

Reference:	FOI.9548.22
Subject:	Policy on updates during the investigation of serious incidents
Date of Request:	3 August 2022

Requested:

What is your health board's policy on how often a patient or their relatives should be updated and contacted during their investigation of their serious incidents.

Response:

1. Some of this information is already within the public domain. Therefore, Hywel Dda University Health Board (UHB) has applied an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA), as the information is accessible by another means. The UHB operates under the All Wales National Incident Reporting Policy which is available on the internet.

For ease of reference, please click on the attached link, which will take you directly to the policy:

<https://du.nhs.wales/files/incidents/phase-1-policy-guidance-document-v1-0-pdf/>

In addition to the policy, the UHB has an internal flow chart for investigations and a copy has been provided, at Attachment 1.

At the start of an investigation, the UHB's Patient Safety and Assurance Team discuss contact preferences with the patient and/or the family, providing as much contact they require; each case is tailored on an individual basis.

Additionally, the UHB has a Putting Things Right Management and Resolution of Concerns Policy, which has been provided, at Attachment 2. However, as no specific timescales are referred to within the document, it is best practice for the UHB's Patient Support Service (PSS) to agree a time period with the complainant on how and when they should expect to be updated, which would ordinarily be on a monthly basis. Nevertheless, given the extreme pressures the PSS Team has been under during the last few years due to capacity, some timescales have been difficult to meet.