

**TABLE OF ACTIONS FROM
QUALITY, SAFETY & EXPERIENCE COMMITTEE (QSEC) MEETING
HELD ON 14 FEBRUARY 2023**

MINUTE REF	ACTION	LEAD	TIMESCALE	PROGRESS
QSEC(22) 75/134	Commissioning for Quality Outcomes: To discuss with Welsh Health Specialised Services Committee the possibility of capturing commissioning outcomes (PROMS/ PREMS) as part of the contract arrangements for Long Term Agreements similar to an exercise being undertaken with Swansea Bay University Health Board.	SA	November 2022	In Progress: WHSSC have advised that obtaining PROMS/PREMS information is a priority, however they are in the very early stages of this. They have initially started a piece of work to look at the Artificial Limb and Appliance Service (ALAS) in North and South Wales and Hywel Dda Health Board will be updated on the results.
QSEC (22) 101/134	Health Board Managed Practices Update: To explore capturing patient feedback at the Managed Practices.	RB	April 2023	Complete- From the 1 April 2023, the Patient Experience team will arrange to replace the pilot Microsoft Forms survey with a very similar survey using the Civica Experience Wales system and that this will be a continuous feedback capturing mechanism. This will initially be rolled out into all the Hywel Dda University Health Board managed practices of which there are 7, before inviting the independent practices to also benefit from using the Civica system. This information will be included in the Patient Experience Report for Public Board going forward.
QSEC (22) 111	Patient Story: To provide information online and a means of contact for patients with complex needs who may wish to discuss any concerns they may have or to request	MD	February 2023	In Progress: The Assistant Director of Nursing and Quality Improvement is exploring including this as part of the work underway with the Communications Hub and providing information on the Health Board's Website.

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	reasonable adjustments prior to attendance at A&E or Primary Care Services.			
QSEC (22) 114/134	Quality Assurance Report: <ul style="list-style-type: none"> • Provide a report on the themes that have emerged from recent HIW inspections to the Operational Quality, Safety and Experience Sub Committee. • To provide a short presentation to QSEC at the June 2023 meeting to demonstrate the work undertaken to strengthen governance arrangements including Terms of Reference and expected outcomes to acknowledge the new arrangements. 	AC/MR KL CSO	March 2023	Complete Forward Planned on Committee Work Programme for June 2023.
QSEC (22) 123	Quality Management System: To a develop a light weight, accessible document for the Health Board's website which will include a diagram and hyperlinks to provide updates and work underway to develop the objectives by the end of the financial year	SP/ CS	April 2023	Complete
QSEC(22) 135	Outcome of Self Assessment 2021/22: To schedule an increase in the number of Committee patient experience walkabout visits to particular areas of QSEC interest as discussed via the 'Hot and Happening' weekly sessions.	JW/ MR	April 2023	Complete- The Quality and Safety Team are in the process of scheduling dates for the visits over the next six months. The visit locations will be decided upon from feedback from QSESC and QQSESC closer to the dates.
QSEC(22) 137	Quality Assurance Report: To re-word the outcome following the Never Event that took place on 23 January in relation to a hip replacement procedure to recognise that the patient was exposed to treatment that would not have been required had the procedure been correct.	CS	April 2023	Complete

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QSEC(22) 139	Epilepsy and Neurology in Learning Disabilities Service: To produce a report for QSEC outlining the findings and next steps following the external review and subsequent communication and engagement with staff, patients, carers and family members	ME/AC	April 2023	Complete- The report is due by 14 April 2023 and the outcome and next steps has been forward planned on Committee Work Programme for June 2023.
QSEC(22) 140	Community Paediatrics Services Review: To invite Ms Lisa Humphreys to a Primary Care Locality Leads meeting for further discussion regarding the processes as part of the Community Paediatrics Pathway.	JP	April 2023	Complete- the meeting is scheduled for 4 May 2023.
QSEC(22) 140	Community Paediatrics Services Review: To ensure that the cultural developments within the service are presented to the People Organisational Development Committee (PODCC) for shared learning.	KL/LH	April 2023	Complete- Forward planned on the People, Organisational Development and Culture Committee Work Programme.
QSEC(22) 141	Therapies Waiting List Deep Dive: To provide an update to QSEC at a future meeting with particular reference to the improvement trajectory for waiting times	KL/LR	April 2023	Complete- Forward Planned on Committee Work Programme for August 2023.

AC: Andrew Carruthers	CS: Cathie Steele	JP: Jill Paterson	JW: Joanne Wilson
LH: Lisa Humphreys	LR: Lance Reed	MD: Mandy Nichols Davies	ME: Melanie Evans
MR: Mandy Rayani	RB: Rhian Bond	SA: Shaun Ayres	KL/CSO: Katie Lewis