation wide learning.

Public Services Ombudsman for Wales

Six final reports received from the Public Services Ombudsman (PSOW) were reviewed as follows:

PSOW 1910

It was found that treatment for gallstones reached a reasonable standard; however during the patient's second attendance at the Emergency Department, his symptoms should have warranted admission to hospital for antibiotics and management of his kidney injury. Nursing care and treatment concerns were also upheld as there was a failure to fully record the treatment prescribed to the patient, failure to note a pain score and, as a result, failed to fully assess health needs. Recommendations included a reminder to clinicians regarding the National Institute for Health and Care Excellence (NICE) Kidney Injury Guidelines and to nursing staff regarding recording pain scores.

PSOW 3274

The clinical care elements of the complaint were not upheld, however the PSOW did uphold concerns about complaint handling. Recommendations included providing the Complaint Handling Toolkit as evidence of improvements made since this case.

PSOW 3531

This complaint related to concerns that the Health Board failed to diagnose the patient's lung cancer promptly, and that there was an inappropriate discharge without palliative support, these concerns were not upheld. The PSOW did invite the Health Board to consider reminding clinicians of the importance of following up on incidental findings as well as making sure that the primary medical issue has been addressed. This reminder will be included in the April Medical Directorate Newsletter.

PSOW 5138

The complaint related to concerns that the patient was inappropriately discharged home with Covid19, that there were delays in the discharge and about the robustness of the complaint response. The PSOW did not uphold the concerns. There was some criticism over record keeping but the PSOW acknowledged that this had already been addressed in the complaint response.

PSOW 5759

The PSOW found that the patients Aortic Abdominal Aneurism (AAA) was visible on a scan that was undertaken in March 2022 and should have been noted and reported on at the time. The failure meant that the patient did not receive appropriate treatment for the condition and although it cannot be known for sure if the patient would have been a suitable candidate for treatment to repair to the AAA, the uncertainty was an injustice to the patient's family.

PSOW 18826

The concern related to Orthopaedic care of a patients shoulder problem. The Ombudsman partly upheld the complaint around the treatment received, the poor communication with the patient in relation to the lack of opportunity to discuss concerns after the surgery and around complaint handling inaccuracies as the complaint response did not address one of the issues raised in relation to the cancellation of district nursing visits.

Putting Things Right Consultation Process

Welsh Government recently issued a consultation document with specific questions to inform the revised concerns complaints and redress regulations. The new process intended to strengthen the arrangements for:

- Placing patients at the heart of the process
- Compassionate patient-centered communication
- More inclusivity
- Clearer structures for urgent concerns where there is deliberate abuse and harm from care or after someone dies
- Refresh arrangements to provide free legal advice/ medical expert reports.

The Consultation document was to be shared within teams and responses submitted by 15th April to Louise O'Connor, or via the form:



Improving Experience Charter

The Improving People Experience Charter (previously Improving Experience Charter) had been updated and was received by the Committee. The Charter sets out the Board's pledges to our communities that demonstrate what can be expected to deliver good patient experiences. The Charter would be presented to the Board at the end of March and an implementation plan monitored by the Sub-Committee.

Policies for approval

The Legal Services Standard Operating Procedure for Claims Management and Reimbursement was endorsed by the Sub-Committee. This was an internal document intended for Claims Managers within the Legal Services Team.

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
- Compliance with Royal College of Emergency Medicine guidance to “escalate patients making an unscheduled return to the ED with the same condition within 72 hours of discharge, to a consultant”.

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/compliance with the all Wales Bereavement

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.

Dyddiad y Cyfarfod Pwyllgor Nesaf:

Date of Next Sub- Committee Meeting:

1 May 2024



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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

A Charter for Improving People and Community Experience (your healthcare, your expectations, our pledge)



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* Hywel Dda University Health Board provides NHS care and treatment to the populations of Ceredigion, Carmarthenshire and Pembrokeshire.

* 'NHS care and treatment' refers to any services provided or commissioned (arranged) by Hywel Dda University Health Board and its staff including hospitals, community services, mental health, learning disability services. This also includes GPs, dentists, opticians and pharmacists (primary care services).

When we say 'people' and 'communities' we mean:

- Patients who use healthcare services;
- Their parents, carers and family members;
- Their nominated advocates (people who support you to be heard or speak on your behalf); and
- People who may need to use healthcare services in the future.

Introduction

This Charter tells you what you can expect when you use our services and receive care. We want your experience of using our services to be positive every time. In our plan for improving health services (A Healthier Mid and West Wales Strategy) we set out our aim for all in our communities to live healthy and joyful lives and we promise to provide safe services, which are easy to use: hduhb.nhs.wales/healthier-mid-and-west-wales The Charter aligns to our Health Board mission and our six strategic objectives:



The most important way we can make this happen is to involve people and our communities. We know that a good experience – being listened to, respected, understood, and fully involved in your health care – brings improvements in health and well-being. Individuals have already told us about the many examples of excellent care from our staff, but this is not the case for everyone, every time. By listening to what you say about what it feels like to receive a service, and understanding your point of view, we can make improvements to your care and treatment.

We know some people feel worried about reporting a bad experience and may be concerned about this having an impact on their treatment or care. We welcome any feedback and we encourage you to share it with us so that we can put things right.

We have provided more information about the promises to explain what you can expect from our staff and services. We have also suggested how you can help us meet your individual needs and provide better care.

We have developed this Charter with help from our patients, people, communities and staff. They told us about what matters to them when receiving health care and what would create a good experience, all of the time. This has helped us to make a number of promises that we call **‘always experiences’** – those parts of the care you receive that should always happen.

We Will Always:

Treat you with dignity, respect and kindness.

Communicate with you in a way which meets your individual, language and communication needs.

Keep you informed and involved in decisions about your health and care services, and take into account your wishes and needs.

Provide safe and effective care, in the most appropriate and clean environment.

Ensure that your information is kept secure and confidential.

Support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things.

We will always treat you with dignity, respect and kindness



What does this mean for me?

- Our staff will introduce themselves, wear identification badges, and greet you in a warm, friendly and kind manner.
- We will be open and honest in all of our communications.
- We will listen to you and consider your needs and wishes and act on them so you receive the right care for your individual needs.
- We will treat you fairly and equally, regardless of age, disability, sex, sexual orientation, gender identity/gender expression, marriage or civil partnership, pregnancy and maternity, race, religion or belief (including no belief).
- We will respect your right to privacy.

hello
my name is...

Ways you can help us

- Tell staff about your preferences, needs and wishes so that we can act on them and make a note on your care record.
- Treat our staff with dignity and respect. Aggression or violence including written abuse or threats towards our staff, other patients or their families/carers/friends, may result in you being refused access to our services.
- Treat staff, other patients and their family and friends equally and fairly, regardless of race, age, disability, sex, gender identity/gender expression, sexual orientation, pregnancy/maternity, religion or belief.
- Respect the privacy of other patients.

We will always communicate with you in a way that meets your individual, language and communication needs

What does this mean for me?

- Our staff will communicate in the way you prefer or need.
- Once we are aware of your communication and language needs, we will put in place appropriate support and make a record of your preferences.
- We will give you the opportunity to request support in advance of your appointment, including from family members, carers or advocates (someone who can support you with speaking up or will speak up on your behalf).
- If you have specific needs, such as dementia, deafness, sight loss, learning disabilities or a brain injury your communication needs will be agreed with you and support arranged.
- We will give you written information to meet your individual needs at the right time.
- You will receive the same standard of service, regardless of your language or communication needs.



Ways you can help us

- Let us know before your appointment if you need an interpreter or other communication support, as we can arrange this for you.
- If you do not understand what you are being told, please tell our staff and ask for the information to be explained further or provided in a way that you can understand. If you do not understand the written information you have been given, please tell us so that it can be provided in a format that meets your needs.
- Let us know if you need us to arrange for an independent advocate to attend your appointment or be present to help you communicate your views.



We will always keep you informed and involved in decisions about your health and care services, and take into account your wishes and needs

Wellness Way

What does this mean for me?

- We will give you clear and open communication about your care and treatment at the right time.
- If you have to wait to go to hospital or to use services for your treatment, we will tell you how long you are likely to have to wait.
- We will not make decisions about your care and treatment without involving you.
- We will tell you what the proposed care and treatment will involve, including risks and benefits, and we will tell you what may happen if you do not have the treatment.
- We will support you to take part in discussions and decisions about your health and treatment, and give you the information you need to help you make decisions about the care and treatment that is available.
- We will encourage you to ask questions about the plan of care and treatment. You can ask for a second opinion at any time before you make a decision.
- If you are unable to make a decision for yourself, staff who make decisions on your behalf will consider what is in your best interests. They will take account of:
 - The best clinical option
 - What you have said in the past about how you want to be treated. This may be in the form of a document such as an Advance Directive or a letter of wishes (a written statement about medical treatment should the person be unable to communicate them to a doctor).
 - The views of others such as a parent, guardian, or other person who has responsibility for you if you are a child
 - The views of anyone who has legal authority to make a decision on your behalf.

- You do not have to accept the treatment, examination or test offered to you.
- We will tell you the names of the staff responsible for your care and how to contact them if you need to.
- We will tell you about support that is available from within the NHS or other relevant services in the community which may be provided by the voluntary sector or other organisations.

Ways you can help us

- Be open and honest with us in your communications so that together we can make the right decisions to meet your needs.
- Take part in discussions and decisions about your care and treatment.
- Tell us if you need more time to consider the options, or need more information to help you decide.
- Tell a member of staff if you do not understand the information we give you.
- Let us know if you require support from family members, carers or advocates to help you make decisions about your health care.
- Tell us about any changes in your health so we have all the information needed to make decisions about your care and treatment.
- Tell us, along with your GP, dentist, optician or any clinic you attend, about any changes to your address, landline phone number/mobile phone number or e-mail so that we can easily contact you about your treatment or appointments.



We will always provide safe and effective care, in the most appropriate and clean environment

What does this mean for me?

- Staff providing your care will be qualified and skilled with the appropriate level of experience.
- Any person treating you will act with due care.
- We will provide your care as safely as possible.
- Care will be provided in the most appropriate setting, as close to your home as possible.
- The health care premises you attend will meet good standards of hygiene and infection control.
- Staff will always wash their hands before they examine you.



Ways you can help us

- Take personal responsibility for your own health – you can access information and support from the 'NHS Wales app' [Login screen \(nhs.wales\)](#); your GP, Pharmacist or any member of staff involved in your care will be happy to help you manage your condition and support you to stay as healthy as possible.
- Attend any health appointment or health related courses that we offer you.
- Tell us as soon as you can if you are no longer able to attend an appointment, or if you will not be available for any home visit.
- Arrive on time for your appointment.
- Follow any advice you are given on treatment and medication, and finish any agreed course of treatment.
- Tell staff if you are allergic to any medicines or if you have experienced any side effects after taking any type of medicine.
- Always wash your hands before entering a hospital ward, or after using the toilet. Please also use the hand gel provided.
- Please avoid visiting a patient in hospital or in a care home if you are feeling unwell or have any Covid type symptoms. You should wait 48 hours after vomiting or diarrhoea has stopped before visiting.

We will always keep your information secure and confidential

What does this mean for me?

- We will keep your personal health related information secure and only share it with staff involved in your care where this is necessary.
- Your confidential information will not be discussed by staff or shared with other organisations without your permission. In some circumstances, permission will not be required, for example if there is a legal requirement for staff to share information in your best interests.
- Sometimes we will use information to help us improve our services and patient safety, but any personal/identifiable information will be removed.
- You can access your own health records, via the NHS Wales app [Login screen \(nhs.wales\)](#) contacting your GP or hospital medical records department Access.HealthRecords.HDD@wales.nhs.uk

Ways you can help us

- Tell us if you change your name, address, landline phone number/mobile phone number or e-mail address.
- Advise us if any information in your health records is wrong.
- Protect the privacy of any personal health information which you hold, for example any letters sent to you or copies of any records.



We will always support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things

What does this mean for me?

- We will ask you to tell us about your experience as we want to know when things have gone well or if you have had a poor experience. Details of how you can provide feedback can be found here: <https://hduhb.nhs.wales/find/feedback>
- You can provide feedback about any hospital, community service, GP practice, pharmacist, dentist or optician. This will also include any service that has been arranged by our Health Board, for example if you need to attend another hospital outside of the Health Board area for specialist treatment.
- We may text or phone you, or send you a survey questionnaire, asking for your feedback on the service you have received, to help us improve experiences and the quality of your service.
- You can ask for an independent advocate to help you give your views or help you to raise a complaint. Details of advocacy services can be found here: [Advocacy](#)

Ways you can help us

- Give us your feedback – we welcome positive or negative feedback – about the care and treatment you have received or about the NHS generally.
- If you have feedback, you can:
 - Speak to a member of staff or the Patient Support Team
 - Raise a formal complaint
 - Send us a compliment about a member of staff or service via 'The Big Thank You' ['Big Thank You' online form here](#)
 - Use feedback on our website <https://hduhb.nhs.wales/find/feedback>
 - Take part in the surveys either provided to you when you are in hospital or attending appointments.
 - If you do not wish to receive these messages, please tell us and we will ensure you do not receive them in future.





We have several ways to check that this Charter is making a positive difference to people and community experiences.

One of the most important ways we will do this is by listening to your feedback about your experience of our services. We receive feedback in a number of ways: survey responses, compliments and complaints, through our Patient Support Service, ward areas, appointment discussions, and stories from patients, their loved ones and from staff.

We already collect a lot of information to help us improve the quality of our services. We will regularly measure the 'always experiences' to see how well we are doing and report these to continually seek improvements where needed.

This information will be gathered and used by individual services but also reviewed by our Board Members. This information will help the Board Members to recognise and share good practice and identify areas for improvement.

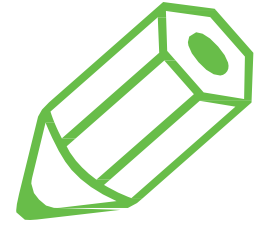
We will share our progress with you on our website, through our Public Board and displaying information on our improvements throughout our hospital and community areas on our notice boards.

How you can get involved or seek support

You can join our involvement and engagement scheme - Siarad Iechyd/Talking Health by:

Visiting: www.talkinghealth.wales.nhs.uk

Writing to: FREEPOST Hywel Dda Health Board
E mail: Hyweldda.Engagement@wales.nhs.uk



You can contact the Patient Support Team by:

Calling: 0300 0200 159

E mailing: hdhb.patientsupportservices@wales.nhs.uk

Writing to: FREEPOST FEEDBACK@HYWELDDA

Visiting: <https://hduhb.nhs.wales/find/feedback>

You can contact the Waiting List Support Service:

If you are a patient on a waiting list for treatment, or know someone who needs support whilst they wait, the waiting list support service can help. We:

- Offer a single point of contact and will provide support and advice on managing your health and keeping healthy
- Will discuss what matters to you and signpost referrals to other health care of community based services
- Will review your situation while you are on the waiting list, to see if there is any additional support that could help improve your quality of life and independence and support you to take control over your condition whilst waiting
- Can provide reassurance and advice on what you can do if your symptoms deteriorate.

You can contact the WLSS in a variety of ways (by telephone or email), our office is open Monday to Friday from 9am to 5pm (excludes bank holidays). Outside of these hours, please leave a message and a member of the team will call you back during office hours.

Telephone: 0300 303 8322 and choose option 3 Email: ask.hdd@wales.nhs.uk

Visit: hduhb.nhs.wales/healthcare/services-and-teams/waiting-list-support-service-wlss/

