



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

IMPROVING PATIENT EXPERIENCE REPORT

September – October 2020



1. Introduction

The Health Board welcomes and captures service user feedback in a variety of ways. The following information demonstrates how we are striving to improve the experience of service users throughout the Health Board.

2. Patient Story Feedback

Despite the challenges of the pandemic The Patient Experience Team is continuing to capture patient and staff stories to help learn from, understand and appreciate their feelings about using our services. Stories are the most powerful and beneficial way of understanding how our services are being experienced. This will remain the focus of the Patient Experience Team in supporting services to capture, share and ensure learning from these valuable accounts and personal experiences.

During this difficult time for many patients and their families, a high percentage of the patient story feedback received is about communication and the importance of staying connected with friends and loved ones. Many people wish to share their positive experiences of the family liaison officer roles. It is appreciated that the Board will have previously received information about the success and impact that the service has had; however the story below captures the very essence of what communication means to some patients and their families. The family involved is very pleased to be able to share this with the Board and wider community.

The below recording is of a letter that has been received from the daughter of Mrs and Mrs King. Click on the image to hear the recording:



A Family Liaison Officer's perspective of Mr and Mrs King's Story, as shared by Joanne, Family Liaison Officer, based in South Pembrokeshire Hospital, can be accessed by clicking on the below image:



The video below has also been captured by the Communications Team, which provides further patient and staff perspectives: Click on the image below to hear the story:



The patient experience team is also receiving feedback on how families are experiencing access to services during the pandemic. The story below captures the recent experience of utilising paediatric ophthalmology services. Click on the image below to hear the story:



3. Staying Connected

During the period we have captured over 500 responses on the iPad Virtual Visits online form; however, we know the true volume to be much higher as the Family Liaison Officers (FLOs) average 5-6 each per day. These continue to be an essential mechanism of families keeping in touch with their loved ones.

The team is also continuing to receive messages via the Thinking of You Service.

4. Patient Feedback System – Friends and Family Test (FFT)

The Patient Feedback System Friends and Family Test is available across the Health Board, and automatically contacts patients within 48 hours of attending an appointment or being discharged from Hospital.

From 1st September to 31st October 2020 19,871 patients who have attended an outpatient consultation or have been discharged from an in-patient environment have been contacted, requesting their feedback from the Patient Feedback (FFT) system.

91 % of the responses have a positive rating, 5.1% of responders rated their experience as negative (the remainder did not provide a rating). Performance in all areas has improved during October except for Day Cases; however performance in this area will be skewed by low number of activity (one comment received was not positive).

Department	01/03/2020	01/04/2020	01/05/2020	01/06/2020	01/07/2020	01/08/2020	01/09/2020	01/10/2020
Paediatrics	93.55%	↓ 81.82%	↑ 84.62%	↓ 81.82%	↑ 100.00%	↓ 95.24%	↓ 80.77%	↑ 85.71%
Outpatients	90.33%	↑ 90.55%	↓ 87.01%	↑ 92.38%	↓ 90.49%	↑ 92.51%	↓ 88.61%	↑ 93.08%
Day Case	95.45%	↑ 100.00%	↔ 100.00%	↓ 95.65%	↑ 100.00%	↓ 96.43%	↑ 100.00%	↓ 97.22%
Inpatients	88.00%	↑ 92.31%	↓ 87.29%	↓ 86.60%	↑ 90.72%	↓ 89.15%	↓ 88.37%	↑ 91.45%
Emergency Department	90.14%	↑ 91.50%	↑ 93.26%	↓ 89.59%	↑ 90.69%	↓ 87.84%	↑ 89.88%	↑ 90.07%
Summary	90.00%	↑ 91.00%	↑ 92.00%	↓ 90.00%	↑ 91.00%	↓ 89.00%	↔ 89.00%	↑ 91.00%

The main concern for patients was the experience associated with the operational changes of services due to the pandemic and PPE processes. Examples of feedback received are as follows:

Roedd pawb yn gyfeillgar ac yn barod i helpu pan gyrhaeddtes yn yr ysbyty i fy apwyntiad, diolch yn fawr.

An excellent visit to Dr. Puffett, very pleased

The staff were great especially as I should have gone to A&E and did not know that Prince Philip was minor injury. They were really glad to help me and I would recommend the staff to anyone in need.

Great service, the Staff are friendly and I would definitely recommend to my family and friends xxx.

My stay in ward 4 was absolutely wonderful, all staff and cleaners efficient, helpful and caring. Above and beyond what was needed. Can't thank them enough.

Brilliant service excellent staff doctors were spot on enjoyed my stay in Padarn merlin stroke ward excellent x

This was my second visit within the last month. Again the staff were very pleasant. The doctor I saw was extremely thorough. Asked for a second opinion and arranged a phone call appointment for me with the optometrist. I was in A and E for approximately 4hrs. I returned to the pharmacy this a.m. to pick up my required medication. Again staff were very pleasant and helpful. I was extremely grateful that your service was available. Thank you.

Very good and helpful and thank you of taking care of me. Staff where excellent.

The staff on night shift were exceptional. The day staff were very pleasant but didn't have the same rapport with the patients as the night staff did & considering there were much less of them it was very noticeable, especially in their absence. The Doctors were very approachable & spent time with each patient, which is rare. My stay was short but pleasant thank you.

All the staff were very friendly and took the time to talk to my little boy, the care received and the time frame it was given in couldn't be any better.

That's all I can say that a/e staff and ward staff are top staff there are so good they can't do enough for me they deserve a lot more credit than they do have and the doctors I was under were top docs we need a lot more staff like this in Bronglais hospital. I'm so happy and grateful for all the care I have had good staff keep their hard work up there worth more than life thanks to all in Bronglais for taking good care of me I'm so proud of them all xxxxxx

Could not fault the care and concern for my stay in hospital by Drs and nursing staff. Thanks NHS.

Doctor was a little stern and kept asking why was I there, I got referred to hospital by my gp

No provision for autistic people

Arrived at A&E 9-30pm and not attended to until 12 midnight only 5 patients waiting treatment at time of arrival, did not leave hospital till 3-45am with a twenty mile drive back to Tenby both my husband and i are in our seventies.

Was there hours but saw no cleaning done at all. eg chairs between patients, coffee machine etc.

Overworked staff made me feel like a burden, and had no time to properly listen to my concern

Very long delay from my appointment time, over 2 hours. Then a rushed consultation.

Was informed that I would be called today, waited all day next to the phone and no one called ! Terrible service | When you go to the crisis team for help and they say they will come back the next day with some answers so you at least build up some hope and they don't bother them its service is not fit for purpose

Teimlaf bod y broses o gweld y nyrs yn gyntaf i'r doctor yn hir iawn ! Enwedig pan Mae gyda chi plentyn sydd yn llefain yn ddi stop oherwydd ei fod mewn poen !

The doctor or consultant I saw said there was nothing wrong with my foot. I said I was happy with that if he said so and as long as the X-ray was clear to which he said "what you have had an X-ray" and continued by questioning who had authorised the X-ray. He disappeared to look at my X-ray and on return said he had to wait for the X-ray report. In summary he was arrogant and rude.

I was upset that a doctor came out to the waiting area and discussed my treatment plan where many others could hear. This was upsetting because it was quite a private and emotional issue, and I felt that I couldn't ask the questions that I needed to.

Waited 2 1/2 hours to be told I need a total hip replacement which I all ready know as should have had it on the second of March but cancelled because no beds Then told they dont know when they can start operating again because off Covid which I understand but could have been told over the phone

I did not feel like the consultants listened to me, they dismissed what i said and did not even know why i was there. They had not read my notes prior to my appointments and only took half of the information i gave. My issue is still not resolved

Below are sample of the voice messages and comments we have received. Whilst in this report we always try to provide a balanced set of example recordings, during this period we have not been able to locate any recordings of negative feedback. Click the titles to hear the recordings:

Glangwilli General
Hospital, ENT
Department

Withybush General
Hospital, Home
Support Team

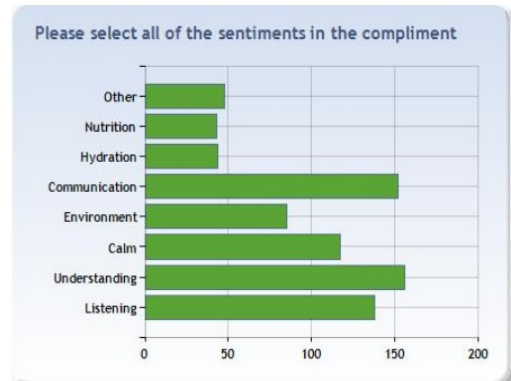
Prince Philip Hospital
Outpatients
Department

5. Compliments

Informal & Formal Compliments received during the period

As mentioned in previous Patient Experience reports, a new mechanism has been launched to capture compliments across the Health Board. The feedback on the initial pilot phase was very positive. The information below captures some of the informal compliments received. For October, over 200 compliments have been received, that would previously have been unrecorded and information on trends and themes is now being captured.

Whilst one of our main themes arising from concerns relates to communication, many of the compliments received highlight where good communication has made a positive difference. Communication, understanding and listening are the top reported sentiments within the compliment. The number of compliments demonstrating the Health Board values has also been recorded, as below.



Here is a selection of the feedback staff have received;

'A Charitable Fund donation was received. This was gifted by the husband of a patient in acknowledgement of the excellent palliative and end of life care provided by the District Nurse team.'

'A family member of a patient expressed her thanks for support provided by the OT team - 'you've all been fabulous, especially Sarah Cleary.'

'Dr Abdelaleem was very kind on the telephone, he was very patient and was obviously helping me to understand and reassure without alarming me. I appreciated his kindness.'

I would like to say a massive thank you to the community midwives and staff on Gwenllian ward who helped to bring [REDACTED] into the world on 25th September weighing 7lbs 1oz. You were all so lovely, caring and kept me calm especially during this difficult time with the pandemic. Thank you so much, you are all amazing! 💖💖

'Feedback received from parents of a patient with learning disabilities, mental health issues and physical impairments thanking staff for high quality care and compassion towards their son. They described a positive experience, compared to previous admissions perceived as traumatic. They were heartened to see progressive changes ensuring responsive, rapid support, describing the services as a 'lifeline' and 'safety net'. They also wished to make a financial donation to a staff fund.

'Telephone call from GP regarding a patient. GP complimented the team/service stating it was the best mental health service she has ever worked with. Complimented a specific staff member - Steve Plumb who works with a family member.'

During the period the Chief Executive and Chair also received 24 formal compliment letters about services provided by the Health Board. A small selection of these are as follows:

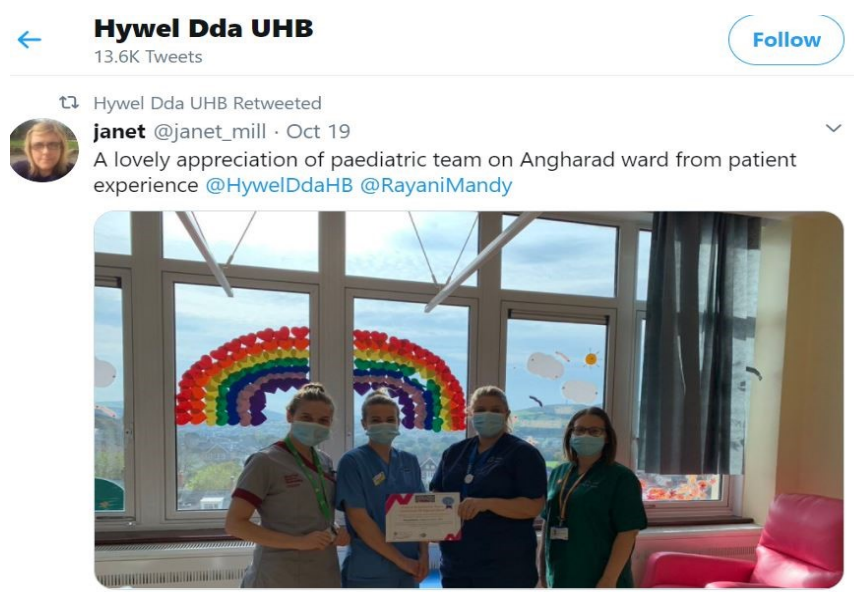
'More recently, I attended Bronglais for a Hysteroscopy during the period of COVID restrictions. Nursing staff at my pre-op appointment were kindly, efficient and respectful. On the day of my operation I was attended to by Staff Nurse Wanda Bryan, who was so reassuring, respectful and caring. I cannot speak highly enough of the very professional care I received from the nursing staff. My sincere thanks to all.'

'My husband attended A&E last year and after examination was given an appointment for an ultrasound scan. On returning home, however, we received a phone call from a sonographer called Joseph who had read his notes and advised us to attend the next morning. As a result of this scan he advised my husband to return to A&E as a matter of urgency, which he did. We are so thankful to Joseph for his prompt action. During his three week's stay at Bronglais he received excellent care from doctors and nursing staff while waiting for transfer.'

'The care that he has received at Morlais has been outstanding. I have spoken to so many of you on the phone and you have all shown total professionalism and dedication to your work. In addition, you have been caring and considerate, and very kind not only to him but to me as well.' Every telephone conversation I had with you left me feeling that he was in very safe hands, and that every member of staff brought their own personal touch to his care'.

During September and October 13 “**Big Thank You**” nominations were received and ***Patient Experience Certificates of Appreciation*** were presented to individuals and teams who we have received feedback about, we continue to encourage service users and their carers or family to let us know when someone has made a difference to the experience of the care they have received.

We have received positive feedback from staff saying “these certificates are a real boost”. Staff are also sharing their success on social media.



Ward 1 – Withybush Hospital



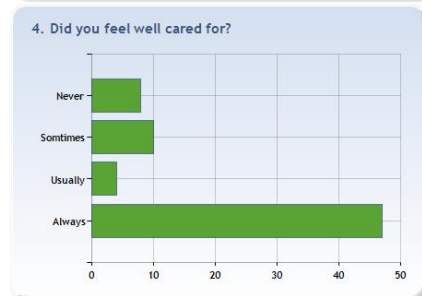
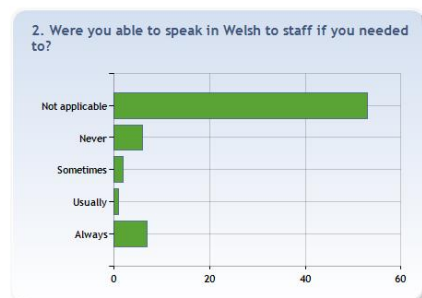
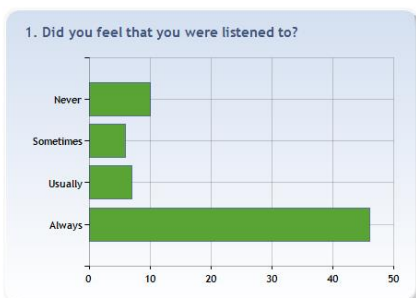
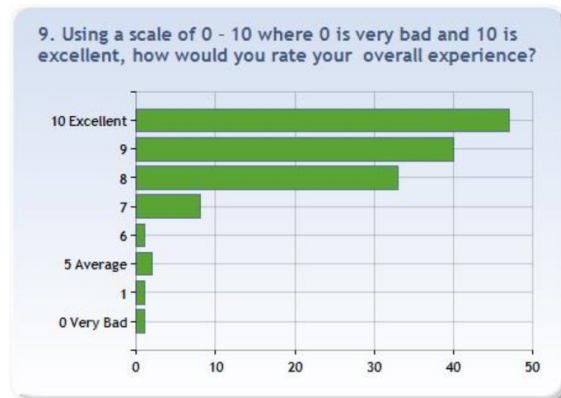
Accident & Emergency – Withybush Hospital

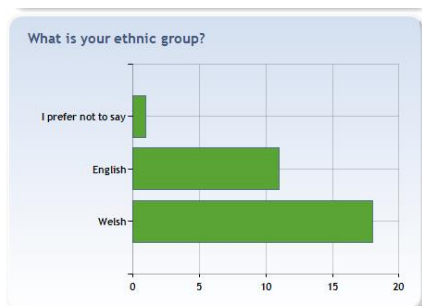
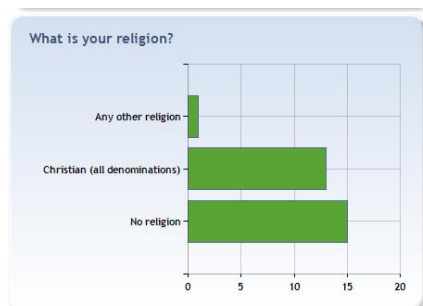
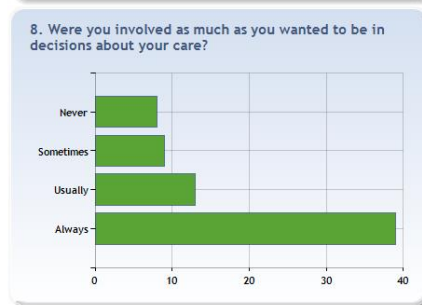
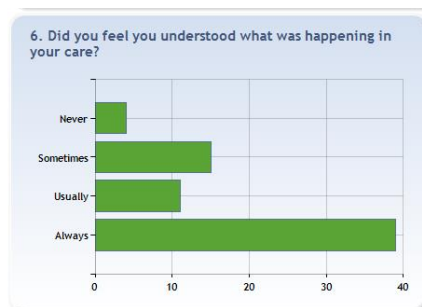
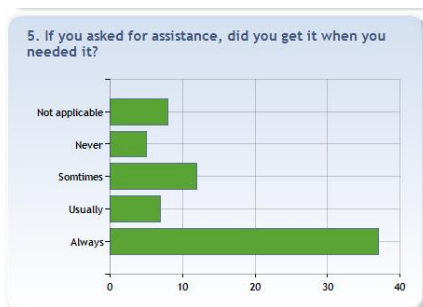


6. All Wales Experience questionnaire

During September and October 2020, almost 200 surveys were collected using the electronic patient experience system (Envoy). Envoy is securely hosted which allows a clearer view of the data received and grouping of data to identify trends and themes.

Individual feedback is brought to the attention of the Ward or service area at the time of the survey, to enable any immediate action to be addressed. The survey responses are summarised below:





Q 10. Was there anything particularly good about your experience that you would like to tell us about?

Below are examples of responses to this question.

Withybush Hospital

- Made to feel very welcome and at ease with my choices - especially the wearing of a face covering.
- At these times the hospital was very well laid out with signs, where to go which side to walk, masks, if needed, plenty of hand gel to clean your hands. The staff were amazing nothing too much trouble.
- Suzanne, rheumatoid nurse was so helpful and caring. Made me feel at ease.
- I found the Rheumatology Consultant Dr. Abdelaleem very approachable and happy to answer all my questions and concerns. He appears to have been very thorough with my care, so far. The specialist nurse, Suzanne Davies has been very supportive and reassuring whilst I have got to grips with injecting myself and everything that goes with it.

My husband is not good with phone calls or IT but Suzanne made this easy even to E Mailing me as I am stuck in Australia due to this awful virus. In the future, Suzanne set up a robust system with me even though I am in Sydney for which I am grateful.

- Just nice to keep in touch without having to visit the hospital in these uncertain times.
- The admission process was fair. And good service from Healthcare Assistants.

Glangwili Hospital

- The staff at Picton ward went above and beyond with the care they gave me and others. Heroes of the NHS.
- I was incredibly impressed with the speed in which I was dealt with. I contacted my optician explaining that floaters had suddenly and inexplicably appeared in my eye. I was given an appointment the same day. Following an examination I was asked to attend Werndale Hospital the same day for a further test to confirm a suspected tear of my retina. After being examined at Werndale Hospital, despite being the last patient at clinic, a phone call was made to Glangwili Hospital and an appointment made for me to see Mr. Jenkins the next day.
- Good level of care, staff are brilliant, food is good.
- Swiftness of service and communication on treatment was great. Nurses explain treatment really well.
- The staff at Tysul eye clinic we're amazing and surgical staff.

Prince Philip Hospital

- I was referred to the hospital promptly by my GP and in these troubling times I found the virtual appointment very good. There were no connection problems and the doctor was able to share x-rays and scans and discuss clearly. He wanted a further x-ray and saw me immediately after to confirm a positive diagnosis. I was impressed by the prompt action by both GP and hospital. I have been given a positive diagnosis fortunately.
- My two visits to your Dermatology clinic, the first on the 22nd Sept 2020 following a GP Referral letter & the second on the 6th Oct 2020, where I had four minor surgeries to remove pigmented moles, was carried out with unbelievable skill & care. I could almost state they were two very pleasant accounts. I would like my sincere thanks to be passed to the staff involved.

Bronglais Hospital

- The call I made to 111 made all the difference. They help me come to a decision regarding what care I needed. Without their advice I might not have gone to A&E.

Q 11. Was there anything that we could change to improve your experience?

- Health care rough handling even when communicated by patient that she was in pain. Found her patronising in response.
- 5 patients waiting 3.5 hours to see a doctor when my dad is in his 80 year. Next time I will call an ambulance you left him suffer again like this.

- The department was SEVERELY understaffed, two Doctors for majors and A&E turned this into a nightmare visit, I arrived in the department just after 8pm and left at 5.30am the following morning. Several people left the department without being seen not being prepared to wait any longer. I persevered and waited to be seen as I was feeling so poorly. This is not the first time I have heard of long waiting times at Withybush due to staffing levels.
- 1 member of staff could learn more about deaf awareness. Speaking louder in a mask doesn't make much difference to me.
- Yes the waiting times for appointments. At these times more information from the consultant when operations are going to begin, as it's important for people to be able to live, not lose their jobs.
- Derm, F.M .Pope excellent. Time to explain and answered and help my curiosity to self-help. Thanks!

All of the feedback received in the Patient Feedback System is visible on a real-time basis to the leadership team in every department and they are encouraged to review the feedback on a regular basis. These managers have been trained on how to access the system and view the feedback for their department and to take action accordingly. We will provide the responses from the service to the above experience feedback in the next Patient Experience Board Report.

7. Paediatric Questionnaires 2020



Ensuring the voice of children and young people is heard as part of our improving patient experience work is a priority for the Health Board. During the Coronavirus Pandemic, we have experienced a lower number of paediatric questionnaire responses.

Brief Overview of the Paediatric Feedback for September to October 2020:

The numbers for each of the paediatric questionnaires remains very low at 14 with 8 responses in The parents/carers/ relatives survey; 1 responses in the 12 to 16 year old survey; and 5 responses in the 4 to 11 year olds survey. This is due to the lower number of children and young people currently attending these wards.

Here are some of the comments about the paediatric wards across the Hywel Dda Health Board:

"Friendly polite staff"

– Cilgerran Ward,
Glangwili Hospital

"Dr Kumar and Mrs Sian
HCA were the best"

- Angharad Ward,
Bronglais Hospital;

"Our experience on this occasion has been much better than our experience 3 weeks ago. Being in isolation for COVID is very restricting. On arrival to the ward last night I was immediately offered a drink. During the 10 hours I spent in the ward three weeks ago, I was not offered a hot drink at all"

– **Cilgerran Ward, Glangwili Hospital;**

"“To the kind young night nurse, when I was awake all night repositioning my child’s oxygen mask every two minutes, that coffee I didn’t even ask for that you brought in made all the difference. Thank you.

"All the nursing staff understanding and thoughtful. Thank you so much for everything"

"All the staff were so caring provided entertainment for my son and refreshments for myself"

– **Angharad Ward, Bronglais Hospital;**

"The staff were so kind and accommodating"

– **Angharad Ward, Bronglais Hospital.**

"All the staff were amazing and a staff member called Anna made me feel very relaxed and listened to and provided me with lots of advice when I had a question".

– **Cilgerran Ward, Glangwili**

8. You Said/We Did – Patient Experience Feedback

The following describes the actions taken by the service in response to the comments received during the previous reporting period:

You Said	We Did
I was told yesterday I would have a scan in the morning, but still no scan time and it is 16:40	Feedback has been given to the team to ensure patients are kept updated and informed throughout the day. Emergency in-patients are booked into radiology for ultrasound scans. The scans are normally undertaken in the afternoon and are dependent on the clinical prioritisation of patients across the site on that day.
Poor communication from the Ward, we had to fight to get a CT Scan, as the discharge was being arranged without a diagnosis. It felt as if the priority was an empty bed rather than patient care.	The Ward has worked hard to improve communication with families and patients. The Family Liaison Service has helped to increase the communication links. Nurses ensure a daily phone call to the patient's relatives to provide reassurance and explain the plan of care. A dedicated Consultant and Family clinic has been established.
The doctors need to communicate in simpler language at times, there were moments where I didn't understand what was being said and needed multiple explanations.	Feedback has been given to consultants on ensuring appropriate communication. Nurses will ensure that patient has understand what has been explained and ensure written patient information.
A&E reception staff were not helpful or empathic.	Training is being provided to reception staff at the A&E department, which will be cascaded to all appropriate staff.
Treatment in A&E was exceptional. When I moved to the ward I felt I was in the wrong place, and needed to be on a medical ward. Staff were busy and less attentive and I felt patronised at times.	The feedback has been discussed at the ward meeting. The Health Board values have been reiterated. The hospital team try to ensure the patient is in the appropriate ward, but this is on occasion not possible, due to site pressures. This is explained to the patient and communicated to the appropriate teams. Medical patients can be safely managed on a surgical ward, with medical consultant and junior doctor input.

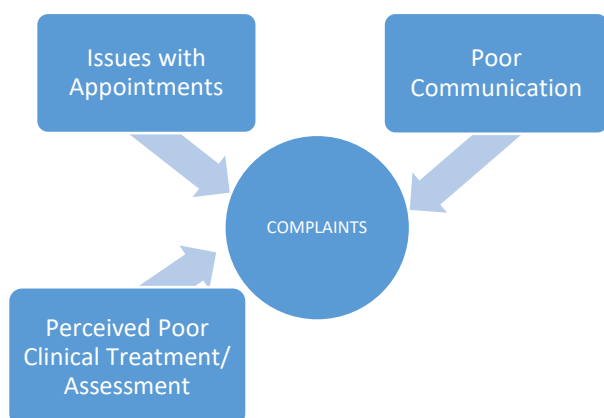
The pet scan process was unorganised, no drug chart was sent with me, as the nurse was not familiar with the process.	This has been addressed with the nursing staff and clear instruction provided that the appropriate documentation accompanies the patient to the scan.
I am Spanish and my English is weak, but did feel that I could have had more attention at home, facetime with my family was unavailable.	The use of an interpreter was used at specific times, to communicate diagnosis and planned care management. In future, the patient will be asked about how often an interpreter is required and to ensure other needs are established, such as family communication needs are met.
The noise of the drug door kept me awake at night, due to the slamming of the door. Suggest using a noise stopper.	This has been reported to the Maintenance Team who will address this.
I was in a bay with people who were confused, which I found very upsetting.	There are limited side rooms available and these may be required for infection control, and end of life situations. Some patients may also need to be placed in areas where there can be heightened observation. If patients are feeling upset or concerned, they are always encouraged to share this with the nursing staff who will help find a solution and address the concerns.
The food was the weakest part of the whole experience. Food cooked on site was dry and inedible, probably from being too long in the warmer.	This feedback has been received by the department who will ensure food is not standing for too long. Feedback from patients on the food quality is welcomed and will help improve the quality going forward.
The waiting of 4 hours in the emergency department was too long, my father who is 91 had fallen and was bleeding, this was unacceptable.	Patients are triaged (assessed) according to clinical need. The department tries to ensure that all patients are seen and treated within four hours. A new arrangement is being piloted where all patients are rapidly seen and investigations started during the triage phase.
There were two evenings during my stay where the ward had only two members of staff (one health care support worker and one nurse) due to sickness. On these nights the standard of care dropped significantly.	The ward team recognise the problems associated with short term staff sickness, as it is difficult to cover staff at short notice. On these occasions bank/agency nurses are often required; however there are a small number of occasions when the ward is unable to cover the shortfall.
The waiting time for the call button to be answered was very long, sometimes up to 30 minutes	This was reviewed by the ward and at that time there were a high number of patients with significant needs due to severe illness. The Team has been reminded of the need to ensure call buttons are answered in a timely manner.

Pregnant women should be separated from other non-vulnerable patients and general waiting areas, the level of risk was too high.

The outpatient department has introduced strict social distancing measures and one-way systems. Staff constantly review for any potential social distancing issues. The sister is reviewing how further measures can be introduced.

9. Complaints Received

Core Themes



Complaints Received & Matters Complained about:-

For the period September and October 2020, 666 enquiries and concerns were received and recorded. Of these, 325 were managed through the 'Putting Things Right' process, with 173 having been investigated and closed within 30 working days.

Specialty	Jul	Aug	Total
A&E	15	15	30
General Practice	14	11	25
Orthopaedics	9	9	18
Medicine	6	7	13
Ophthalmology	5	6	11
Community Services	8	3	11
Urology	7	4	11
Surgery	6	4	10
Radiology	7	3	10
Gynaecology	3	5	8
Cardiovascular	3	4	7
Dermatology	3	4	7
Dental Services (PC)	3	3	6
Anaesthetics	1	1	2

Rank	Specialty	Sept	Oct	Total
1	General Practice	28	15	43
2	Orthopaedics	28	14	42
3	A&E	22	18	40
4	Gynaecology	12	15	27
5	Surgery	12	11	23
6	Urology	8	13	21
7	Dental Services (PC)	12	9	21
8	Dermatology	7	14	21
9	Medicine	13	7	20
10	Radiology	6	5	11
11	Ophthalmology	7	3	10
12	Anaesthetics	4	6	10
13	Community Services	5	4	9
14	Cardiovascular	6	3	9

General Practice, Orthopaedics, Accident & Emergency, and Gynaecology have been the top 4 ranking specialties for complaints received during September - October 2020. However, whilst there was a marked increase in the number of complaints received for these specialties in September, the percentage of complaints received in October has fallen.

There is an increase in complaints numbers for Gynaecology, Urology, Dermatology and Anaesthetics.

Overall, in comparison to July-August there is an upward trend in the numbers of concerns being received across the Health Board, due to the COVID-19 situation.

Communication issues are the main area of complaint for General Practice, Health Visiting, Orthopaedics, Respiratory, Surgery, Obstetrics and Diabetes. These complaints include areas such as referrals into hospital services; availability of services; care and treatment concerns and requests for facilitation of concerns being managed by individual practices. As reported previously, Medicine also continues to receive a number of complaints around these issues and these are being addressed via the Listening and Learning Committee.

Appointment issues include 'Wait for an Appointment', 'Appointment Delays' and 'Appointment Cancelled/Changed' with the specialties receiving most complaints/enquiries being Ophthalmology, Orthopaedics, Radiology, Urology, General Practice, Dermatology, Outpatients, Dental Services and Anaesthetics. Please refer to the attached link for updates on these areas: <https://hduhb.nhs.wales/restarting-services/>

Complaints about appointments are, in the main, in relation to the availability and commencement of a service for patients which have been delayed due to COVID-19.

Clinical Treatment/Assessment issues include 'Patient Perceived Poor Treatment Received', 'Treatment Delayed/Postponed/Cancelled', with Orthopaedics and Accident & Emergency Department receiving the highest number of complaints for this subject matter. The majority of Accident & Emergency concerns are being investigated and have not been resolved as early resolutions with complaints continuing to be raised in relation to both clinical treatment/assessment and attitude/behaviour. Orthopaedics complaints are, as previously reported, generally in relation to the re-start of services and waiting times.

10. Public Services Ombudsman for Wales

Two cases have proceeded to investigation during the period, a total of 8 cases for the year.

One final investigation report has been received, which was upheld. The case involved the care received by a lady who was admitted to Bronglais hospital with severe confusion and agitation. The Ombudsman found that the patient was not asked whether she wanted supervision while she was using the commode. This led to uncertainty whether she would have wanted someone with her and, therefore, whether her unwitnessed fall from the commode could have been prevented. However, it did not appear that the fall was the cause of her shoulder injury.

The Ombudsman also found failures to report fully on radiological images of the shoulder injury and to obtain further images to investigate the extent of the injury. As a result, the shoulder fracture and dislocation was not accurately diagnosed and could not have been considered in decisions about her care plan or communicated to her. Furthermore, no attempt was made to ensure that the patient was fully informed about the nature of her injury and her treatment options during her admission, and she was not given adequate information on how to care for her injury or where to seek support once she was home. All recommendations have been accepted and progressed.

11. What Are We Doing in response to concerns?

In relation to patient communication, the development of web resources and improved patient information will assist in addressing many of the queries and concerns received. We are also supporting patient communication through other means, including radio advertisements, working with local media and key stakeholders, and using digital screens and social media. We have seen significant growth in our social media audience and continue to provide targeted resources such as those in BSL and other languages, as well as videos and infographics.

Work is progressing in relation to providing a single point of contact and proactively communicating with patients who are waiting for appointments or treatments. Looking at how the Health Board corresponds with patients is also being reviewed with a view to using a digital first approach.

Customer care and patient experience training will be provided to all staff, as part of the launch of the Improving Patient Experience Charter in 2021.

The way in which the family liaison officer service will operate in future, is currently being reviewed.

In respect of concerns regarding the clinical treatment, such as delays in diagnosis, there is a quality improvement collaborative project looking at how test results are reviewed and actioned.

The way in which fractures are diagnosed and managed is also being reviewed as part of the quality improvement plan.

Work continues on the way in which appointments and follow up arrangements are managed and provided.

The outcomes of the concerns closed and lessons learnt are reviewed and monitored by the individual services' quality, safety and experience meetings.

All cases with significant learning are reviewed by the Listening and Learning Sub-Committee and the themes and actions arising from this are presented to the Quality, Safety and Experience Assurance Committee.

There are currently no concerns to bring to the attention of the Board in respect of outstanding actions / recommendations from the Ombudsman.