

# Hywel Dda University Health Board

## Risk of Harm & Poor Patient Experience due to Operational Pressures





**This report considers available quality & safety metrics and assesses the extent to which operational pressures experienced through the Autumn / Winter period have impacted on the risk of harm and poor patient experience.**

**Given the depth and breadth of data available relating to individual services and locations, this report provides a high level assessment at Health Board level only. Further analysis will be required at service / specific level.**



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Slide Menu

## Operational Pressures:

- Slides 5 – 12 Urgent and Emergency Care (UEC)
- Slides 13 – 20 (Planned Care)
- Slides 21 – 27 (Workforce)

## Safety Dashboard:

- Slides 28 – 36

## Concerns Data:

- Slides 37 – 45

## Patient Experience:

- Slides 46 – 52

## Summary:

- Slide 52

## Recommendation:

- Slide 53

## Key Summary Slides:

UEC Overview (slide 12)

Planned Care Overview (Slide 20)

Workforce Metrics Overview (Slide 27)

Safety Dashboard Overview (Slide 36)

Concerns Overview (Slide 45)

Patient Experience Overview (Slide 51)

Summary (Slide 52)

Recommendation (Slide 53)



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





# Operational Pressures Overview

UEC

Planned Care

Workforce



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Urgent & Emergency Care (UEC)



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible

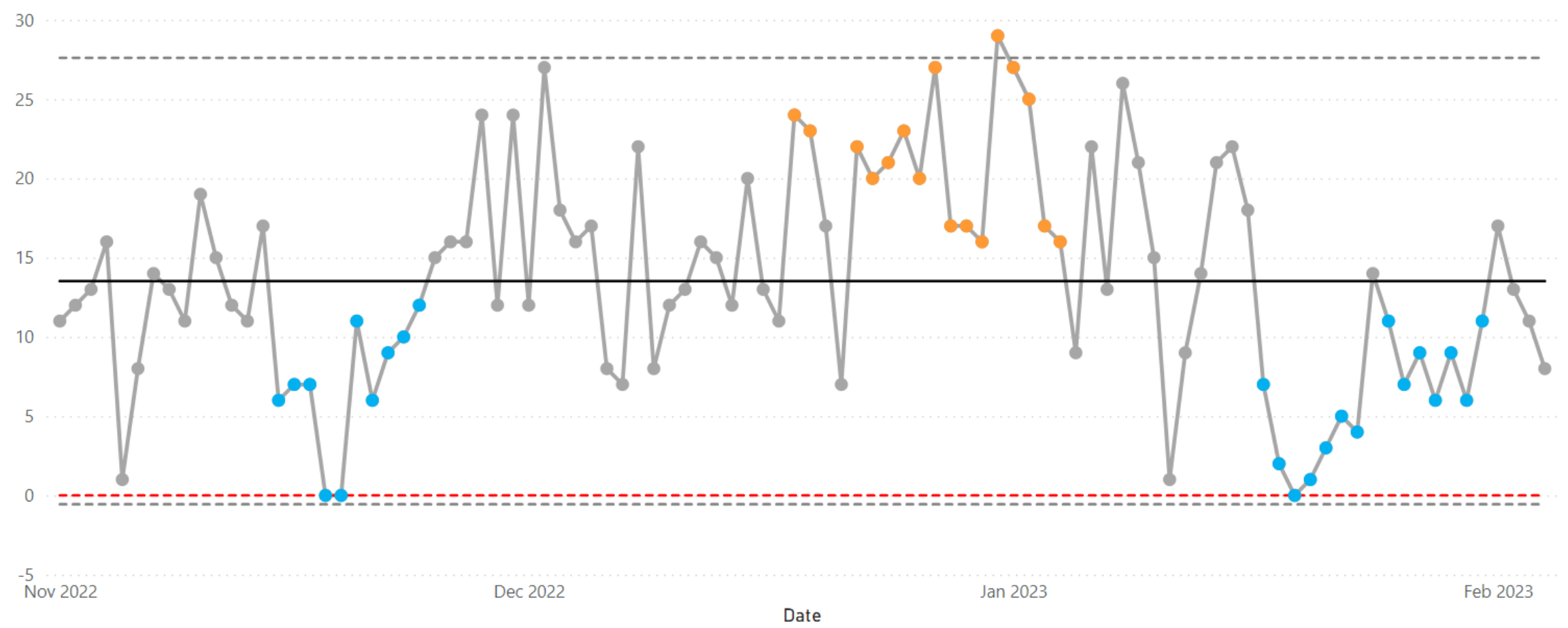


Caredig  
Kind



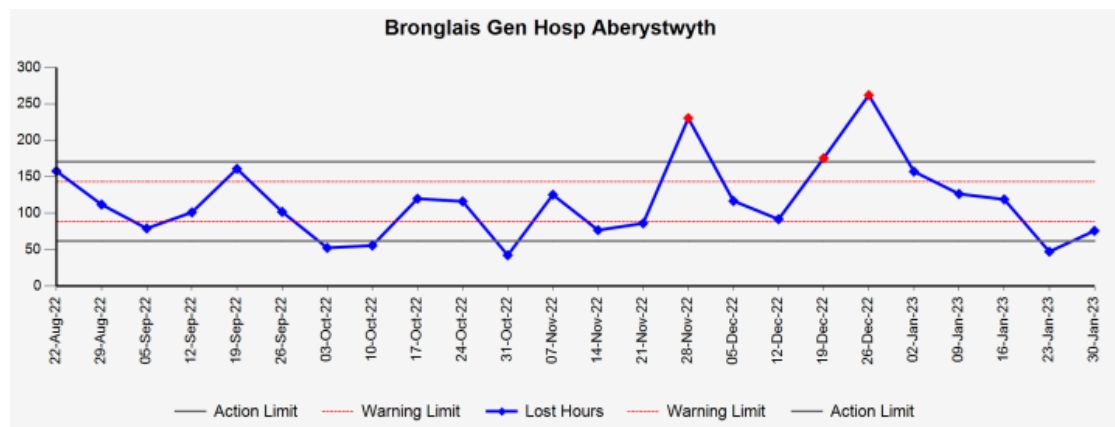
## Hywel Dda Health Board Total

Ambulance handovers > 4 hours

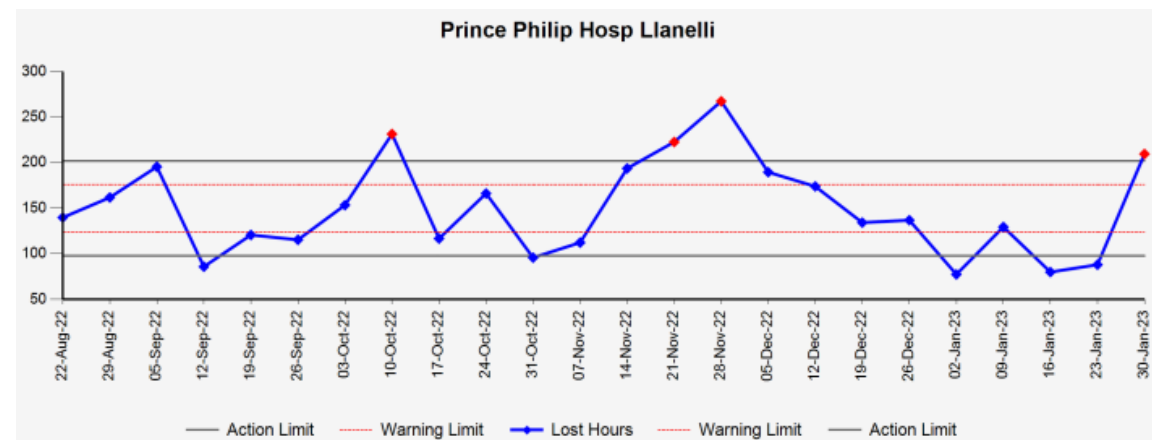


# Transforming Urgent and Emergency Care (TUEC)

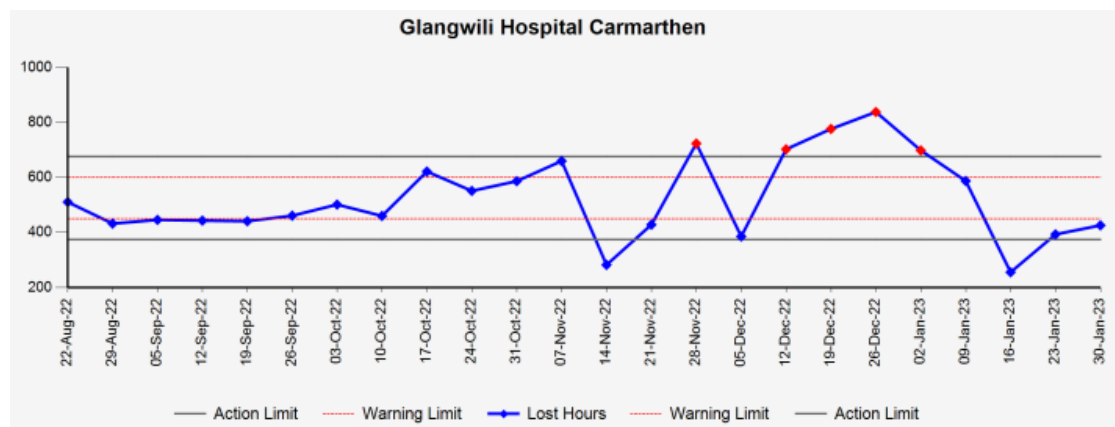
**Ambulance handover - WAST 6 month Statistical Process Control Chart (SPC) – notification to handover – time lost at 30 January BGH**



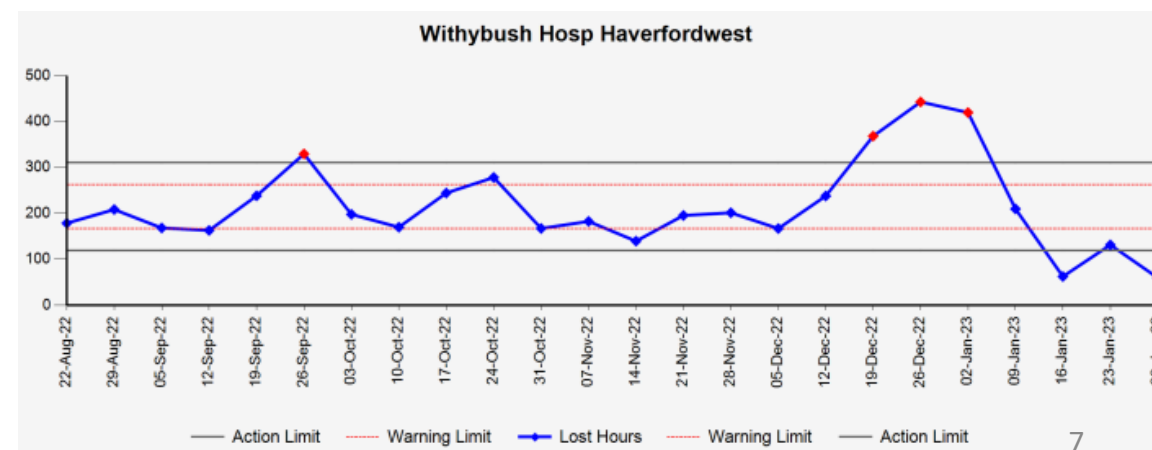
PPH



GGH



WGH

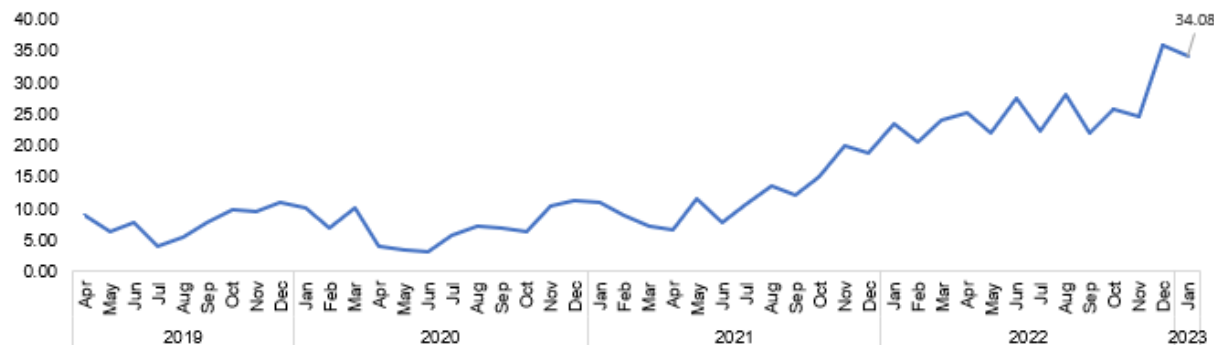




## Ambulance handover – longest in month handover

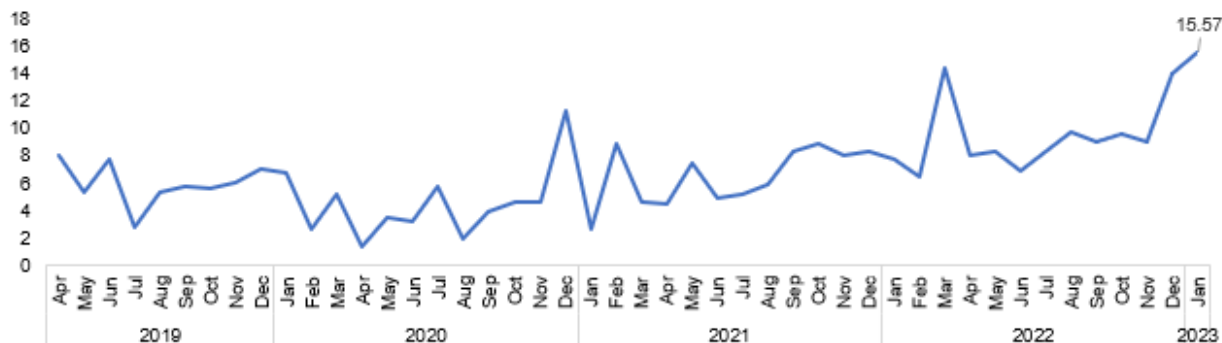
HDUHB

HD longest in month ambulance handover (hours)



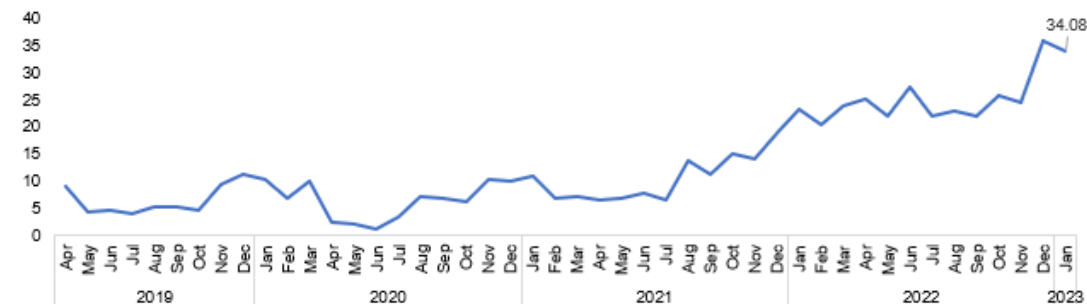
BGH

BGH longest in month ambulance handover (hours)



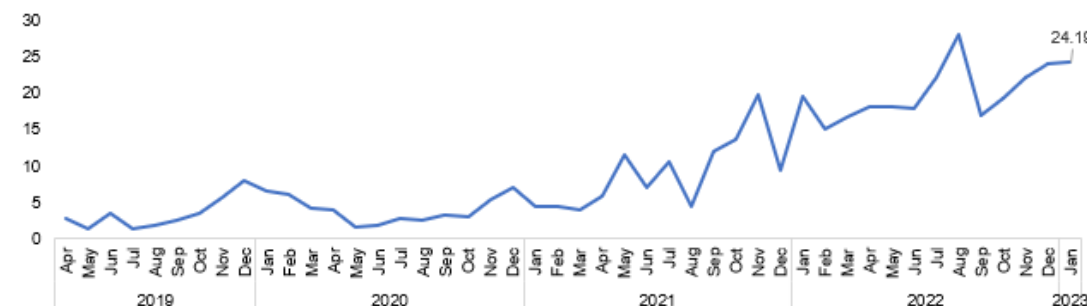
GGH

GGH longest in month ambulance handover (hours)



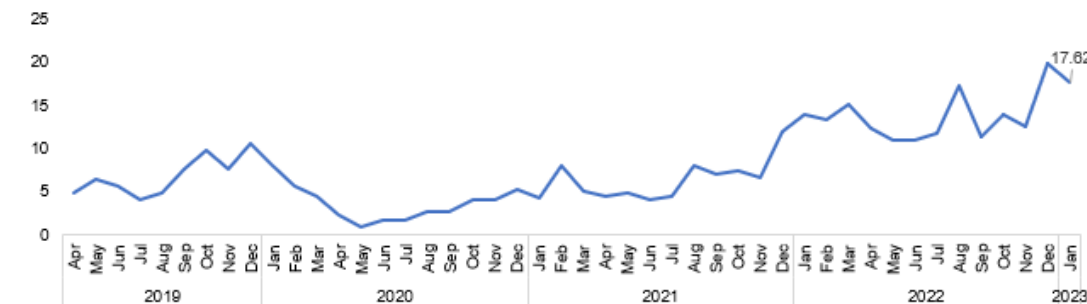
PPH

PPH longest in month ambulance handover (hours)



WGH

WGH longest in month ambulance handover (hours)

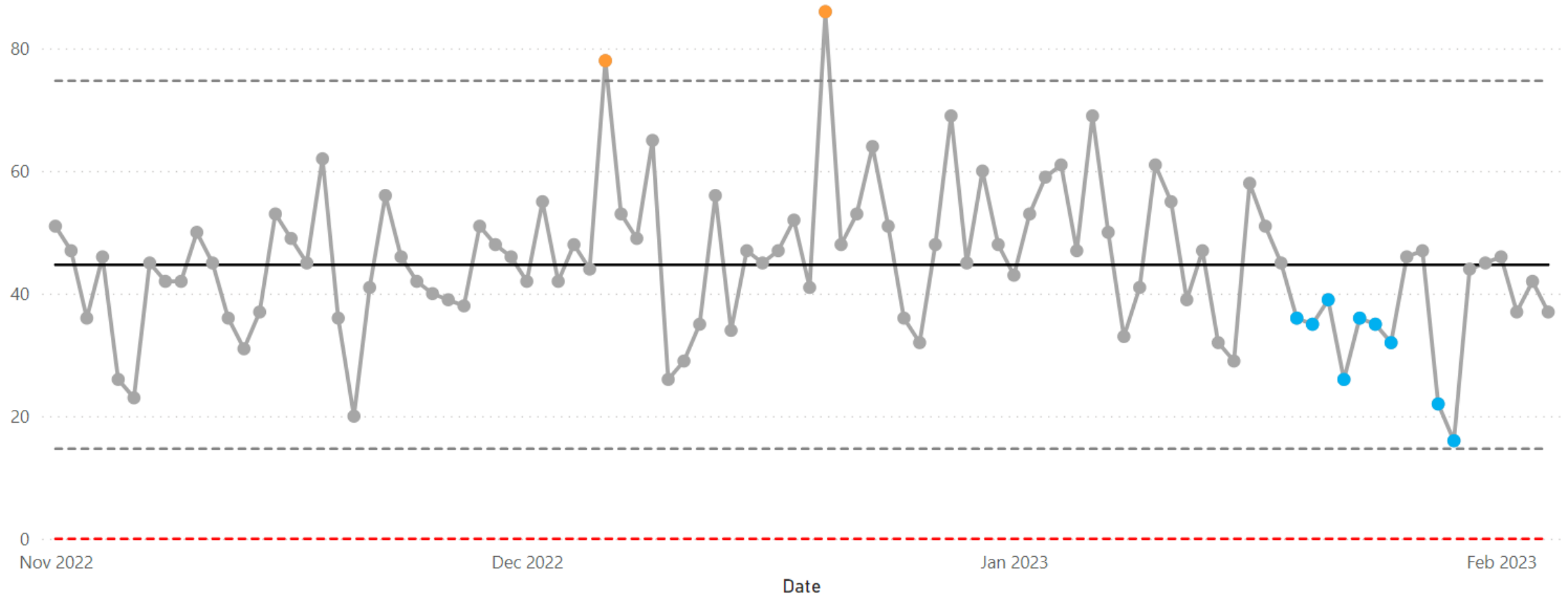




## Metrics from Harm dashboard - as at 4 February 2023

# Hywel Dda University Health Board Total

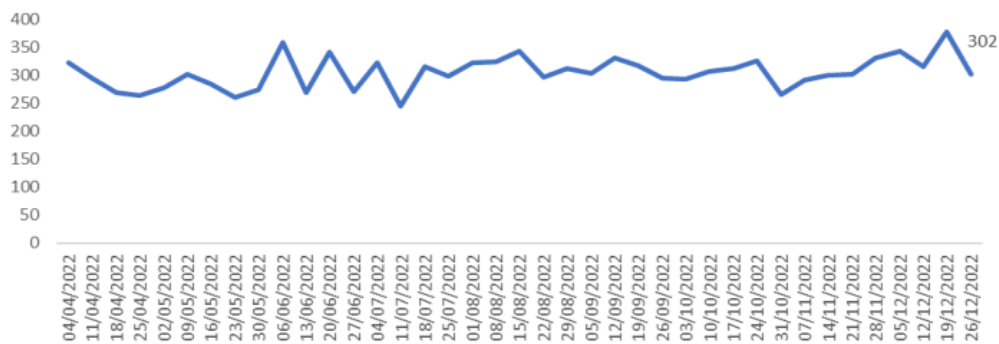
Patients waiting > 12 hours in A&E/MIU



## >12 hour performance

### HDUHB

Weekly (Mon-Sun) number of patients waiting 12 hours or over in A&E/MIU (All)



### BGH

Weekly (Mon-Sun) number of patients waiting 12 hours or over in A&E/MIU BGH



### GGH

Weekly (Mon-Sun) number of patients waiting 12 hours or over in A&E/MIU GGH



### PPH

Weekly (Mon-Sun) number of patients waiting 12 hours or over in A&E/MIU PPH

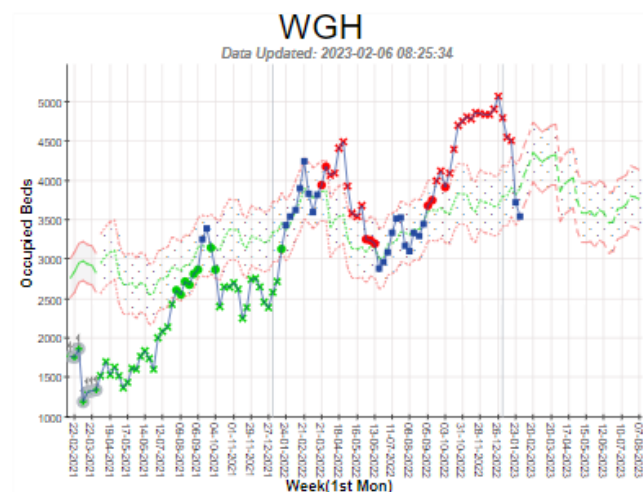
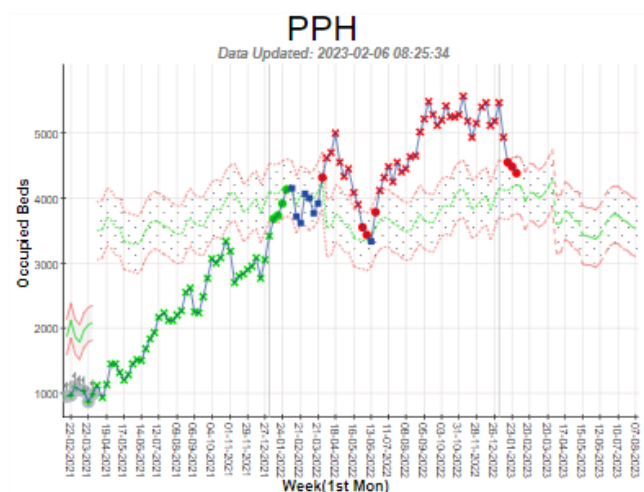
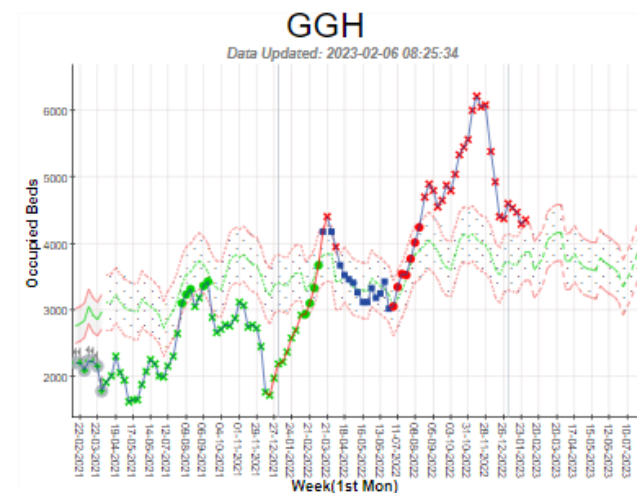
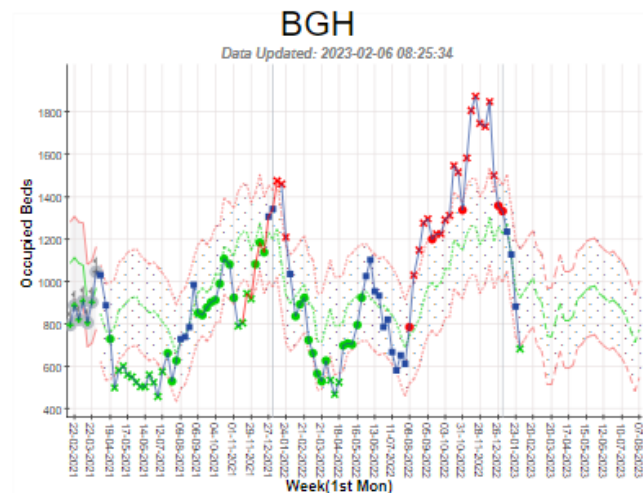
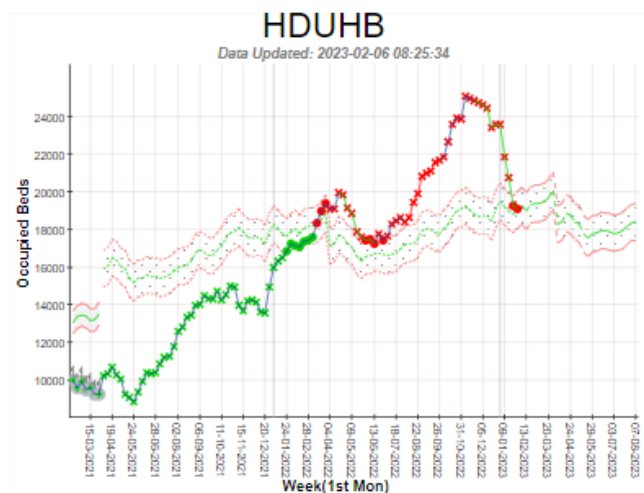


### WGH

Weekly (Mon-Sun) number of patients waiting 12 hours or over in A&E/MIU WGH



## Occupied bed days for patients aged 75 and over with a length of stay (LOS) over 21 days



This data includes emergency admissions currently in hospital with a LOS >21 days as at the last day of the month

Note: this differs to the WG definition which also includes people discharged in the given month with a LOS >21 days



# Urgent & Emergency Care (Overview)

- Hugely challenging period with ‘unprecedented’ pressures at times (particularly November / December 2022) with significant Infection Prevention and Control impact pre Christmas 2022
- Some indications of improvement through January 2023 despite difficult start to the month (reduced longer handover delays and > 12hr Emergency Department (ED) waits)
- Challenges remain with continuing pressures within ED environments, ward areas and community capacity
- TUEC focus continues



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Planned Care



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible

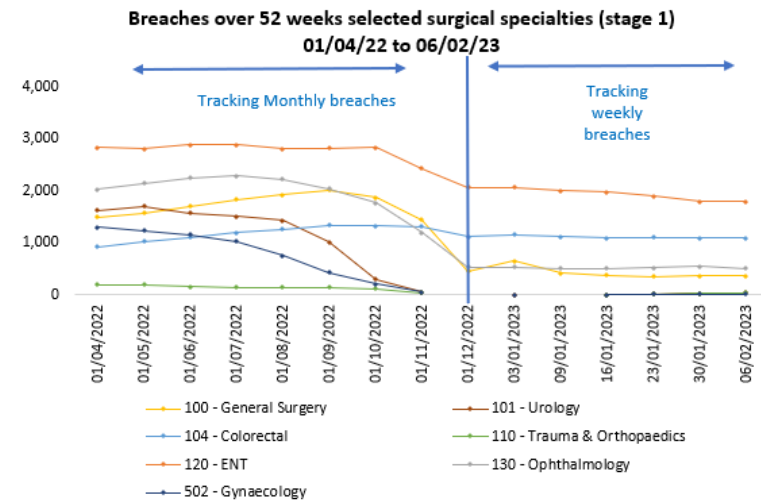
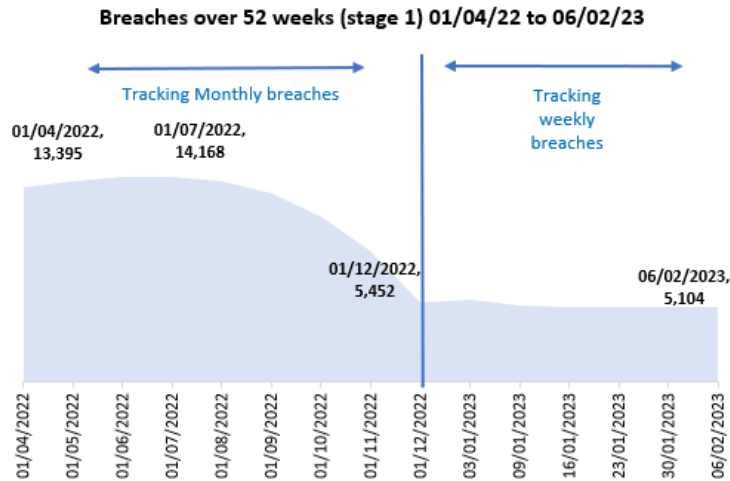


Caredig  
Kind



# Planned Care

**52+ weeks waits for a new outpatient appointment – Following our final landing position of 5,452 breaches over 52 weeks at the end of December 2022, we are now tracking the weekly breach position**



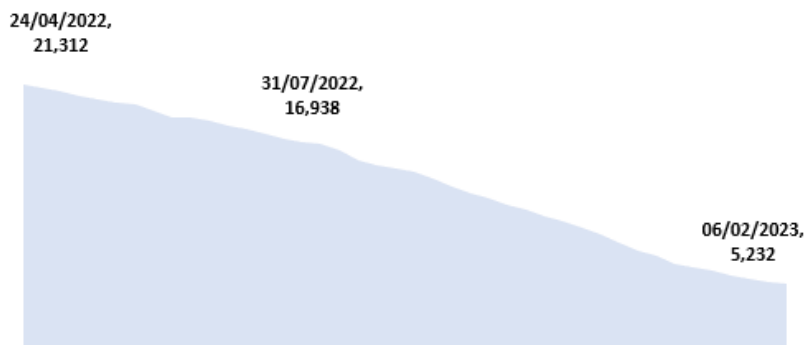
Stage 1 > 52 weeks	Date						
Main specialty	Dec-22	03/01/2023	09/01/2023	16/01/2023	23/01/2023	30/01/2023	06/02/2023
120 - ENT	2,071	2,073	2,003	1,971	1,901	1,797	1,794
104 - Colorectal	1,120	1,155	1,117	1,097	1,111	1,089	1,089
107 - Vascular	598	598	564	555	551	529	523
130 - Ophthalmology	538	538	511	514	520	549	518
301 - Gastroenterology	506	503	502	476	486	471	452
100 - General Surgery	454	656	418	384	356	373	369
410 - Rheumatology	165	164	168	173	182	196	198
110 - Trauma & Orthopaedics				6	15	34	43
101 - Urology		2		10	14	36	41
330 - Dermatology				4	7	14	22
303 - Clinical Haematology				2	5	11	18
502 - Gynaecology		1		3	13	18	15
191 - Pain Management				5	11	12	14
400 - Neurology				2	3	5	8
320 - Cardiology				1	1	1	
430 - Geriatric Medicine			1	1	1		
300 - General Medicine			1			1	
<b>Grand Total</b>	<b>5,452</b>	<b>5,690</b>	<b>5,285</b>	<b>5,204</b>	<b>5,177</b>	<b>5,136</b>	<b>5,104</b>



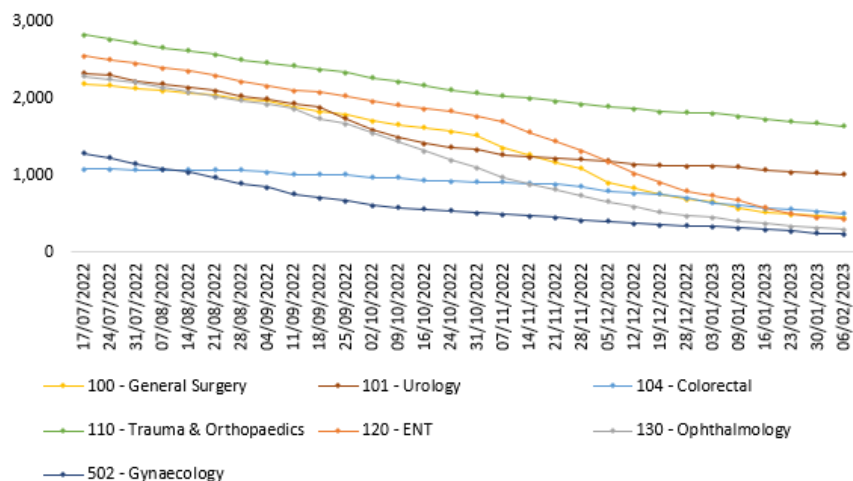
# Planned Care

## 104+ weeks waits for Referral to Treatment (RTT)– 31 March 2023 cohort volumes

RTT cohort 104+ weeks @ Mar '23: 24/04/22 to 06/02/23



RTT cohort 104+ weeks @ Mar '23 (selected surgical specialties):  
17/07/22 to 06/02/23



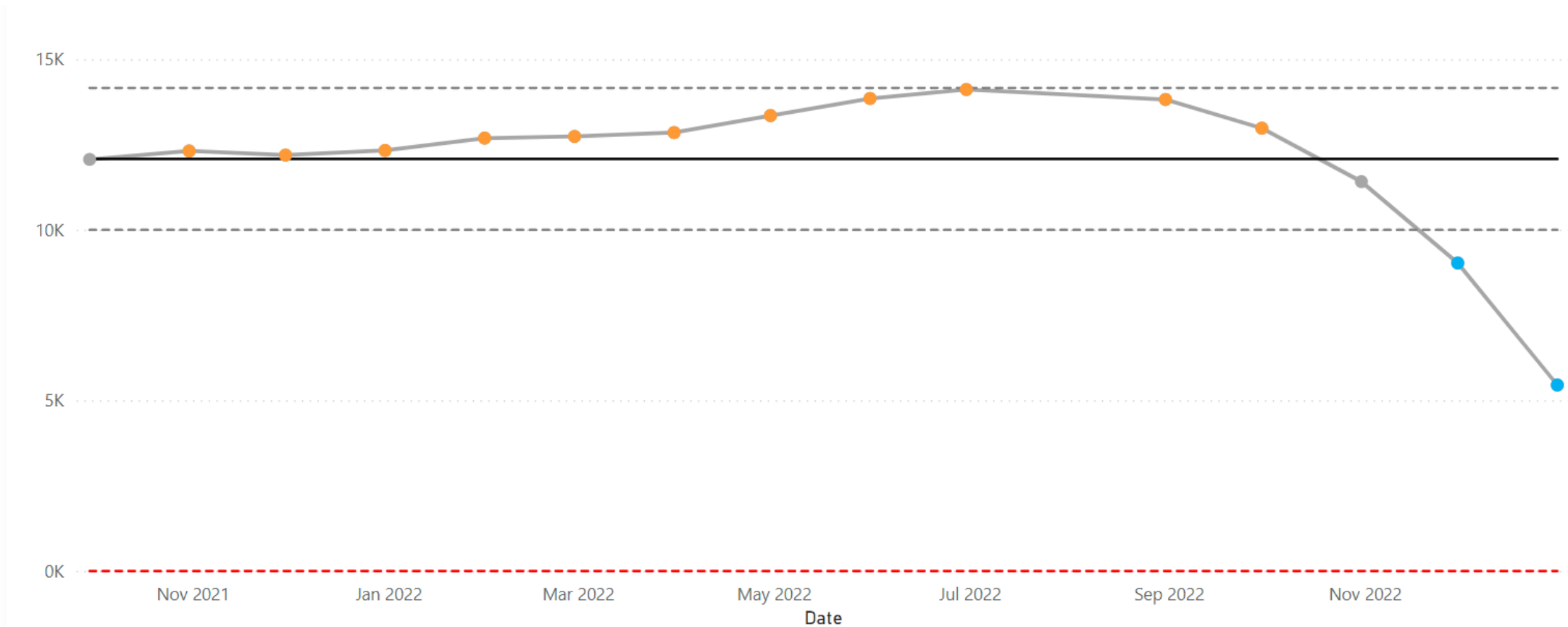
RTT cohort 104+ weeks @ Mar '23	Benchmark date	Latest 4 weeks			
Main Specialty	31/03/2022	16/01/2023	23/01/2023	30/01/2023	06/02/2023
110 - Trauma & Orthopaedics	3,491	1,724	1,702	1,680	1,641
101 - Urology	2,722	1,068	1,044	1,032	1,016
104 - Colorectal	1,168	568	559	534	508
100 - General Surgery	2,465	528	489	473	454
120 - ENT	3,204	583	506	459	431
107 - Vascular	495	331	340	321	315
130 - Ophthalmology	2,969	376	334	315	295
502 - Gynaecology	1,966	302	276	251	240
191 - Pain Management	739	258	246	236	222
300 - General Medicine	190	47	42	42	38
330 - Dermatology	343	36	32	32	31
410 - Rheumatology	714	29	28	23	18
301 - Gastroenterology	573	25	24	22	14
430 - Geriatric Medicine	534	10	10	7	7
103 - Breast	188	4	2	2	2
400 - Neurology	13				
420 - Paediatrics	48				
361 - Nephrology	2				
320 - Cardiology	39				
321 - Paediatric Cardiology	3				
340 - Respiratory Medicine	73				
713 - Psychotherapy	37				
328 - Stroke Medicine	4				
303 - Clinical Haematology	6	1	1		
<b>Grand Total</b>	<b>21,986</b>	<b>5,890</b>	<b>5,635</b>	<b>5,429</b>	<b>5,232</b>



## Metrics from Harm dashboard - as at 31 December 2022

# Hywel Dda University Health Board Total

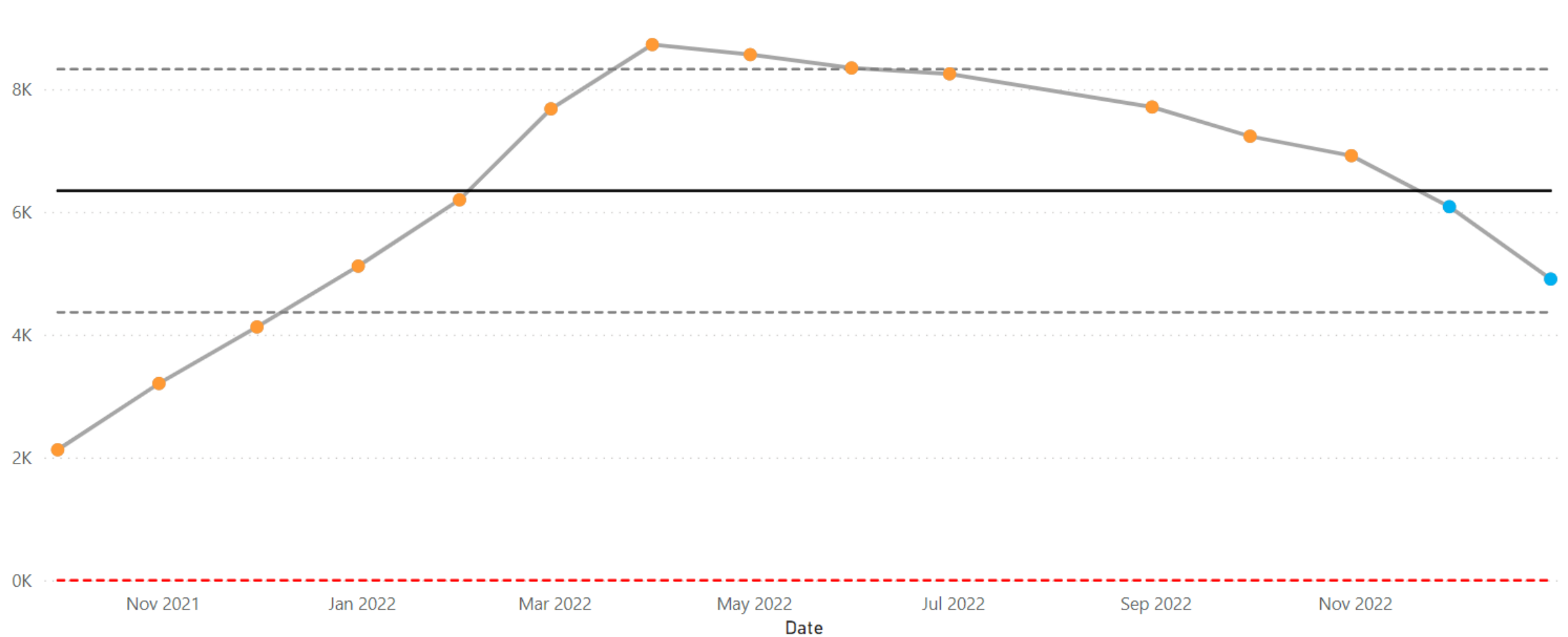
## Outpatients waiting > 52 weeks



# Metrics from Harm dashboard - as at 31 December 2022

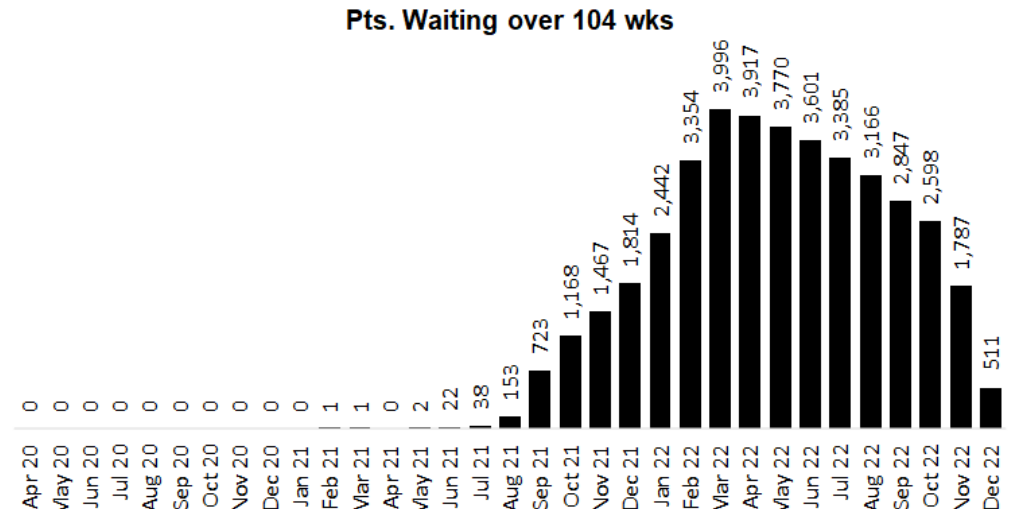
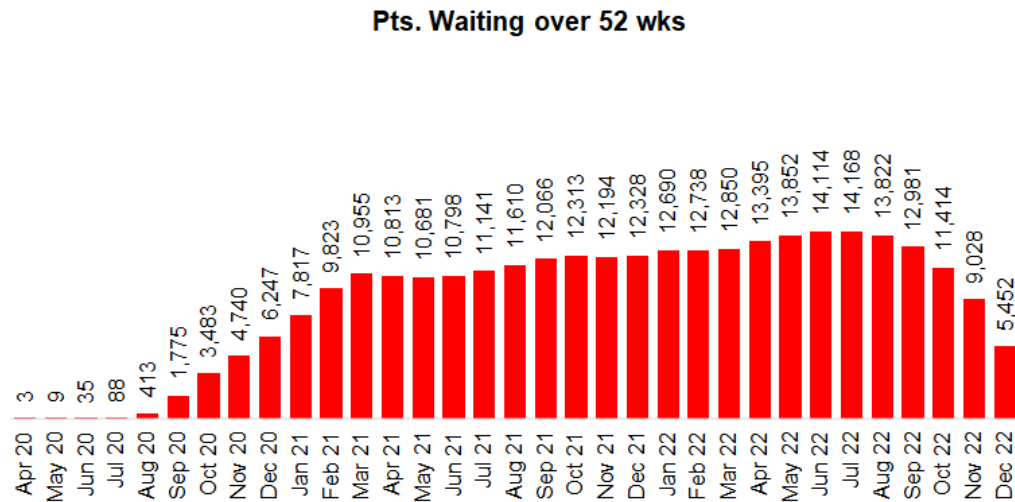
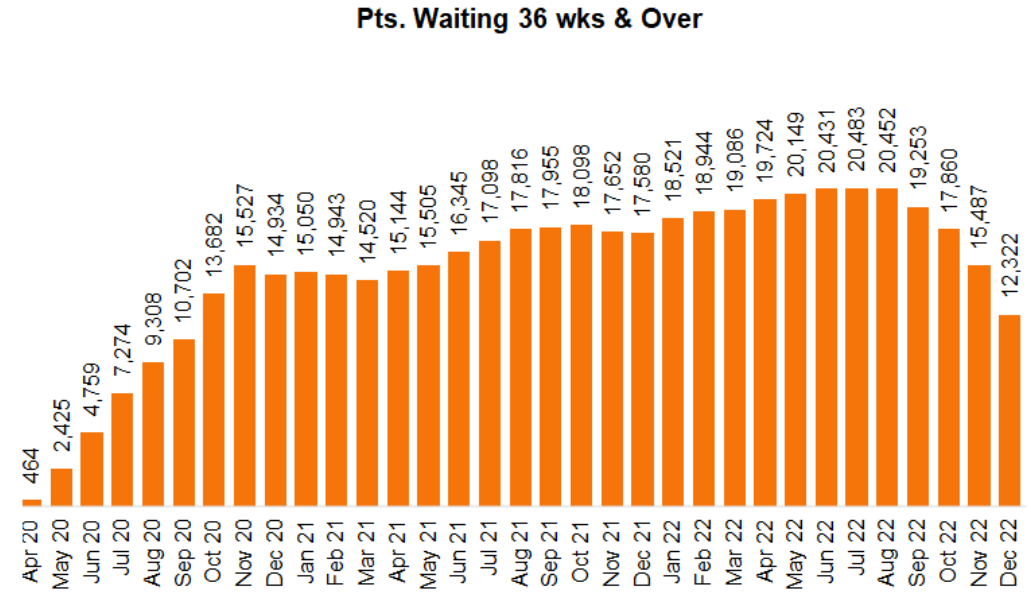
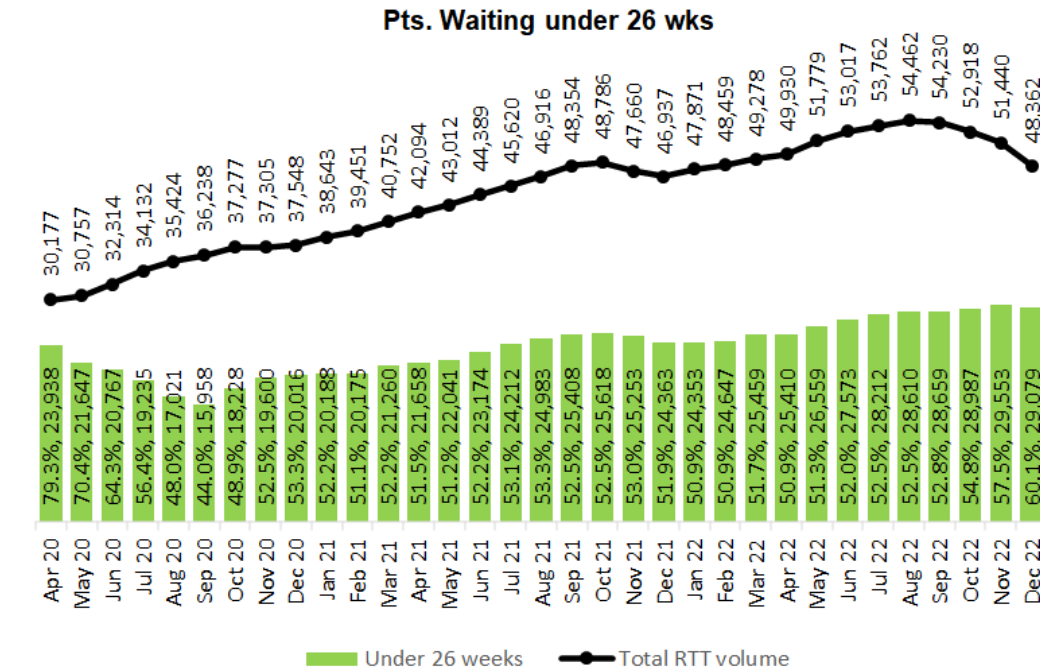
## Hywel Dda Health Board Total

Patients waiting > 104 weeks



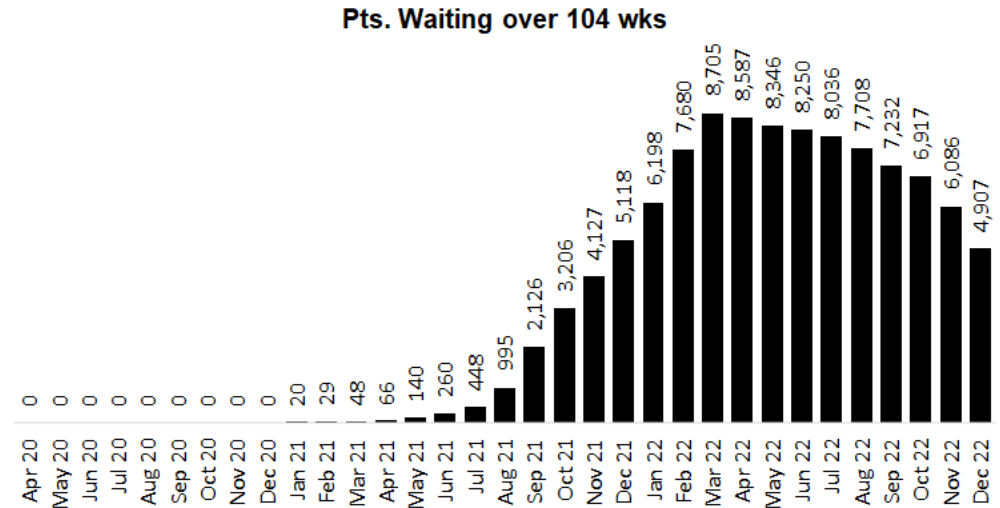
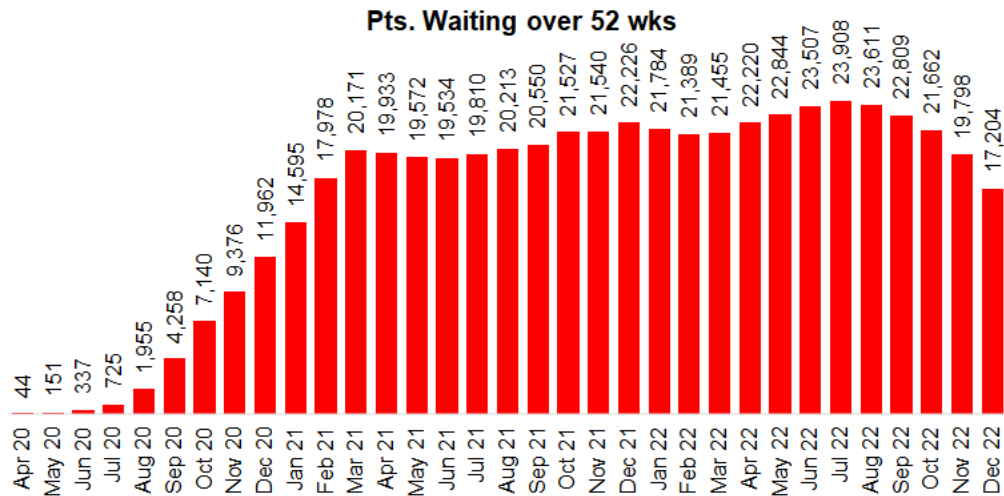
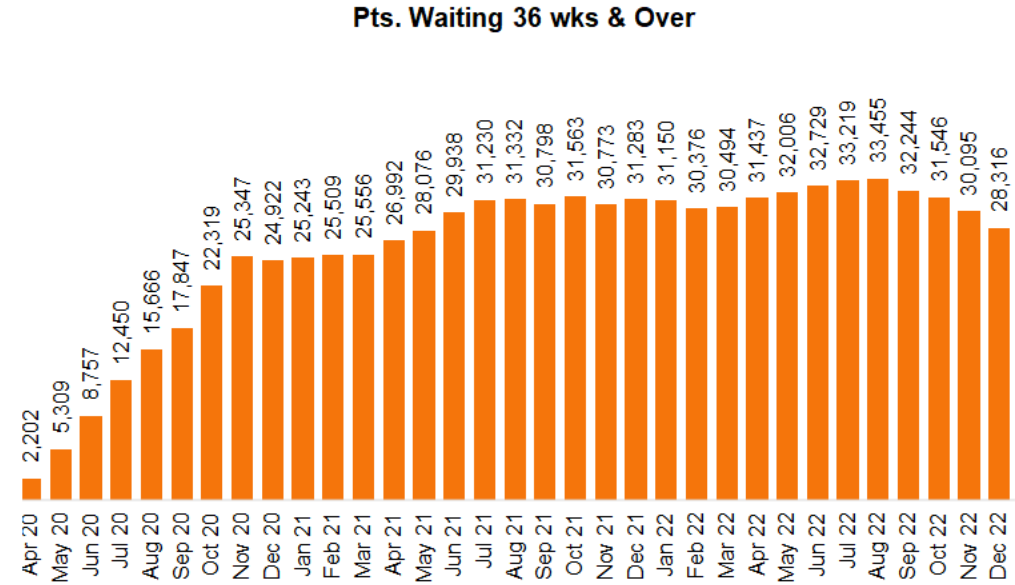
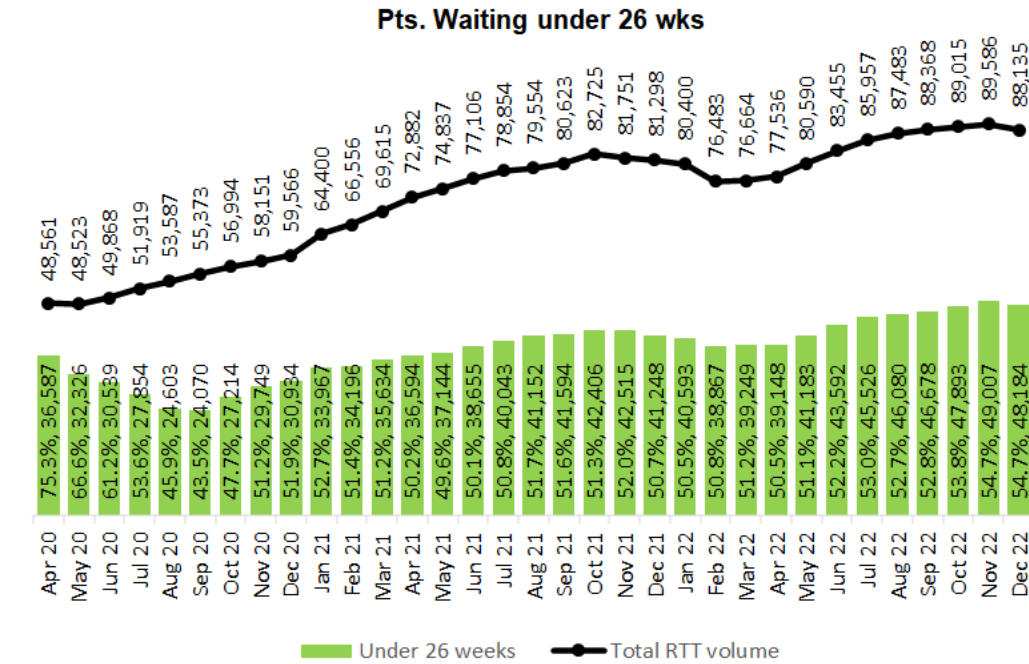
# Waiting List: Patients at Stage 1

Specialty: (Multiple Items) - Pathway Stage - 1



# Waiting List: Patients at all stages

Specialty: (Multiple Items) - Pathway Stage - (All)





# Planned Care (Overview)

- Steady improvement in waiting times / numbers but remains far from pre-COVID-19 pandemic experience
- Stage 1 > 52 weeks cohort reduction:
  - Ophthalmology (86%)
  - Urology (100%)
  - Orthopaedics (100%)
- Total Pathway > 104 weeks cohort reduction:
  - Ophthalmology (90%)
  - Urology (63%)
  - Orthopaedics (52%)
- Steady improvements in numbers of patients waiting > 26/36/52/104 weeks



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Key Workforce Metrics



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



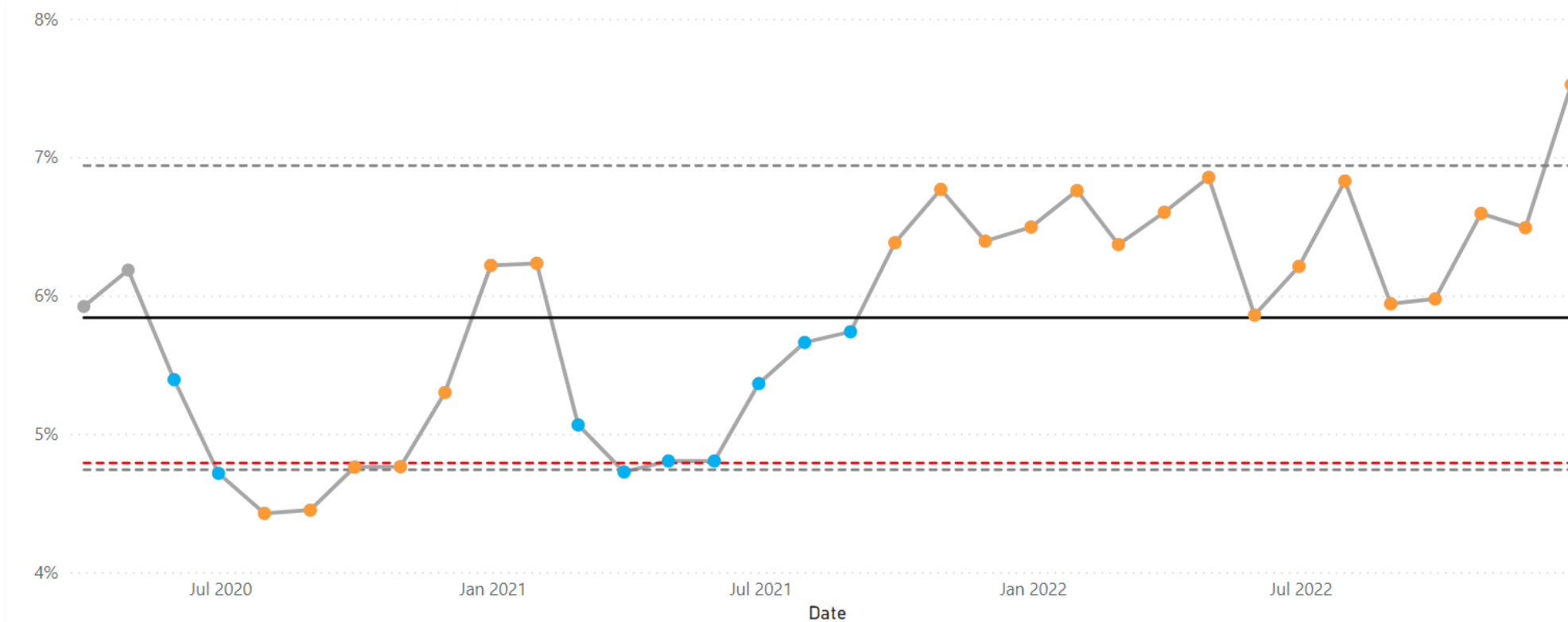
Caredig  
Kind



# Metrics from Harm dashboard - as at 31 December 2022

## Hywel Dda Health Board Total

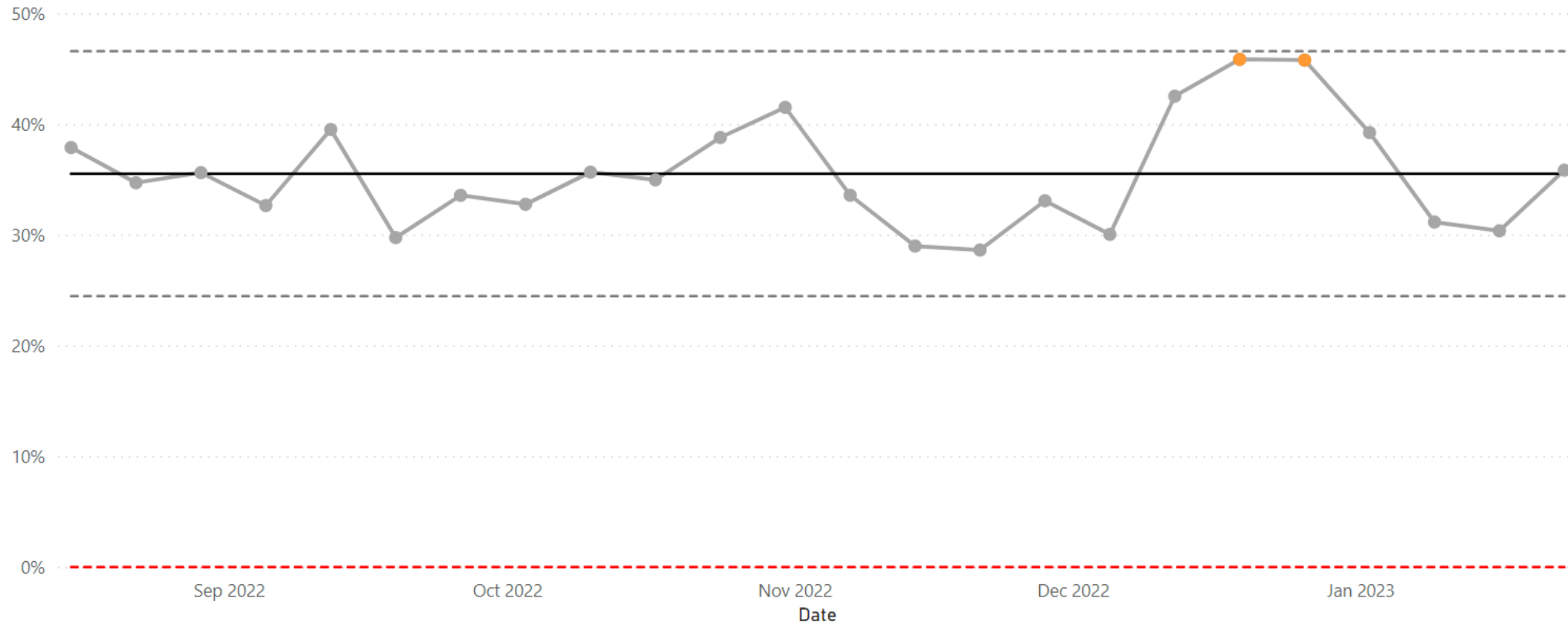
### Staff sickness





## Hywel Dda Health Board Total

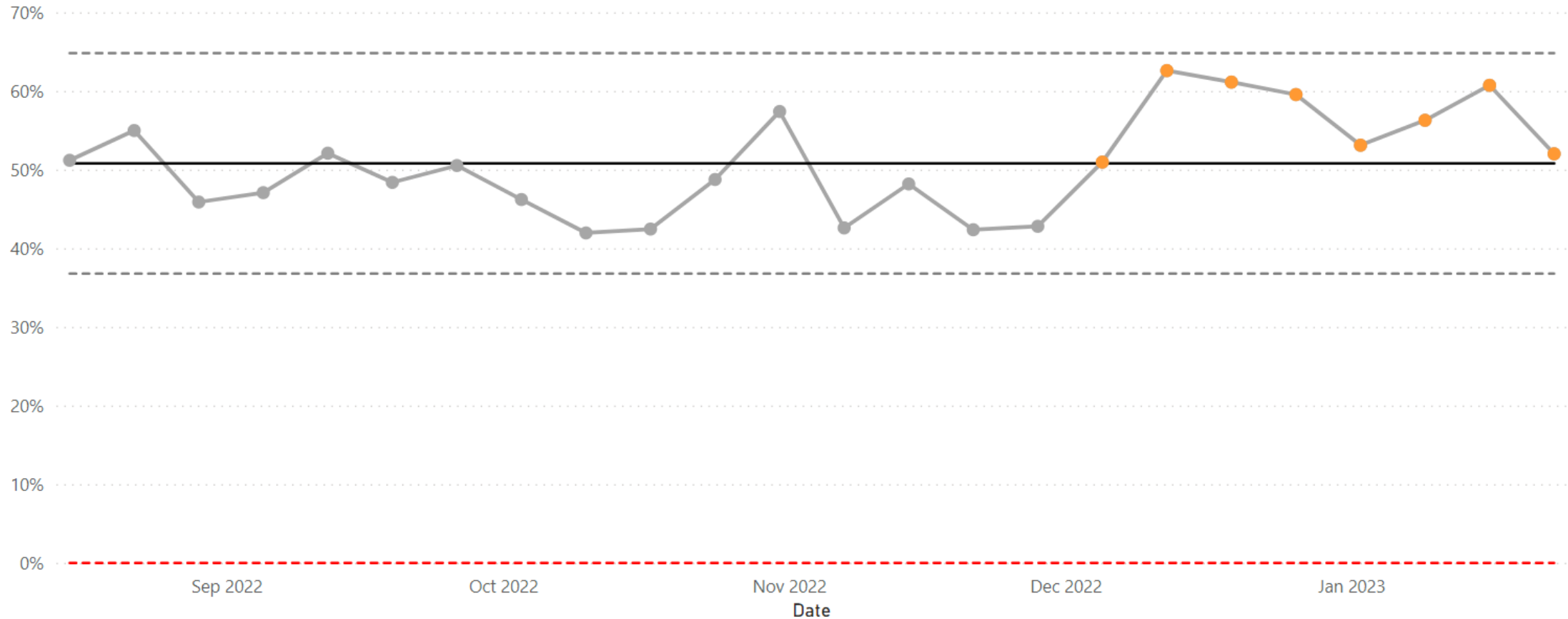
**Nurse Staffing Level (NSL) not met, not appropriate - Night**



# Metrics from Harm dashboard - as at 23 January 2023

## Hywel Dda Health Board Total

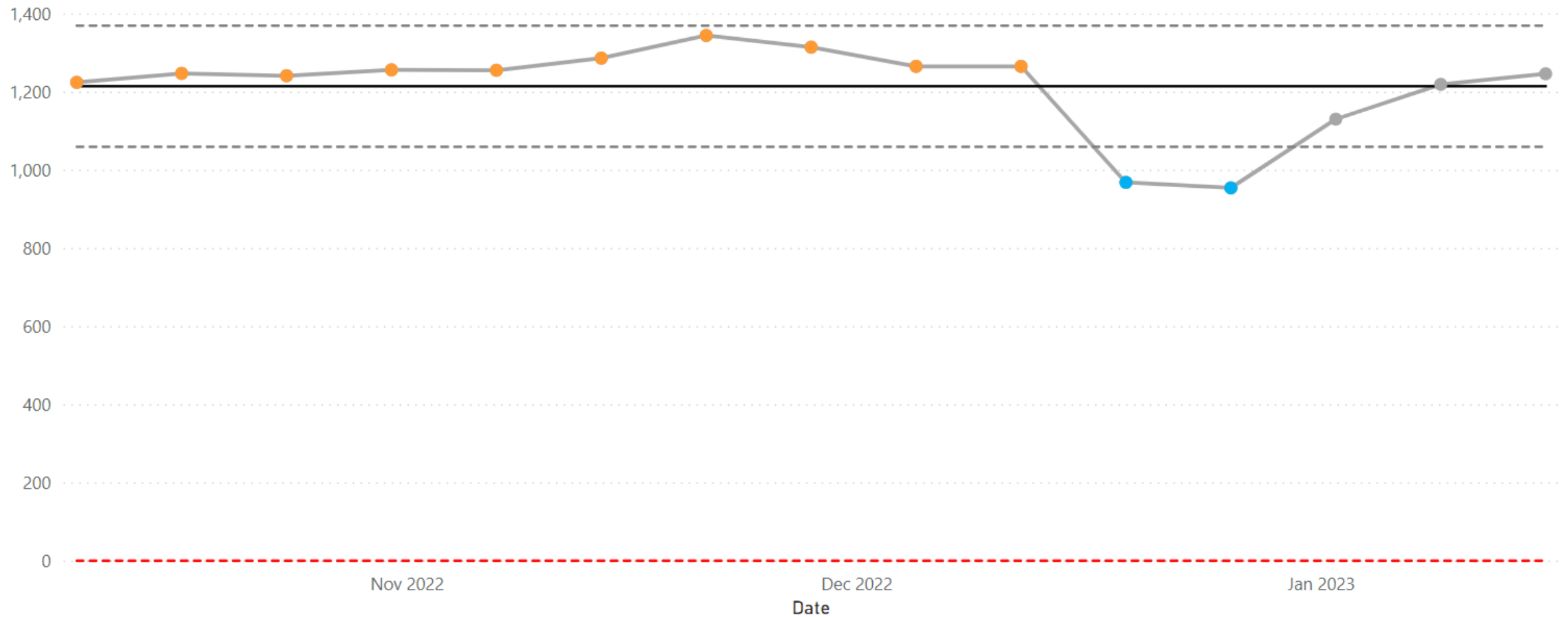
NSL not met, not appropriate - Day



# Metrics from Harm dashboard - as at 16 January 2023

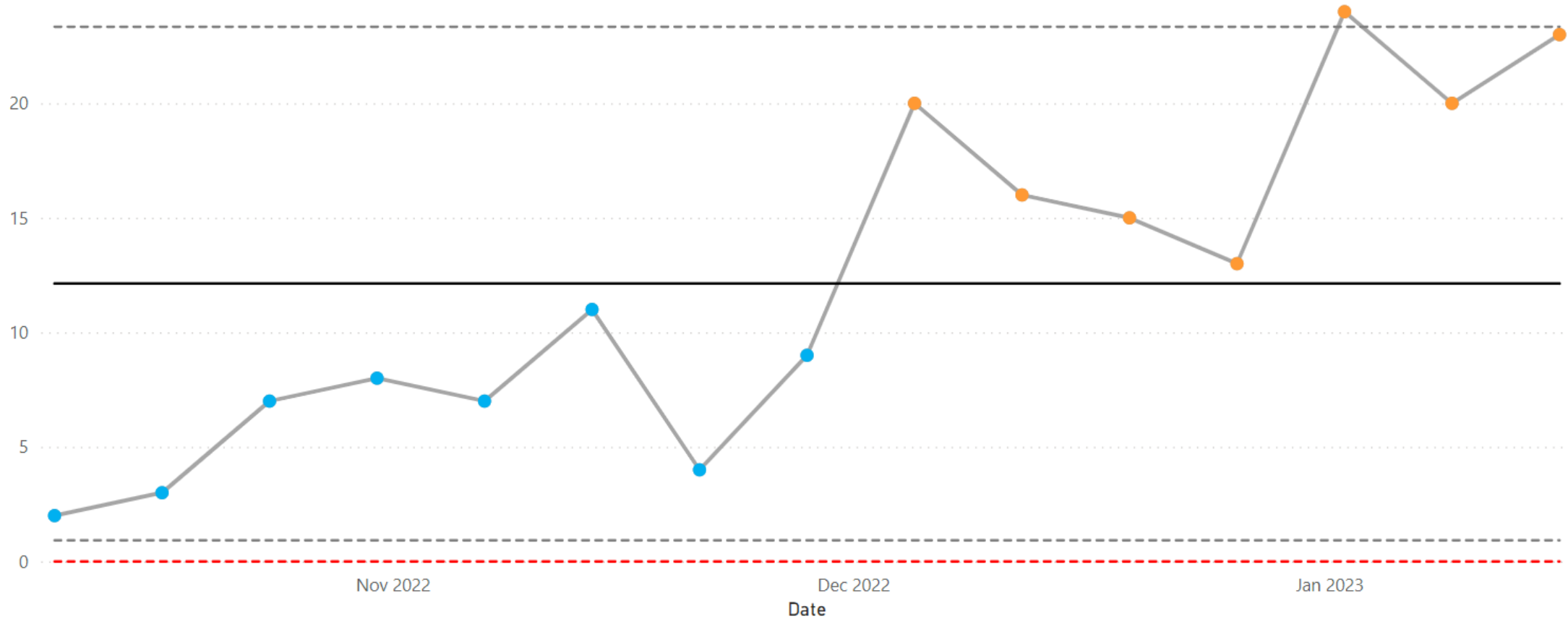
## Hywel Dda Health Board Total

### Instances of Registered Nurse (RN) agency usage



## Hywel Dda Health Board Total

Instances of Health Care Support Worker (HCSW) agency usage





# Workforce Metrics (Overview)

- Significant increase in reported staff sickness through Autumn / Winter above upper control levels - Additional impact from COVID-19 & Flu
- NSL not met (night) – significant peak December 2022 into January 2023 although improvement in latter part of January 2023
- NSL not met (day) – consistently above ‘normal’ level December 2022 and January 2023.
- RN Agency usage – above ‘normal’ levels November/December 2022 with brief reduction end December 2022.
- HCSW Agency usage – significant increase December 2022/January 2023



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Risks of Harm & Poor Patient Experience

So what is our Safety Dashboard telling us?



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind



## Metrics from Harm dashboard - as at 31 December 2022

### Hywel Dda Health Board Total

Reported incidents: Total Patient Safety Incidents

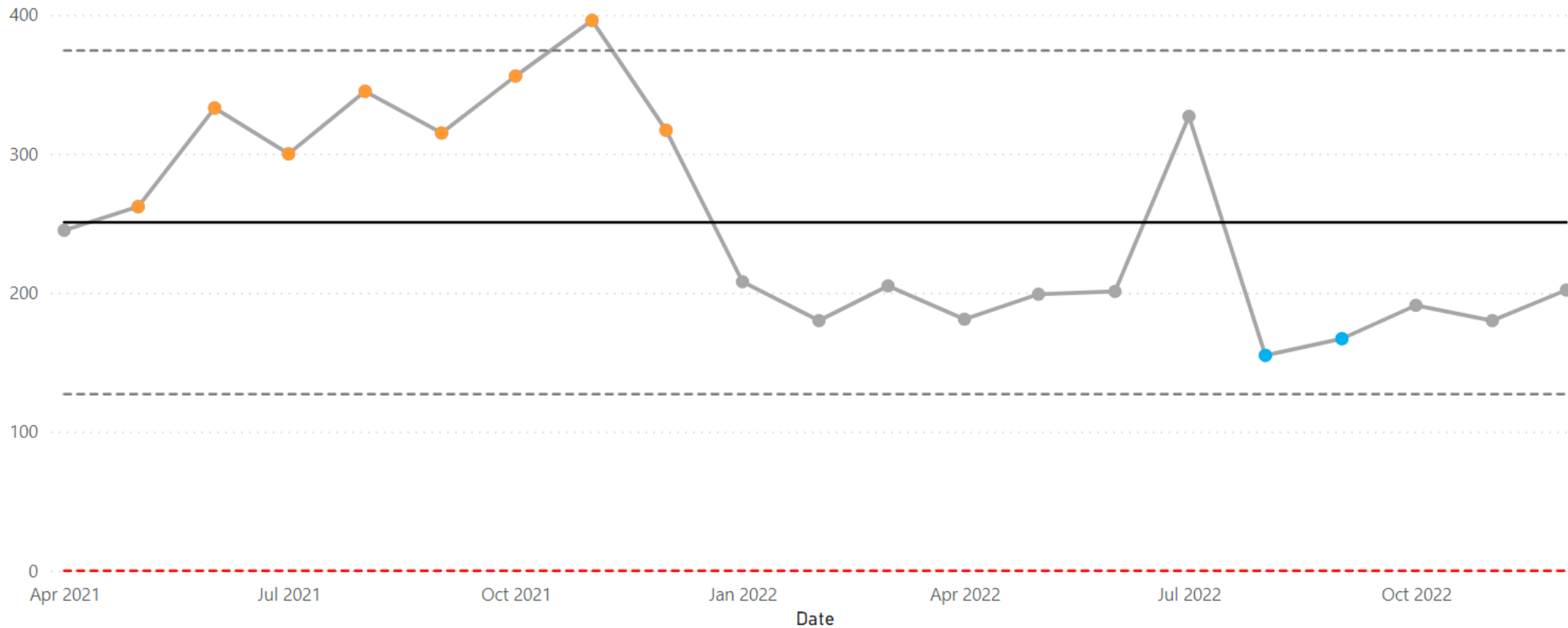




# Metrics from Harm dashboard - as at 31 December 2022

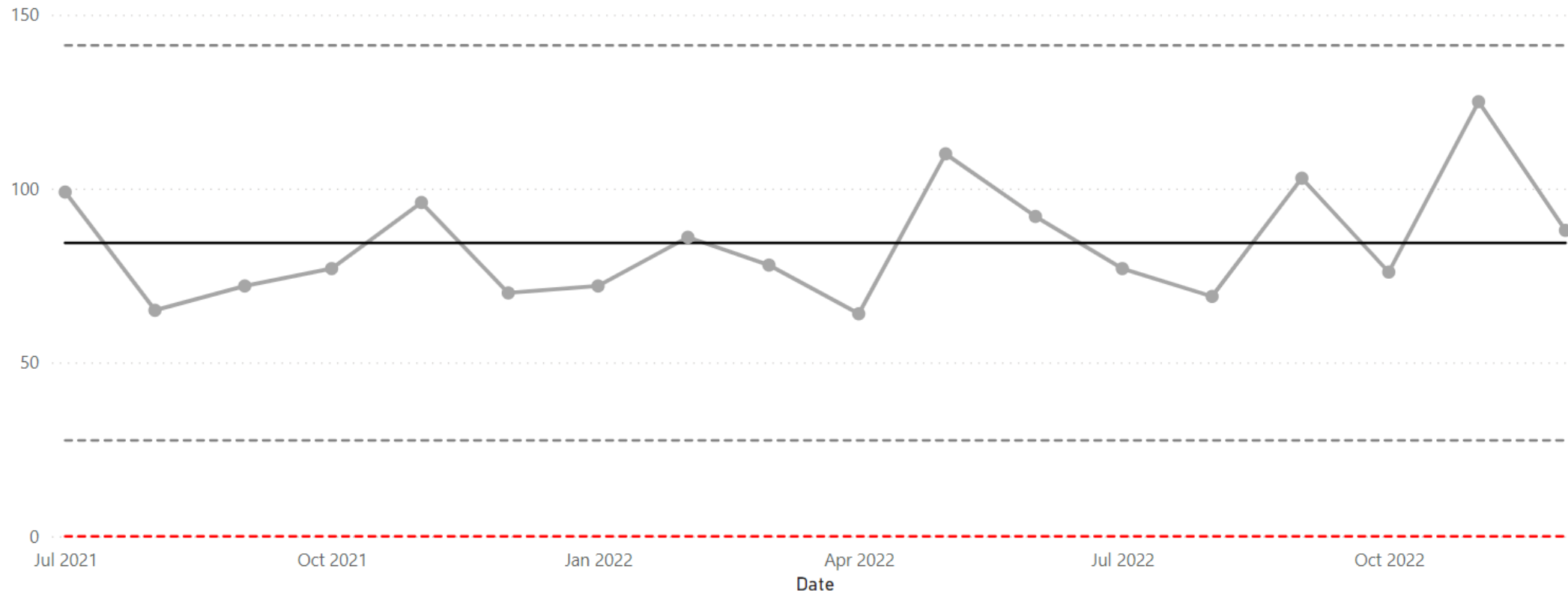
## Hywel Dda Health Board Total

Reported incidents causing moderate or worse harm



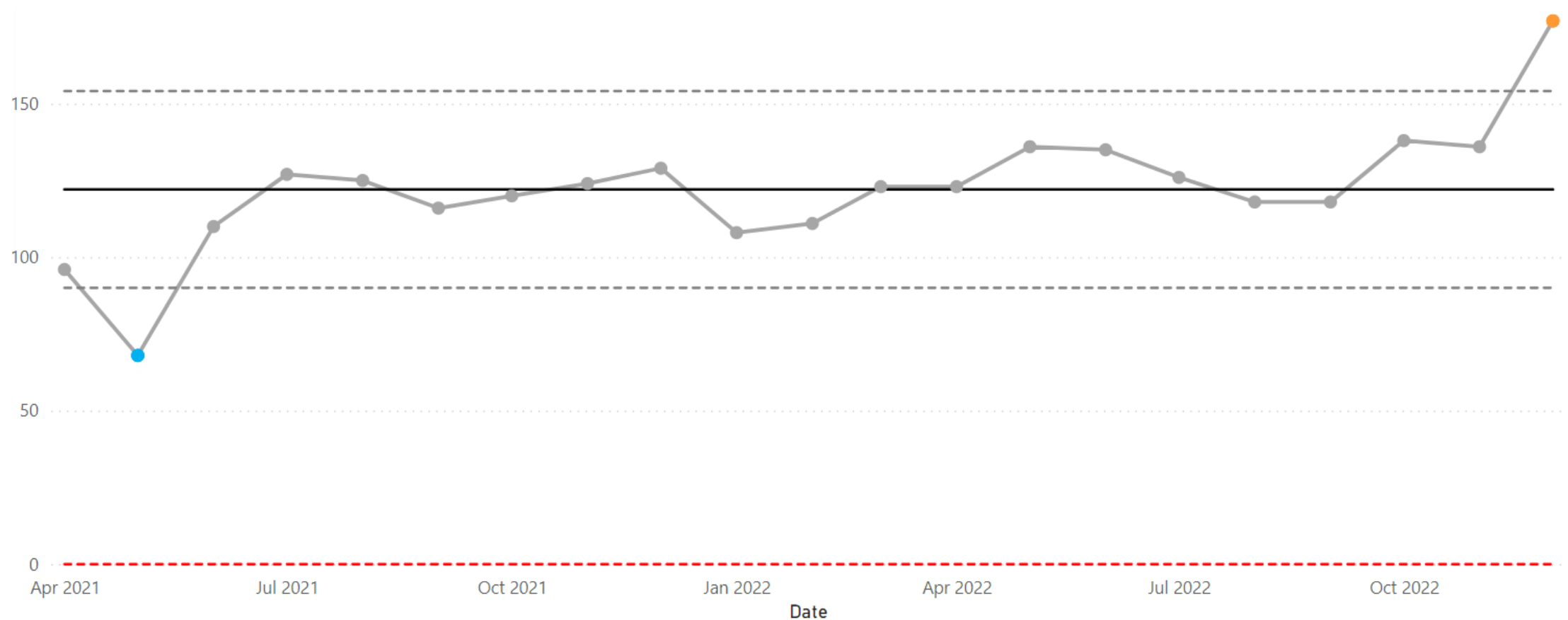
## Hywel Dda Health Board Total

Investigated incidents causing moderate or worse harm



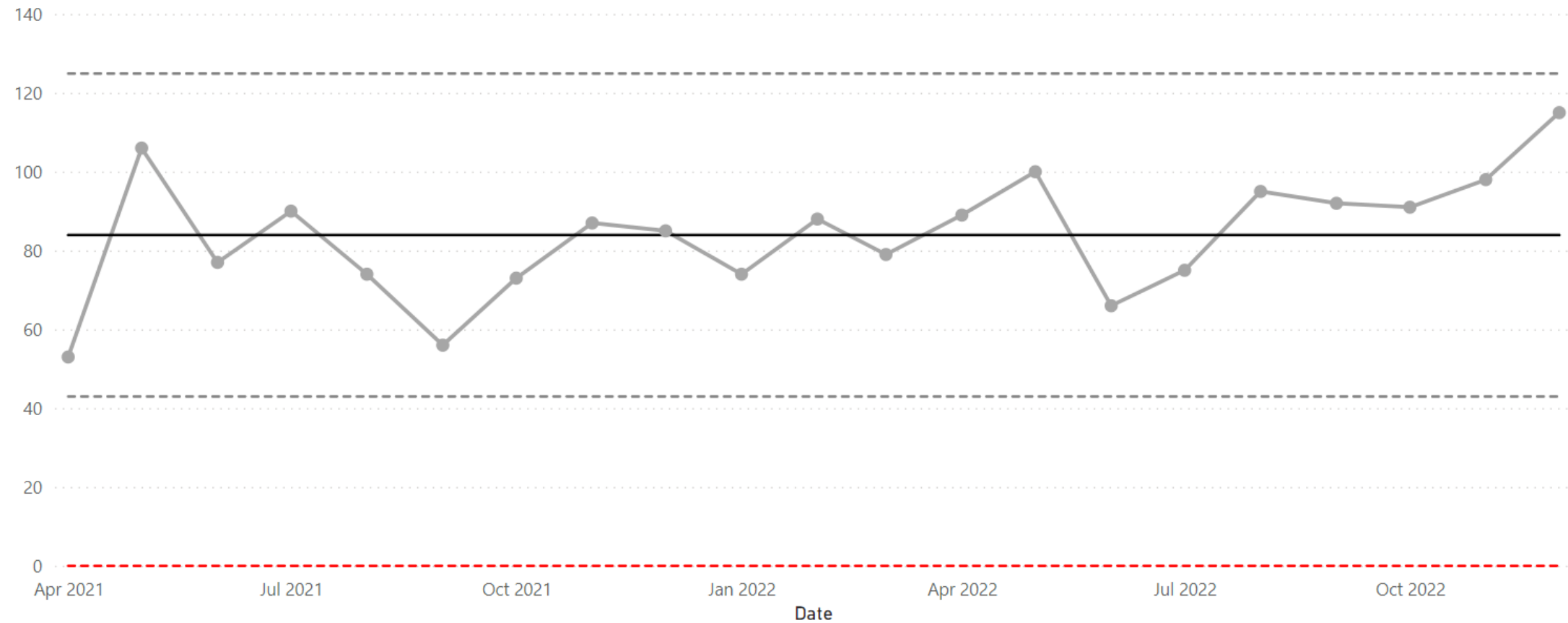
## Hywel Dda Health Board Total

Pressure damage developing or worsening during care



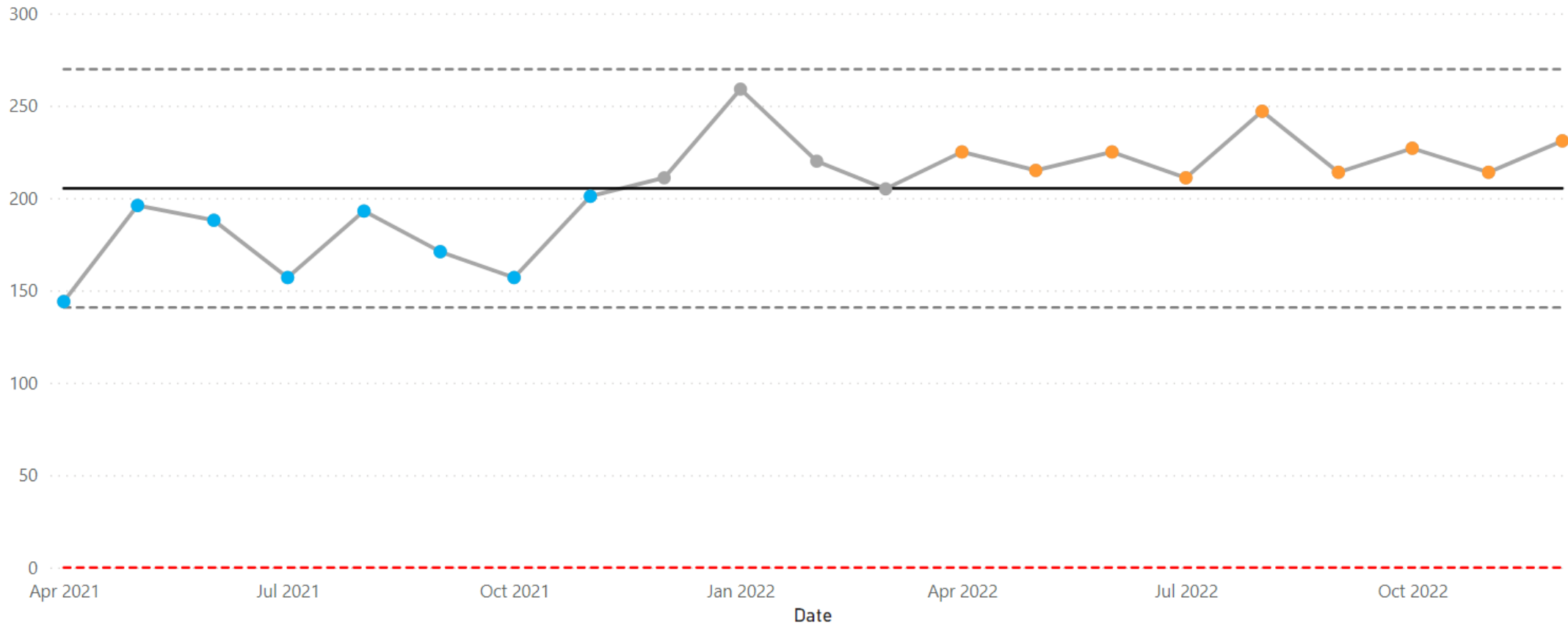
## Hywel Dda Health Board Total

### Medication errors



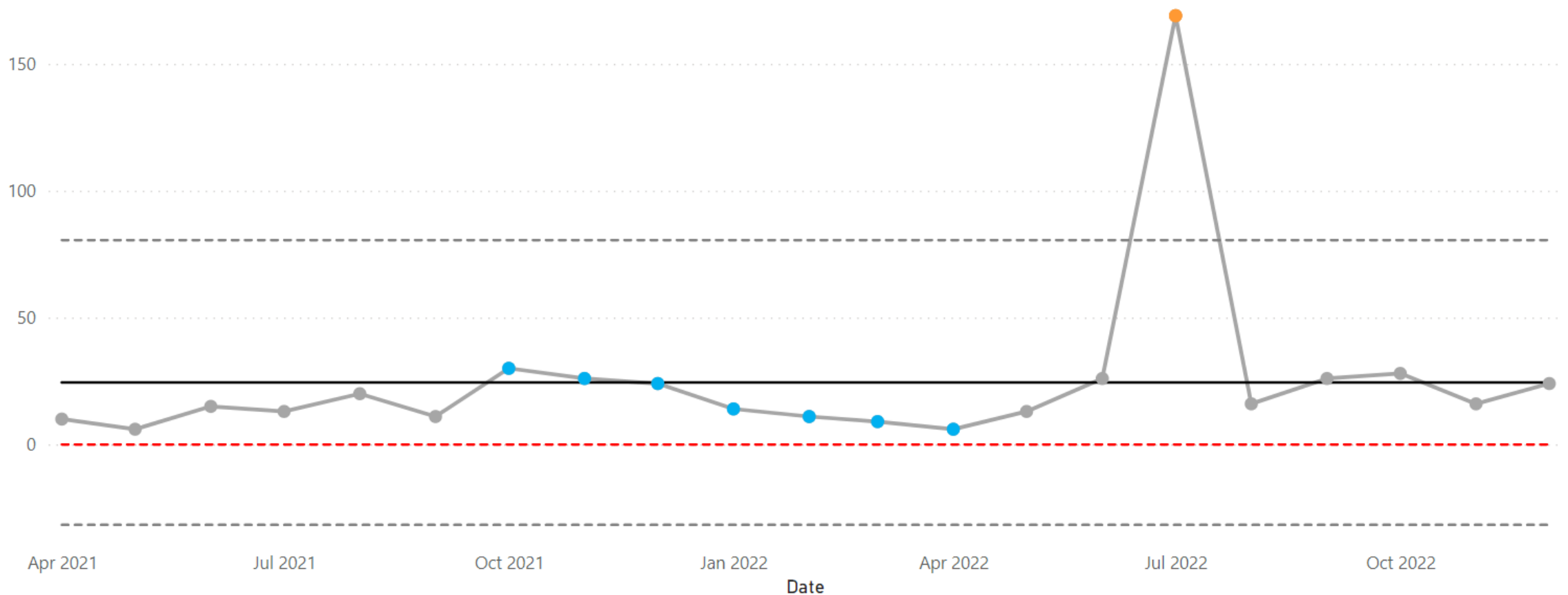
## Hywel Dda Health Board Total

### Patient falls



## Hywel Dda Health Board Total

### Infection control incidents





# Safety Dashboard (Overview)

- Increase in reported patient safety incidents through Autumn / Winter with lesser but steady increase in incidents causing 'moderate or worse' harm (although below 2021 levels)
- Sharp increase in reported incidence of pressure damage
- Sharp increase in reported medication errors November 2022/December 2022
- No discernible trend in reported patient falls through 2022 but step increase over 2021
- No discernible trend in reported infection control incidents since summer 2022 (despite impact of COVID-19 & Flu in December 22)



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind







# Risks of Harm & Poor Patient Experience

So what is our Concerns data telling us?



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





# Concerns

Services receiving most 'Putting Things Right' (PTR) complaints Jan 2022 – Jan 2023

	2022												2023	Grand Total
Row Labels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	
Managed through PTR	114	114	120	140	156	151	158	192	159	180	185	113	125	1907
Accident & Emergency	12	4	22	21	16	16	28	28	18	13	23	20	18	239
Ophthalmology	2	9	7	10	10	16	11	17	10	14	19	5	7	137
Urology	7	4	6	14	10	10	13	11	12	16	18	5	4	130
Orthopaedics	14	11	8	8	12	14	15	6	10	11	14	3	3	129

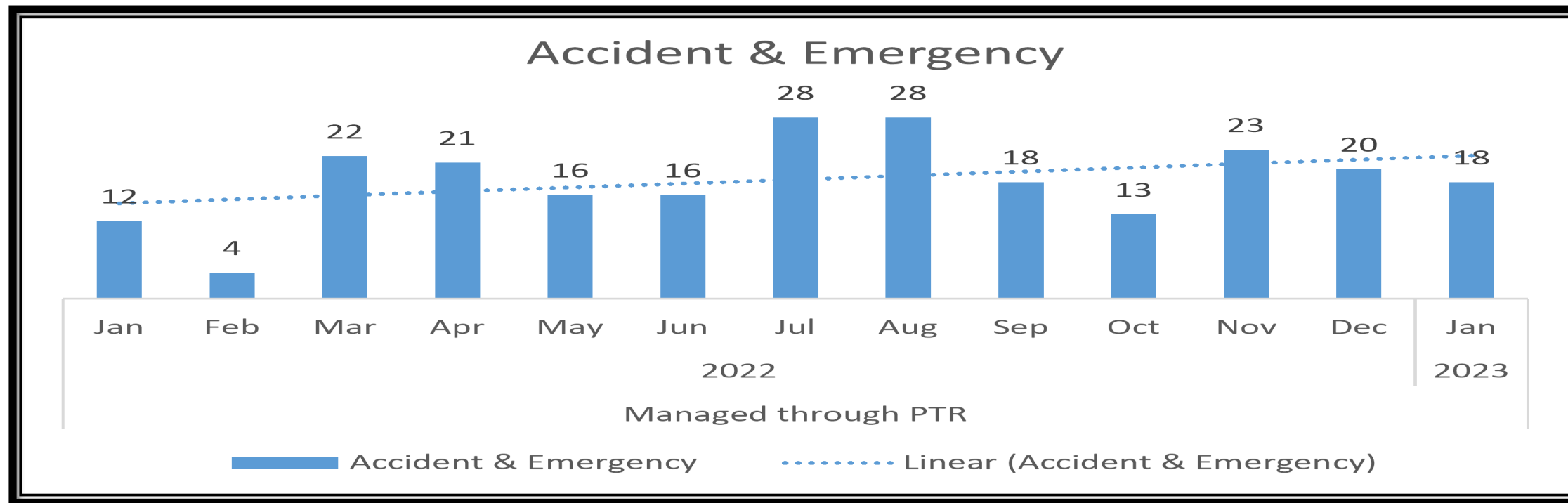
- 'Unexpected' reduction in reported concerns via PTR through Dec & Jan





# Concerns

## A&E 'Putting Things Right' complaints Jan 2022 – Jan 2023



- Reduction in reported concerns via PTR through December 2022 & January 2023



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



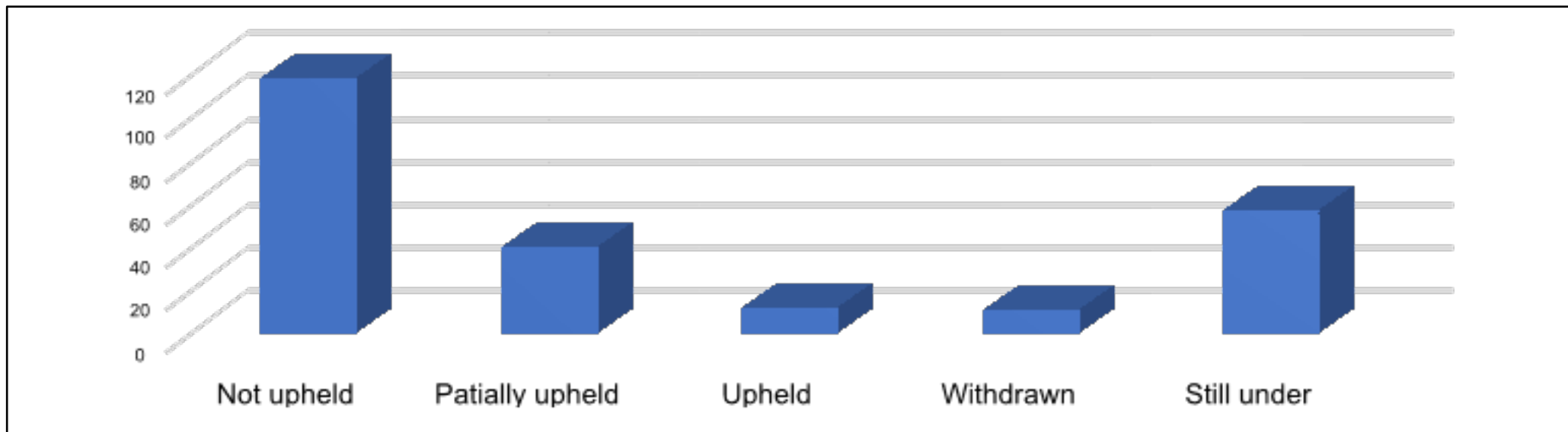
Caredig  
Kind





# Concerns

## A&E 'Putting Things Right' complaints Jan 2022 – Jan 2023 (Outcomes)

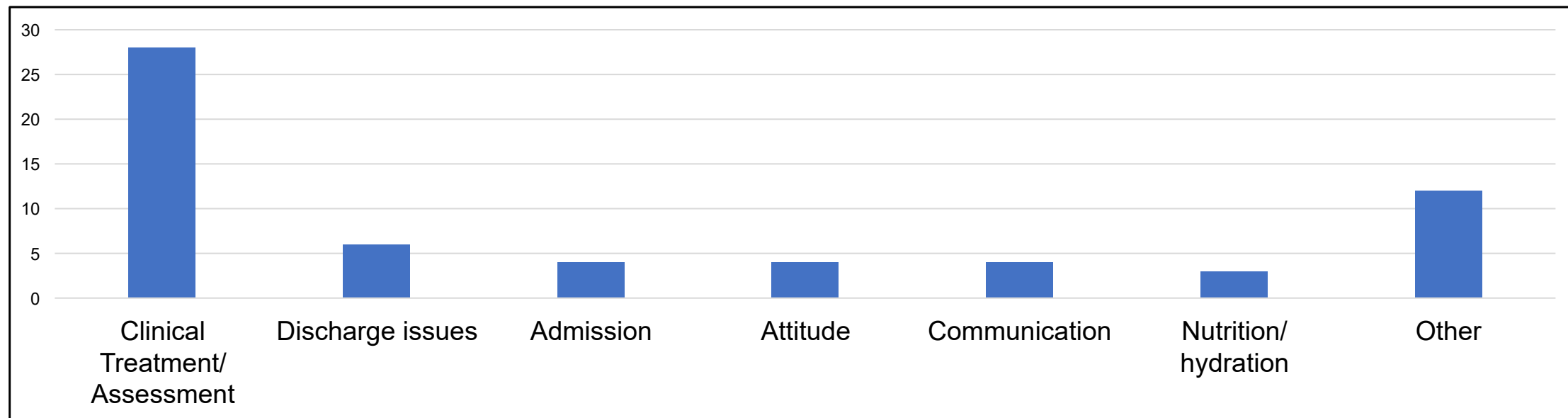


- Complaints are graded at point of receipt based on the severity of harm being reported, then regraded following investigation. Ten complaints were upheld but felt to represent no harm or low harm. A further two complaints were felt to demonstrate moderate harm



# Concerns

## A&E 'Putting Things Right' complaints January 2022 – January 2023 (Themes)



- Of 61 complaints received in November and December 2022, most complaints had concerns about clinical treatment or assessment as their primary issue (table reports primary issue of concern only)



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



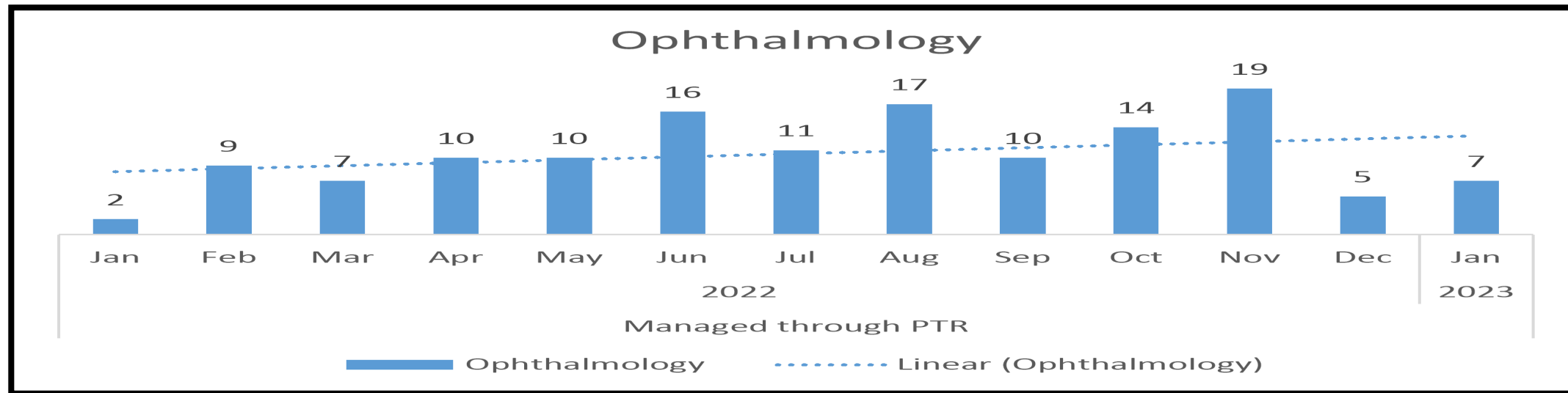
Caredig  
Kind





# Concerns

## Ophthalmology 'Putting Things Right' complaints January 2022 –January 2023



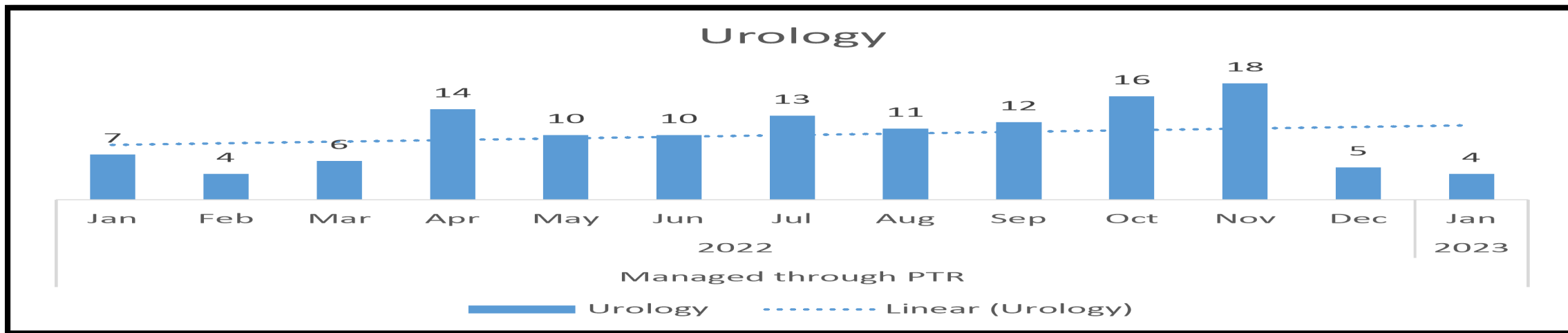
- 137 complaints received, 11 are still being investigated. 24 were fully upheld, although with no or low levels of risk.
- Common themes: waiting times for treatments and appointments (cancellation and delays)
- Significant reduction in concerns received December 2022/Jan 2023
- Is there a correlation between improved waiting times and reduction in reported concerns?





# Concerns

## Urology 'Putting Things Right' complaints Jan 2022 – Jan 2023



- 130 urology complaints received, 16 are still being investigated. 19 were fully upheld, although no serious harm has been identified.
- Through November 2022, the overriding theme continued to be delays in receiving outpatient appointments, with a noticeable reduction of complaints in December and January 2023:
- Is there a correlation between improved waiting times and reduction in reported concerns?

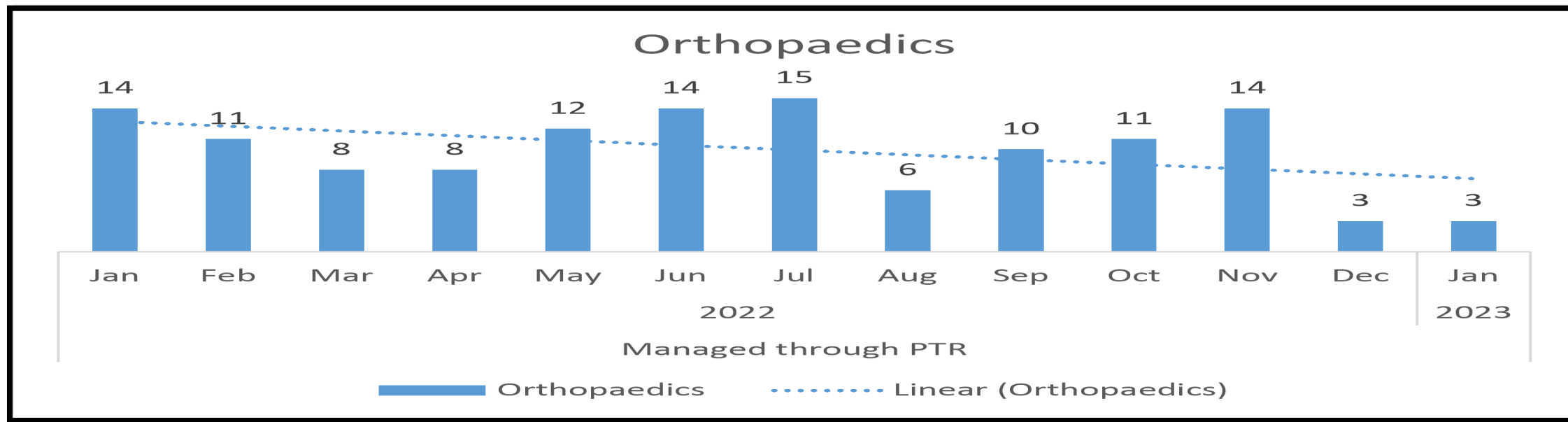






# Concerns

## Orthopaedics 'Putting Things Right' complaints January 2022 – January 2023



- 129 orthopaedic complaints, 11 were upheld although no serious harm identified
- Common themes (delays, communication and staff attitude)
- Notable reduction in concerns received during December 2022 /January 2023
- Is there a correlation between improved waiting times and reduction in reported concerns?



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind







# Concerns (Overview)

- ‘Surprising’ reduction in concerns received December 2022 and January 2023 in ‘top 4’ areas
- A&E / ED concerns reduced to early Autumn levels with majority ‘not upheld’ and limited ‘moderate’ harm (to date)
- Majority of A&E / ED concerns relate to clinical assessment / treatment
- Significant reduction in planned care specialty concerns received December 2022 to January 2023
- No new cases of planned care specialty serious harm identified with majority of concerns relating to delays
- Possible correlation with waiting times/numbers improvements and/or Waiting List Support Service (WLSS) impact.



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Risks of Harm & Poor Patient Experience

So what is our Patient Experience data telling us?



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind



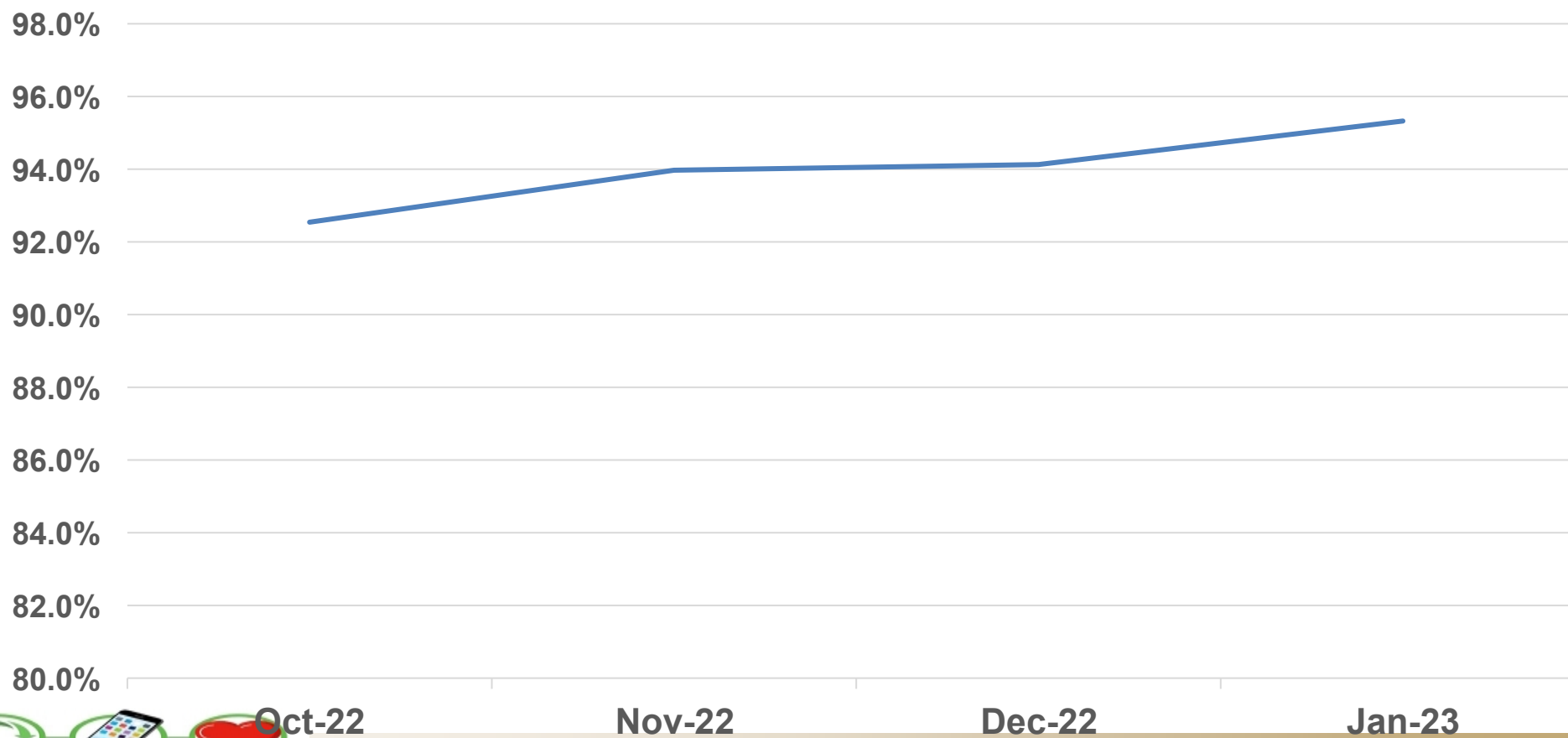


GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Overall Patient Experience Performance Over Period

## Positive Patient Experience



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind

Oct-22

Nov-22

Dec-22

Jan-23



# Patient Experience Performance

% Positive  
Patient Type

	Oct-22	Nov-22	Dec-22	Jan-23	Total Positive Responses	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
<b>Total</b>	<b>92.5%</b>	<b>94.0%</b>	<b>94.1%</b>	<b>95.3%</b>	<b>93.9%</b>	<b>8876</b>	<b>6346</b>	<b>1486</b>	<b>443</b>	<b>252</b>	<b>253</b>	<b>96</b>
Day Case	97.9%	100.0%	97.4%	100.0%	98.8%	256	219	31	3	2	1	0
Emergency Patient	88.4%	90.9%	89.9%	93.8%	90.8%	2479	1599	481	166	100	112	21
Inpatient	92.0%	93.4%	91.8%	94.6%	92.8%	748	536	123	31	26	25	7
Maternity Inpatient	100.0%	100.0%	100.0%	66.7%	95.7%	26	19	3	3	1	0	0
Maternity Outpatient	91.7%	87.5%	100.0%	94.4%	92.2%	94	62	21	4	3	4	0
Mental Health Inpatient	100.0%	100.0%	100.0%	80.0%	100.0%	3	1	2	0	0	0	0
Mental Health Outpatient	77.8%	100.0%	100.0%		85.0%	22	12	5	2	1	2	0
Outpatient	93.8%	95.0%	96.7%	96.1%	95.2%	4444	3303	702	188	105	95	51
Paediatric Inpatient	88.9%	88.9%	100.0%	88.9%	94.4%	38	28	6	1	1	1	1
Unmapped	95.4%	95.4%	96.0%	95.4%	96.0%	765	566	112	45	13	13	16



# Emotional Sentiment Analysis of Feedback



Diogel  
Safe



Cynaliadwy  
Sustainable



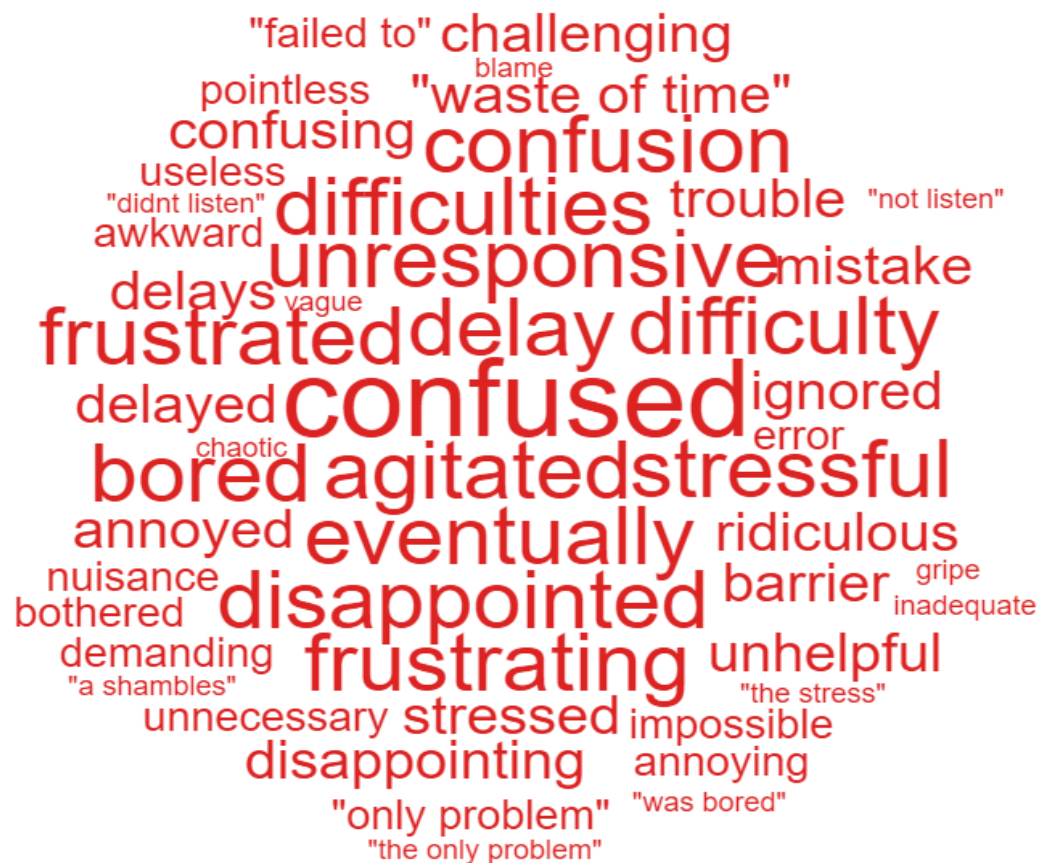
Hygyrch  
Accessible



Caredig  
Kind



# Emotional Sentiment Analysis of Feedback







# Patient Experience(Overview)

- The overall Patient Experience performance across the health board (measured by Friends and Family Testing survey) has marginally improved over the period (increased by 2.8% between October 2022 and January 2023)
- To what extent does this reflect the incredible efforts of our staff despite significant operational challenges and/or a 'stoic' / tolerant patient population whose expectations are being tempered by increasing 'acceptance' of nationwide NHS challenges?
- The main driver of negative feedback reflects delays in the provision of elective procedures (particularly in Urology and Ophthalmology) - contrast with concerns data.



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind







# Summary

- Increase in reported patient safety incidents through Autumn / Winter with lesser but steady increase in incidents causing 'moderate or worse' harm (although below 2021 levels)
- Notable increases in pressure damage and medication errors in particular
- In contrast, reduction in concerns received noted in December 2022 and January 2023 in 'top 4' areas
- Similarly, reported patient experience appears to be improving (at least by patients who have accessed our services)
- Safety Dashboard Phase 2 will include patient experience and concerns, thus supporting triangulation of data
- Quality metrics emerging from the TUEC work streams need to be incorporated.
- NB: Care required in terms of consistency of reporting periods when assessing available data
- UEC & Planned Care improvement programmes are showing early signs of reducing the extent and impact of operational pressures



Diogel  
Safe



Cynaliadwy  
Sustainable



Hygyrch  
Accessible



Caredig  
Kind





# Recommendation

For QSEC to note the update provided and receive assurance from:

- the developing quality and safety metrics and systems evolving to assess risks of harm and poor patient experience
- the early impact of the UEC and Planned Care improvement programmes in reducing the extent of operational pressures which drive risks of harm and poor patient experience

