



CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

DYDDIAD Y CYFARFOD: DATE OF MEETING:	27 January 2022
TEITL YR ADRODDIAD: TITLE OF REPORT:	Improving Patient Experience
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Mandy Rayani, Director of Nursing, Quality & Patient Experience
SWYDDOG ADRODD: REPORTING OFFICER:	Louise O'Connor, Assistant Director, Legal Services / Patient Experience

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

The attached report provides a summary of patient experience feedback and activity for the period ending 31st December 2021.

Cefndir / Background

The Board is asked to note progress made in supporting the improvement of family and service user experience, and the current position in relation to feedback, including complaints.

Asesiad / Assessment

Patient and service user feedback is received into the UHB through a variety of routes: Friend and Family Test (FFT); compliments, concerns and complaints, Patient Advice and Liaison Service (PALS) feedback; local surveys; the all Wales NHS survey and via social media.

The main areas of activity and progress for the Patient Experience Team are summarised in the report. The new patient experience feedback system is currently in the final stages of development, as part of the Once for Wales programme. This system will enable all services to be included within the FFT survey and provide a wider range of feedback.

For the period, a total of 819 (589 previous period) concerns were received into the patient support contact centre including enquiries; 219 were complaints requiring investigation under the putting things right process. An increase in the number of calls relating to vaccinations and COVID-19 enquiries were received.

Public Services Ombudsman – there have been no final reports received during this period. However there have been a number of draft reports which are currently being considered and responded to.

The predominant themes within complaints and patient experience feedback continue to be around waiting times/waiting lists and accessing accident and emergency services. The patient

stories emphasise the importance of communication and ensuring ongoing support and contact for patients, particularly where face to face appointments are reduced.

Communication with patients waiting for treatment is a priority for the UHB, and is being addressed as a matter of urgency, as is exploring alternative ways of providing surgeries to manage our waiting times and lists.

Argymhelliad / Recommendation

The Board is asked to receive the Improving Patient Experience report, which highlights to patients and to the public the main themes arising from patient feedback.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Risk 581 Health Board wide risk of not learning from events in a timely manner (current score 8).
Safon(au) Gofal ac Iechyd: Health and Care Standard(s): Hyperlink to NHS Wales Health & Care Standards	6.3 Listening and Learning from Feedback
Amcanion Strategol y BIP: UHB Strategic Objectives: Hyperlink to HDdUHB Strategic Objectives	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	8. Transform our communities through collaboration with people, communities and partners

Gwybodaeth Ychwanegol:

Further Information:

Ar sail tystiolaeth: Evidence Base:	NHS (Concerns, Complaints and Redress Arrangements) (Wales) 2011
Rhestr Termau: Glossary of Terms:	Included within the main body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Not applicable

Effaith: (rhaid cwblhau)

Impact: (must be completed)

Ariannol / Gwerth am Arian: Financial / Service:	All concerns have a potential financial implication: whether this is by way of financial redress, following an admission of qualifying liability, or an ex-gratia payment
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	for poor management of a process; or an award made by the Ombudsman following review of a concern.
Ansawdd / Gofal Claf: Quality / Patient Care:	<p>Improving the patient experience and outcomes for patients is a key priority for the UHB. All concerns received from patients, public and staff alike are taken seriously and investigated in accordance with the procedures.</p> <p>Information from concerns raised, highlights a number of clinical and service risks which should be reflected in Directorate Risk Registers. All Directorates are required to have in place arrangements for ensuring lessons are learnt as a result of investigation findings regarding concerns and that appropriate action is taken to improve patient care.</p>
Gweithlu: Workforce:	The 'Putting Things Right' process is designed to support staff involved in concerns and incidents. All managerial staff have a responsibility to ensure staff are appropriately supported and receive appropriate advice throughout the process. The success of the process is dependent upon the commitment and support from staff across the organisation, not only as part of the investigation process and transparency arrangements, but in the encouragement of patients and their families to provide feedback, both positive and negative, to support organisational learning.
Risg: Risk:	Information from concerns raised highlights a number of clinical and service risks which should be reflected in Directorate and Corporate Risk Registers. There are financial and reputational risks associated with complaints that are upheld or not managed in accordance with the Regulations. The UHB also has a duty to consider redress as part of the management of concerns, which carries financial risks associated with obtaining expert reports and redress packages.
Cyfreithiol: Legal:	<p>The UHB has a duty under the Concerns and Redress Regulations to consider redress where this is deemed to be a qualifying liability.</p> <p>The Regulations also incorporate formal claims, including clinical negligence and personal injury claims.</p>
Enw Da: Reputational:	There are ongoing reputational risks for the UHB in relation to media, press and social media regarding any concerns, and outcomes from published Ombudsman Reports and any external investigations/inquiries.
Gyfrinachedd: Privacy:	Only relevant information is reviewed as part of the concerns process and this is carried out with the explicit consent of the patient or authorised representative. Information is recorded and treated sensitively and only shared with individuals relevant to the investigation process.

Cydraddoldeb: Equality:	<p>The process is established to learn from concerns: it is designed to ensure that it is fully accessible to patients and their families. The aim is to involve patients throughout the process and to offer meetings with relevant clinicians, with the required support depending upon individual needs.</p> <p>Advocacy is offered in the form of Community Health Council (CHC) advocates, and specialist advocacy is also arranged where necessary, e.g. in the areas of Mental Health, Learning Disability or Children/Young People's Services.</p> <p>Concerns literature is accessible in a range of languages and formats and translation services are available, as required.</p>
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GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

IMPROVING PATIENT EXPERIENCE REPORT

November/December 2021



1. Introduction

Service user feedback is important to monitor the experience of those who use our services and through this, the quality of care that they receive. This allows us to identify where services need to improve and to share good practice when experiences are positive. The following information demonstrates how we are continuing to increase the capture of service user feedback by providing various ways in which this can be provided. Most importantly, service users should feel that there has been a valuable purpose to them providing their feedback. It is our priority to act on all feedback received as part of our culture of improvement.

2. Patient/Staff Story Feedback

Cancer – A Patient’s Journey

Please click on the link below to hear a patient’s journey with neck cancer.

This story has been shared with the Head and Neck Cancer Nurses who are using patient experiences to improve their service.

[Neck and Cancer Service - YouTube](#)

Supporting a family member with a learning disability

Shaun is a young adult who supports his brother; he has shared his experience with the Patient Experience Team:

“I have only recently started to support my brother who has a learning difficulty. One of the main ways in which I have helped him so far is to attend doctors or dental appointments with him. Sometimes it can be hard for my brother to understand and process what is being said to him – he may mishear words or sentences, or he may not understand the general conversation. When being spoken to my brother’s listening can miss-match, he may be listening one moment and then his attention goes, and he doesn’t listen to the conversation anymore.

I support him by being an extra pair of ears. I can understand and listen to a conversation and if needed prompt my brother. I can then explain information back to him. I can also keep a record of this information, something which my brother can sometimes quickly forget.”

Within the stories we have received this month, the importance of support and assistance from professionals and the ability to have family/friends involved throughout the patient journey has been emphasised. Clear communication and the ability to contact someone within the service for further advice and assistance or to talk through concerns has been a priority for the patients we have spoken to, particularly during the challenges that the COVID-19 pandemic has placed on services.

This finding has been shared with the Operational Quality, Safety and Experience Sub-Committee to ensure that this important part of patient care is not overlooked and that additional consideration is given to this as part of the delivery of care.

3. Compliments

Compliments received during the period November and December 2021

Below is a small selection of the compliments, which show how staff are providing positive patient experiences by demonstrating the Health Board values. Everyone involved appreciates receiving recognition of this from patients and their relatives or carers, and it is so important to share and learn from what is working well. These are now being communicated back to staff via a number of methods including the recently implemented the “Feel Good Friday” initiative.

To everyone in the perinatal team, thank you so much for giving me the opportunity to experience a placement at your team and for making me feel so welcome, I am grateful for the experiences I have been able to undertake and for all the lovely, amazing people I have been able to meet. Thank you for having me and I really hope I can come back in the future.

Mental Health Services - Perinatal Services

Fantastic helpful staff. Chatty and informative. Relaxing ward, again due to the attitude of the staff. Made the day easy to cope with. Attentive to patient's needs. Very good day Unit. I cannot praise them all enough. Thank you for a pleasant day.

Glangwili General Hospital – Tysul Ward

I want to say a big thank you to you. The way you have kept me informed has been excellent. You really put the extra effort in, and I know you do that for everybody, but you have really made me feel special. The way you do things is brilliant.

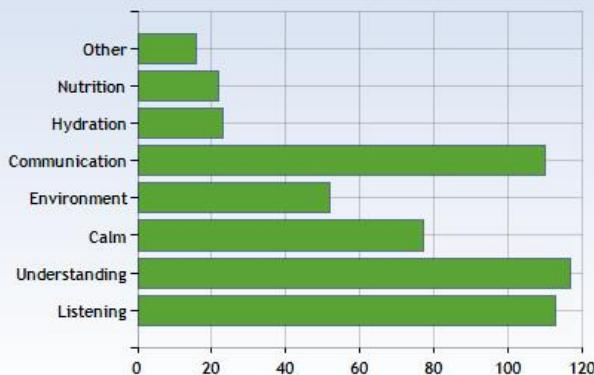
Withybush General Hospital – Colposcopy

To all on Ward 8 and the Coronary Care Unit, the doctors, nurses, orderlies, and tea people. You are all very special. To the best team in the NHS. Thank you, the care you gave me was outstanding and I will never forget any of you. Wish best wishes to you all.

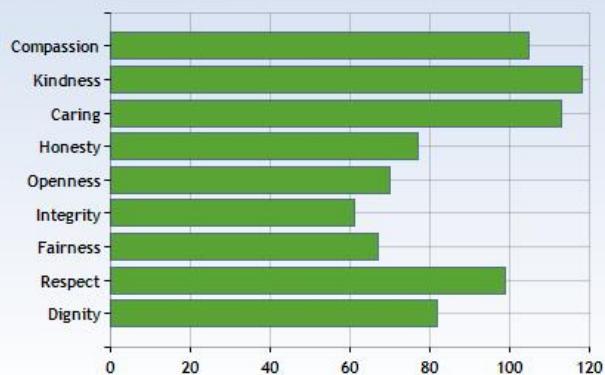
Withybush General Hospital – Ward 8 (Coronary Care Unit)

Understanding and Communication are the two greatest sentiments that are expressed, and the health board values of kindness and caring are the values the compliments are most aligned to.

Please select all of the sentiments in the compliment



Health Board Values



In addition to the above, during the period, the Health Board also received compliments direct to the patient Experience team.

Here are a few examples:

The patient's wife said the care he received was exceptional from every staff member that cared for him. Fortunate enough to be with her husband as he passed away and the sensitivity and compassion that was shown to her made the worst possible situation bearable. She wants to acknowledge Natasha who was the nurse who supported her and dealt with her husband with such dignity. She is absolutely a credit to the health board and to the nursing profession. I cannot articulate how grateful I am to her and her colleagues that evening. Their kindness and professionalism will never be forgotten.

The patient's daughter said she is grateful for her mum's care and wanted thank Georgia for her communication with her father, the treatment by Dr Puffett and her colleagues so that she never felt "in the dark". She also wanted to thank the reception staff at ward 3 for their kindness lastly, she wants to single out Lisa Marshall for her wonderful support for her whole family in her mums last days.

Withybush General Hospital – Ward 3

Dr Jones listened to my concerns and offered for me to attend the out of hours GP facility instead where he could arrange direct access to the ward and a consultant. This was much more appropriate care, and I am very grateful to him for taking my concerns seriously.

Out of hours General Practice

Message of thanks

The Patient Experience team received messages from the children of Glyncollen Primary to share with all Health Board Staff they wanted to “Express their gratitude to professionals who have provided support and care to others during a very difficult period.

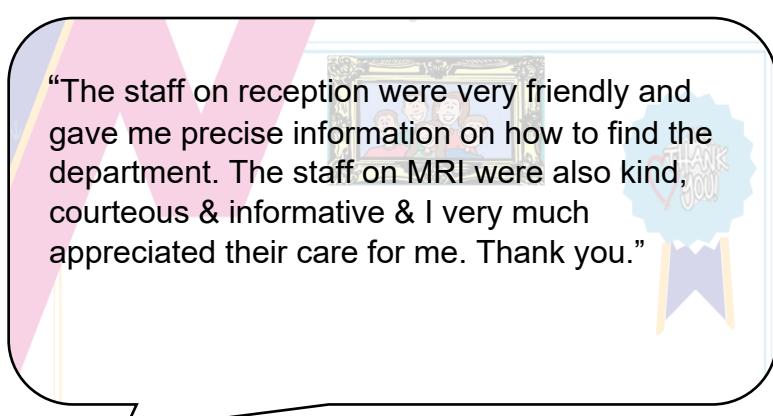


The Big Thank You Compliments

During the period, 56 “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 are pleased to see an increase in these compliments.

It was lovely to deliver a message of thanks to the Radiology Department at Withybush Hospital from a patient. The patient thanked the department saying,



During 2021 we shared many compliments with staff from patients, families, and carers through our “Feel Good Friday”. This feedback was greatly appreciated by staff and staff said they looked forward to reading the comments every Friday.

Ceri Thomas a Macmillan Clinical Specialist Nurse from Derwen Ward, Glangwili received a Big Thank You certificate from a patient.

The patient thanked Ceri saying:



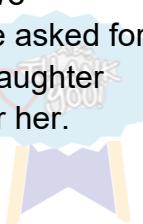
He was very professional and fully answered my questions and provided helpful advice for the future. He was very busy, but never felt I was just another patient and was most impressed by his caring attitude.

Glangwili General Hospital – Derwen Ward



My daughter and I would like to thank Jonathan Evans (Audiology). We attended a Saturday waiting list initiative clinic and We could not have asked for a better person to see. Jonathan took his time to explain fully to my daughter what he was doing, his findings and how life might be made easier for her. Thank you so much for this.

Withybush General Hospital – Audiology



The Pharmacy Department in Prince Phillip hospital received a Big Thank You certificate from a patient.

The patient thanked the department saying,

"The Pharmacy staff in Prince Philip are fabulous and always willing to help.

They do such a great job as well as the pathology ladies.

Thank you!"



Dr Elin Jones from Bronglais Oncology Unit received a Big Thank You certificate from a patient who has been attending the department.

The patient praised Dr Jones saying:

"The care she has provided to myself recently has been second to none and her empathy and caring nature is a credit to the organisation. I am also very complimentary about Dr Jones' secretary.

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. Currently, the majority of feedback received via the electronic system does relate to acute hospital provision. The initial phase of the feedback service focussed on emergency care and MIU departments with a phased roll out to all hospital services. With the implementation of the new system agreed on an all Wales basis, the decision was taken to await the new system before expanding FFT to a wider range of services, such as mental health and learning disability services and primary/community care. Also, given the current level of service provision due to the COVID-19 pandemic, not all services have been operating with the same levels of activity, this has further impacted on the number of people being surveyed and the range of services generating the automatic feedback mechanism.

During the period 34,472 patients who have either attended A&E, an outpatient consultation or have been discharged from an in-patient environment have been contacted electronically requesting their feedback from the Patient Feedback (FFT) system.

86% of the responses have a positive rating, 7% of responders rated their experience as negative (the remainder did not provide a rating); 7393 were not surveyed as they had already been surveyed at least once in the last 3 months.

The majority of areas have seen an increase over the period except for paediatric services which have started to see decline in the positive rating. These rating may be attributed to the increase in survey participation by patient's carers and their families. Further information will be provided in the report.

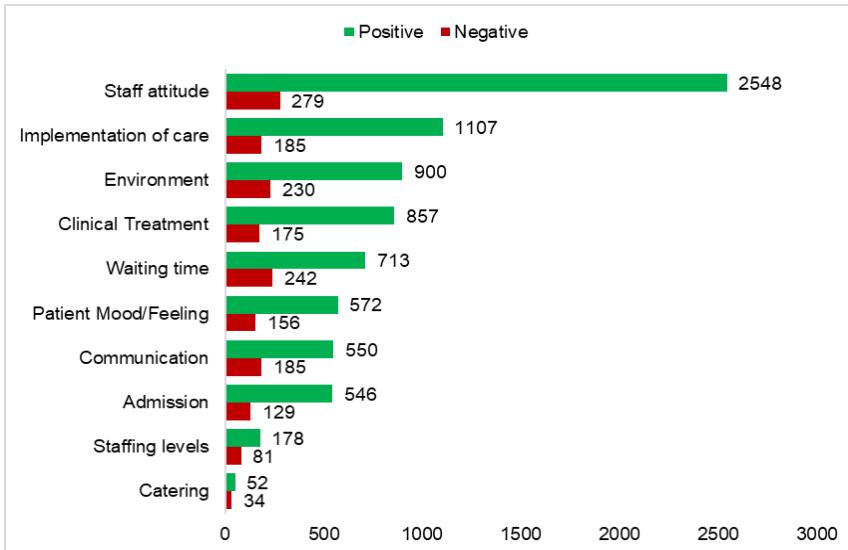
Inpatients and daycases continue to improve on their ratings while Outpatients have seen an improvement during the end of this period.

Further analysis will be undertaken by the team to determine any specific issues that can be addressed by the service.

Department	01/01/2021	01/02/2021	01/03/2021	01/04/2021	01/05/2021	01/06/2021	01/07/2021	01/08/2021	01/09/2021	01/10/2021	01/11/2021	01/12/2021 ▲
Emergency Department	92.02%	↓ 88.70%	↓ 86.60%	↓ 84.83%	↓ 83.56%	↓ 82.26%	82.90%	↓ 80.76%	↓ 78.57%	↑ 80.23%	↓ 80.10%	↑ 84.00%
Inpatients	86.73%	↑ 89.23%	↓ 87.65%	↓ 85.49%	↑ 90.13%	↓ 88.95%	86.39%	↓ 84.33%	↑ 84.71%	↓ 80.70%	↑ 85.40%	↑ 88.75%
Outpatients	95.31%	↓ 93.37%	↓ 89.63%	↑ 89.80%	↑ 90.76%	↓ 89.12%	91.95%	↓ 91.87%	↓ 91.21%	↑ 91.50%	↓ 90.61%	↑ 92.69%
Day Case	95.12%	↓ 91.38%	↑ 98.90%	↓ 97.44%	↑ 99.17%	↓ 98.29%	97.39%	↓ 95.92%	↓ 95.37%	↓ 95.10%	↑ 96.33%	↑ 96.88%
Paediatrics	87.50%	↑ 88.24%	↑ 95.24%	↓ 92.31%	↓ 87.50%	↑ 90.00%	95.65%	↓ 88.24%	↑ 94.44%	↑ 100.00%	↓ 92.00%	↓ 87.50%

The table below identifies the top 10 themes within the feedback received.

There are nine times the volume of positive feedback in relation to staff attitude than negative feedback. There has also been a significant increase in positive feedback regarding implementation of care, followed by the environment.



Positive Rating by acute sites

Hospital and Department	Average of positive feedback
Bronglais General Hospital	94%
Glangwili General Hospital	90%
Prince Philip Hospital	95%
Withybush General Hospital	88%

Acute sites by speciality

Withybush General Hospital

Hospital and Department	Average of positive feedback
Withybush General Hospital	88%
Child Health Department	100%
Endoscopy Unit	100%
Outpatient Department	96%
Same Day Emergency Care Unit	88%
Ward 1	87%
Ward 10	100%
Ward 11	91%
Ward 3	75%
Ward 4	96%
Ward 8	100%
Accident & Emergency Department	82%

Glangwili General Hospital

Hospital and Department	Average of positive feedback
Glangwili General Hospital	90%
Ambulatory Care Unit	52%
Cadog Ward	100%
Childrens Centre	100%
Cilgerran Ward	100%
Cleddau Ward	91%
Clinical Decision Unit	80%
Coronary Care Unit	100%
Derwen Ward	90%
Dewi Ward	100%
Endoscopy Unit	100%
Gwenllian Ward	100%
Merlin Ward	100%
Outpatient Department	96%
Padarn Ward	100%
Paediatric Ambulatory Care Unit	96%
Picton Ward	75%
Same Day Emergency Care Unit	100%
Steffan Ward	100%
Teifi Ward	89%
Towy Ward	0%
Tysul Ward	97%
Accident & Emergency Department	84%

Bronglais General Hospital

Hospital and Department	Average of positive feedback
Bronglais General Hospital	94%
Angharad Ward	100%
Antenatal Department	100%
Ceredig Ward	100%
Clinical Decisions Unit	100%
Day Surgical Unit	99%
Dyfi Ward	92%
Endoscopy Unit	98%
Gwenllian Ward	100%
Medical Day Unit	100%
Meurig Ward	100%
Outpatients Department	98%
Paediatric Ambulatory Care Unit	100%
Paediatric and Antenatal Clinic	100%
Rhiannon Ward	94%
Y Banwy Unit	80%
Ystwyth Ward	100%
Accident & Emergency Department	90%

Prince Philip Hospital

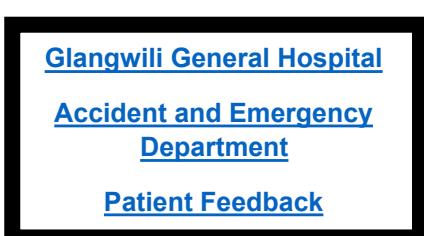
Hospital and Department	Average of positive feedback
Prince Philip Hospital	95%
Acute Medical Assessment Unit	87%
Endoscopy Unit	100%
Gerontology Day Hospital	100%
Outpatient Department	96%
Same Day Emergency Care Unit	95%
Ward 3	100%
Ward 4	100%
Ward 5	100%
Ward 6	100%
Ward 7	98%
Ward 9	100%
Minor Injuries Unit	92%

Outpatients has the highest overall performance for all acute sites with all achieving above average feedback of 96% and above.

Feedback provided by patients is shared further in the report to show what they feel we are doing well and what they feel we need to improve on.

The main themes of positive feedback relate to our staff and the kindness, compassion, and professionalism that they demonstrate in the care they deliver. Examples of this type of feedback are below:

Please click on the box below to hear some recent feedback



I was very impressed with everything I experienced in the hospital the staff were helpful kind and extremely considerate. I didn't have to wait more than a few minutes to see the Consultant or for the plaster treatment room. I know of people who have experienced long waits in A&E which can be difficult, but everything ran smoothly for me and I would like to take this opportunity to say THANK YOU to everyone I saw. Well Done.

Withybush General Hospital – Outpatient Department

Absolutely wonderful care cannot praise all staff enough. Dr Morris (Cardiac) and his trainee staff were outstanding I felt so lucky to have been treated by him He was professional friendly gave excellent advice and arranged a further access for further treatment you can be so proud of the staff in that department.

Prince Philip Hospital – Outpatient Department

I attended Prince Phillip hospital after being concerned with my health. The 4 medical staff that saw to my concerns were extremely efficient in seeing to my concerns and in a very professional manner, I have the highest regard for the staff who dealt with me and would like to thank them once again if it is possible with this message for their help and explaining things to me and referring me to another department for the near future for more medical assessment. I could not ask for more.

Prince Philip Hospital – Same Day

The staff on the ward were very friendly and tried to put everyone at ease. The specialists....my consultant anaesthetist and nursing staff had a great sense of humour which made me more relaxed. There were several students on the ward who came across very professional and showed a genuine interest whilst in the wards care. Gwyn who looked after me at admission was a very caring lady again nothing was too much trouble and she was very reassuring. I felt that the attention to care was exceptional.
Bronglais General Hospital – Day Surgical Unit

All staff on both the ward and operating theatre were absolutely amazing. They were polite, professional and helpful. They made me feel completely at ease and nothing was too much trouble. Would like to thank them all very much.

Glangwili General Hospital – Tysul Ward

Fantastic, my son has autism, and the staff were so understanding, very fast, hardly any waiting time and so polite. The hospital had a very calm feel to it. I can't thank the staff enough, the staff in X-ray were amazing with my son as he was a bit scared as it was his first time in hospital, and they made him feel at ease. It's a fantastic hospital with amazing staff I couldn't find fault in anything. Thankyou.

Withybush General Hospital – Emergency Department

Anyone who has kids will know how stressful it can be when they are poorly but the staff in paediatrics made it less stressful. They had so polite & made me really feel at ease whilst giving my baby girl the best care. They really took the time to listen to my concerns for my baby girl & we were able to return home the same day.

Thank you so much to all the staff that were on shift yesterday afternoon / last night!

Glangwili General Hospital – Paediatric Ambulatory Care Unit

It was very well organised. I didn't have to wait long at all to be seen. The staff nurses, HCSWs and the consultant were brilliant. Looked after me throughout my appointment and the procedure, they were always checking to see if I was OK throughout, I felt a bit unwell after it and they told me to sit in the waiting area until I felt better, they kept checking on me and made sure I was ok before leaving. Brilliant care, I felt very safe and well looked after.

Prince Philip Hospital – Outpatient

As a retired nurse from another health board, I was very impressed with the cleanliness of the hospital, the lovely, friendly, and professional staff, and the fact that everyone introduced themselves - so important! Very pleased with my treatment. Well done everyone - especially in this difficult time of Covid.

Glangwili General Hospital – Emergency Department

Examples of the negative feedback received are as follows.

The teams involved are alerted to feedback on a real time basis. However, not all responses can be investigated or responded to, as the feedback is provided anonymously. Where this is the case, services are asked to note the feedback and any themes/trends for improvements to enhance the patient experience. Responses from these service areas to the below feedback will be provided in the next report.

I was left in a chair for 3 days I was so ill I could hardly move I was offered food but left in my same clothes and no offer of a shower if I had not of been discharged I think I would be dead by know.

The nurse (male) we saw didn't really help and was very dismissive to my daughter's symptoms. She is in absolute agony now with her arm but he said there was nothing wrong, no X-ray was given so I don't know how he could say it's not broken or chipped!

I have waited 3/4 years for this appointment the consultant had none of my medical evidence and didn't even know what one of my medications were to be told to go home and do yoga and Thai chi with fractured spine, narrowing of the spine and arthritis in the neck including fractures when I can hardly move or get out of bed is just ridiculous I feel let down after all waiting so long and very saddened plus i am unsure If the neurologist was whom I was supposed to see.

Based upon my own experience last night I would suggest that your reception staff conduct some basic training in how to greet people and ask them for their personal details, I appreciate that they have a difficult job and need to deal with different issues throughout their shift, but surely the way to greet patients is with a smile and some dignity, good evening and welcome to the hospital, can I have your name and date of birth please, would be a more positive and professional introduction.

Absolutely disgusting, no social distancing in waiting, not once did I see anyone clean the waiting room or sanitise the seats or parts being touched, the toilet was in a disgusting condition and wasn't cleaned when they did check them just wrote on the paper on the door to say they had. No wonder we have covid so bad in this area, this was the worse I've ever seen. And the seats for parents, child and careers were taken by none parents or child or careers. Signs aren't visible enough to people clearly so my son had to stand while waiting which was extremely long!

Had to wait for the reception to stop gossiping before my existence was acknowledged, drunk injured lady was left unattended walking around annoying people and breaking any distancing measures, reception was loudly gossiping and swearing about what they were doing later, I waited 6 hours just to be very rudely told I was wasting my and the ER time being there since no one could help, I could barely move my leg and was in agony, if that was true why wasn't I turned away right after seeing triage. I was and made to feel like I didn't deserve any help.

I feel like my diagnosis (without proof) was to brush me off and get me out, felt like they had no time for me or what I had to say. I feel like my diagnosis is wrong, and am looking in to the possibility of private health care as I'm very unhappy with my time there.

Consultant was over an hour late for my appointment, no apology given by consultant, nurse did though in all fairness to her, consultant very belittling in his manner to me, abrupt, even the way he spoke to nurse was awful, not the outcome I was expecting, wouldn't want to come back and see him again!!

My knee hurts badly I believe I was fobbed off because of my age and the doctor without examining me said I have osteoarthritis This badly throbbing knee is still badly throbbing and has been for two weeks don't believe osteoarthritis comes on that suddenly I am not happy with the attention I did not get.

The Patient Experience Team continue to work on our new Patient Feedback System with the new Once for Wales system, with the aim of having no disruption to the collection of our valuable experience feedback. As stated in our previous report the new system offers significant enhancements over our current system and will straighten the real time delivery of feedback direct to our frontline teams.

5. All Wales Experience Questionnaire

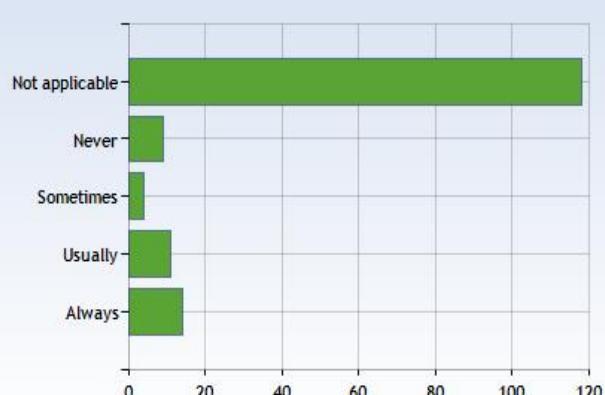
Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?		Responses
Bronglais	8.6	68
Glangwili	8.2	79
Prince Philip	7.1	21
Withybush	8.4	69
Grand Total	8.3	237

	Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?	Responses
Bronglais	8.6	68
Ceredig Ward	8.9	34
Day Surgery Unit	9.7	3
Dyfi Ward	10.0	1
Emergency Department	6.4	5
Endoscopy	8.0	1
Gwenllian Maternity Unit	5.0	1
Meurig Ward	9.1	7
Outpatients	10.0	1
Rhiannon Ward	10.0	1
Ystwyth Ward	8.0	14
Glangwili	8.2	79
Antenatal Day Assessment	10.0	1
Cilgerran Ward (Children's Ward)	0.0	1
Clinical Decisions Unit	9.3	3
Coronary Care Unit	10.0	1
Critical Care Unit	10.0	1
Derwen Ward	9.5	4
Derwen Ward	8.6	7
Emergency Department	7.0	15
Gwenllian (Acute Stroke Unit)	9.1	13
Gwenllian Ward	9.8	13
Merlin Ward (Eye Unit)	7.8	6
MRI	0.0	1
Outpatients Department	10.0	2
Picton Ward	0.0	1
Plaster Room	8.0	1
Rapid Access Clinic - Gynaecology	9.0	1
Same Day Emergency Care (SDEC)	1.0	1
Steffan Ward	9.5	2
Teifi Ward	8.0	1
Towy Ward	7.8	4
Prince Philip	7.1	21
Acute Stroke Unit	5.0	1
Audiology	3.0	1
Breast Care Unit	10.0	1
Cardio-Respiratory	10.0	1
Chemotherapy Day Unit	2.0	1
Minor Injuries Unit	0.5	2
Outpatients	4.3	3
Rheumatology	10.0	3
Ward 1	9.0	4
Ward 6	10.0	1
Ward 7	10.0	2
Ward 9 (Rehabilitation & Assessment Unit)	10.0	1
Withybush	8.4	69
Colposcopy	10.0	1
Day Surgery Unit	4.0	1
Emergency Department	6.5	11
Midwife Led Unit	2.0	1
MRI	10.0	1
Mynydd Mawr Rehabilitation Unit	10.0	1
Outpatients A	1.0	1
Paediatric Ambulatory Care Unit	10.0	2
Radiology	10.0	1
Rheumatology	10.0	7
Same Day Emergency Care (SDEC)	5.0	1
Ward 1	9.3	3
Ward 10	9.9	20
Ward 7	7.3	3
Ward 8 (Coronary Care Unit)	7.6	8
Ward 9 (Frailty Unit)	8.6	7
Grand Total	8.3	237

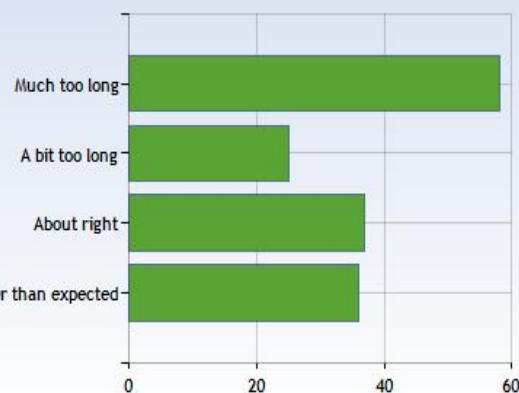
1. Did you feel that you were listened to?



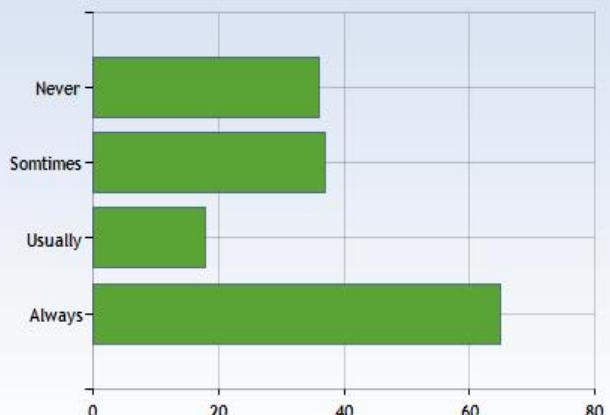
2. Were you able to speak in Welsh to staff if you needed to?



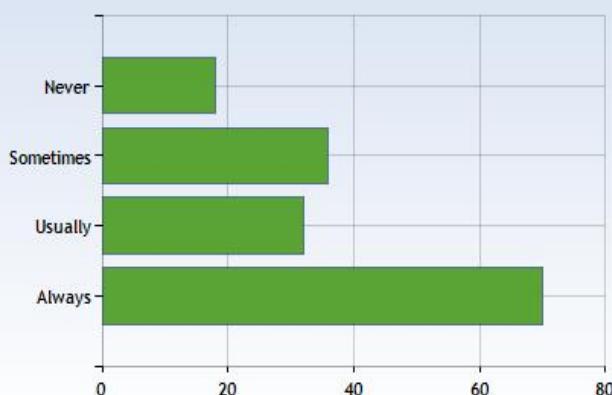
3. From the time you realised you needed to use this service, was the time you waited:



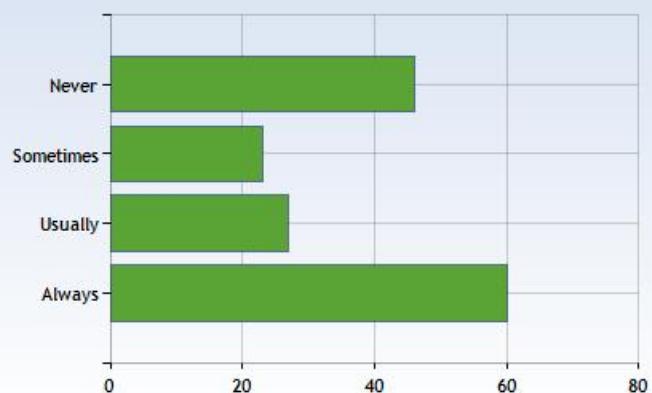
4. Did you feel well cared for?



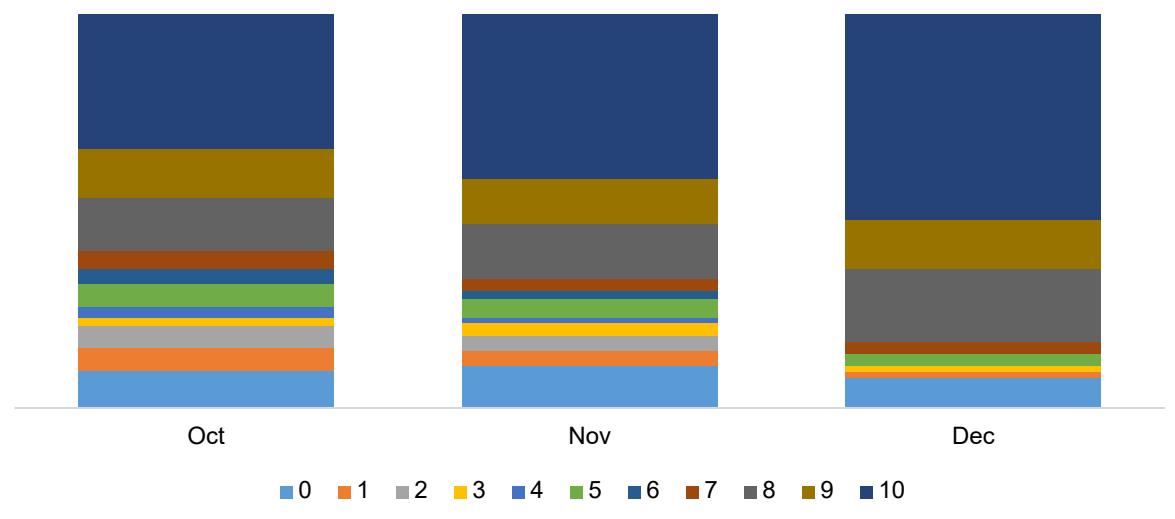
7. Were things explained to you in a way that you could understand?



8. Were you involved as much as you wanted to be in decisions about your care?



9. Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?



A sample of responses to the qualitative questions 10 and 11 are shown below:

Q10. Was there anything particularly good about your experience that you would like to tell us about?

- All the staff I have come across were fantastic. They supported me when needed. The consultants have been excellent, and the day surgery nurses put me at ease.
- All the staff in the A&E department were friendly, professional, and extremely caring, despite being over worked in the busy department

- Attended Emergency Department (ED) with 4-year-old son who suffered a severe allergic reaction. On Sat 16th of October. The staff in ED, in particular the triage nurse was exceptional; kind, friendly & professional immediately putting my son at ease. It was clearly busy & all the staff gave their full attention & focus. We were moved to be monitored on the paediatric assessment unit where once again it was clear how busy the staff were. But we were treated very well. Thank you all and hope these comments make their way to the staff.
- Called in to Rheumatology quite worried about a medical symptom and saw Suzanne, she immediately put my mind at rest and arranged tests to check everything that day. Totally took away my worry and was so kind and professional, thank you
- I would love to provide some nice feedback about the midwives who took care of me whilst I attended antenatal triage for reduced fetal movement. I was primarily cared for by Rhian who was a student midwife. She was lovely and made me feel so reassured regarding my baby's movements. I was quite stressed when I arrived, but Rhian immediately helped put me at ease. Unfortunately, I did not catch the name of the other midwife who helped me whilst I was there, but she was also very reassuring and caring.
- It doesn't matter how busy the staff are, they treat you with compassion and care. Always with a smile
- Kept well informed re changes to my appointment and still seen on the day I should have been.
- Level of care and compassion. Promotion of my dignity and the care about the fact I was so ill, felt lonely and at times frightened. I was given such respect and the treatment when needed.
- That A and E triage doctor and nurse were very sensitive when examining and treating my teenage daughter, as was the nurse in the Minor Injuries Unit the next day
- The care and attention to me when attending outpatients and the covid safety aspect was excellent. And then on the day ward I was assigned Nurse Gwen who couldn't have been kinder or more caring and made me feel very special. The team in the operating theatre were equally as caring and kind. All in all, I was very impressed with my care from start to finish.
- The doctor was very helpful and explained things in a way that was easy to understand for me. The doctor was very kind and had a lovely manner about him.
- The night staff on ward very supportive and helpful went over and above the theatre team and consultant we saw prior to the event was brilliant.
- The nurses in A&E and on the Picton ward were very kind and caring and made me feel well looked after.
- The rapid way the diagnostic procedures were carried out and the polite and courteous way all medical staff treated me and my partner. Answering all our questions.
- the team from the Endoscopy dept were amazing. really kind and caring. especially Rachel (prince Philip Llanelli)
- Everything went well, pleased with the service and outcome. Very nice consultant, whom I'd never met before but soon put me at ease with the help of Helen Frise Jones, who is always very friendly and helpful. I have nothing other than praise for all N H S staff.

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

- If someone is their alone and, in a wheelchair, check on them now and then. - If someone in the waiting room is visibly in a lot of pain or distress, help them, don't ignore them for hours - When someone asks for help, offer them constructive help, such as some water, medication or to be moved someone where less distressful. Don't simply give them a line and walk away.

- When a person is discussing their medical needs in a public waiting room with a lowered voice, do not respond in a loud voice for the whole room to hear but instead respect their privacy
- More privacy when talking to the A and E receptionist 2) ask everyone in A and E to wear a mask 3) more chairs to sit on (even if outside under cover)
- All services are separate between Withybush hospital, Glangwilli hospital and the sexual health clinic. I felt that I was constantly ringing different departments and being told different information, but they wouldn't work together, and it made me feel very unsupported.
- Feel there was a total lack of communication between patient and hospital from initial admittance beginning July 2020 to cardioversion being performed in June 2021. If patient hadn't initiated ongoing communication between hospital, we wouldn't have heard anything. Have had to constantly chase to find out what is happening. Lack of written communication is shocking. Majority of communication is verbal. Lack of communication caused stress. Communication between the hospital and GP is also a grey area.
- I am pregnant and was sent a letter for a 12-week scan and advised to attend Cadi Suite. There was no information given on the letter on how to find this. I looked on the Hywel Dda website and couldn't access a map (the link to click on to find a map kept taking me in circles). There were no instructions on the Hywel Dda website maternity section on how to attend a scan, what to expect, where to go etc. I looked on google and found site maps for Hywel Dda and Cadi Suite isn't listed anywhere. I found out where to go by finding a comment from someone on Facebook.
- I think in Ceredig East a day room to watch television at times would help. When you only have your bed, and you have no television or change of environment it's hard. Having to try and keep mobile but only having the ward corridor to use as we could not go out due to covid restrictions and restrictions of drips and my fragility.
- I was telephoned by the chemotherapy team and assured that A&E were expecting me but still waited 90 mins to be admitted.
- I've been unable to get the hearing aids I need. I'm very upset as other health boards offer them. I've recently had surgery to remove a brain tumour which have left me deaf in one ear. I'm very unhappy to the selection of hearing aids available in Hywel Dda (only 1) which were wired. Other health boards have stopped offering these as they do not work and are very limiting!! This is affecting my mental health; I feel nervous going out in case I miss people talking to me and isolated
- Patients arriving in A&E reception should be attended to with speed and compassion - not ignored when in great distress
- Quicker response to requests for bottles. On occasions I fell that I was under pressure to walk all the way to the toilet using a Zimmer frame, before I felt confident in doing so. This was especially true in the later bays of my stay in Glangwili.
- The consultant keeping to time, especially when you are first patient of day. Being treated like a human, not a piece of meat to through around quickly.
- Yes, a lot could and should be changed. A good start would be to listen to the patient and not disregard symptoms resulting in years of pain and suffering. Continual excuses for delays and lack of adequate support services for adequate investigations.
- You could change the ruling that partners are able to attend all scans and appointments I have bad anxiety and epilepsy and I need my partner there with me for all of this, and he since having my 12 and 20 week scans has been told to wait in the car Its unfair but yet you can go to a nightclub with people that sent the same bubble rules have changed in England regarding antenatal appointments they need to hear so women don't have to feel like a single mother and do it alone.

- You could make sure that the nurse and Dr always introduce themselves to the patient. I got called into the triage room by a grumpy young woman who didn't bother to tell me her name or make eye contact! She plonked herself down in the chair opened a file and said "so tell me what's been happening" without even looking at me
- The doctor who saw me was very grumpy, rude, and seemed to think he knew my body better than me, the lump that had appeared quickly and caused me distress had always been there and I just hadn't noticed it for the previous 28 years. He didn't even check the right place and then just walked out of the room when I questioned further. I came to A&E because I was distressed by the sudden growth and pain caused and I am pregnant.

Community Nursing

We can share feedback from patients, their families and carers who have received care by the Community Nursing team. We will share further feedback from specialist services in the next report.

- My Dad sadly passed away recently. I want to say that his end of life care from District Nurses was excellent, communication with patient and family was perfect, they were easy to contact, informative and supportive, I can honestly say exceptional, I'm truly grateful
- The Nurse at leg clinic is very cheery, so I look forward to my appointment for the leg care and pleasant company.
- I was grateful for the telephone advice and referral to catheter clinic. Apart from that I'm managing my catheter myself without problem so far.
- Speaking as Head of staff at care home. Were very satisfied with the Nurses care, they're approachable, informative, and caring. I must particularly commend the end of life care which is always exceptional.
- I'm housebound so grateful for the support of the Community Nurses who are efficient, caring and very friendly.
- The Nurses care was beyond my expectations on more than one occasion, they're so helpful. I was very happy with my care and my wife's.
- The Nurses were very patient and supportive teaching me to give my own insulin, the care was excellent.

6. Paediatric Feedback



The voice of children and young people are a vital part of improving our patient experience work.

The Patient Experience Apprentices continue to visit the ward to support the teams by encouraging patients and their families to provide feedback.

During the period the number for each of the paediatric questionnaires have increased significantly to 309 with 231 responses in parents/carer/ relatives survey: 42 responses in the 12 to 16 year old survey and 36 responses in 4 to 11 year old survey.

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

“The nurses and doctors were very, very nice and friendly. Always funny. The food was brilliant, it was like heaven.” **Cilgerran Ward, Glangwili General Hospital**

From the 4 to 11 year old survey

“The mental support. The caring nursing staff and other members of staff. The atmosphere and the environment. Basically, all aspects. Thank you to everyone”. – **Cilgerran Ward, Glangwili General Hospital.**

From 12 to 16 year old survey

“I have always felt comfortable to speak my mind and ask questions when needed” – **Paediatric Ambulatory Care Unit, Glangwili General Hospital**

From the 12 to 16 year old survey

“Doctors, nurses and Health Care Support Workers were all brilliant, explaining, answering questions, checking on myself as well as my daughter. Everyone was so polite”.

– **Angharad Ward, Bronglais General Hospital.**

From Parents /Carers and Relatives Survey

The Paediatric surveys are all on the new patient feedback platform and are available on [Patient support services \(complaints & feedback\) - Hywel Dda University Health Board \(nhs.wales\)](https://www.hdwales.nhs.wales/patient-support-services-complaints-feedback-hywel-dda-university-health-board-nhs-wales)

Our apprentices continue to support our Paediatric services, the team play an important part in capturing the voice of our paediatric patients, their parents, and carers.

The Play Leaders have made the apprentices very welcome on the ward and the team are very appreciated of their support in capturing feedback.

The team have enjoyed joining in with the festive spirit on the wards during the Christmas period and will continue to support capturing feedback in the 2022.



7. You Said/We Did

You Said (comment received)	We Did (response from service)
<p>There were long waiting times within the Emergency Department.</p> <p>The experience was made more difficult to the environment and seating within the waiting area particularly at Glangwili Hospital.</p> <p>Communication was not at the standard you would expect within the department.</p>	<p>Due to unprecedented demands upon the emergency department, the waiting times have increased significantly. This is under constant review to see what improvements can be made to improve patient and staff experiences. This is discussed further in point 12 below. Within Glangwili Hospital, an area is being designed as an assessment room, which will enable patients to have timely clinical observations, blood tests and other clinical tests while they are waiting. This will be staffed by clinical staff.</p> <p>A nurse is assigned to the waiting room, but it is accepted that additional support is required, which is currently being reviewed.</p> <p>The physical environment within the emergency department at Glangwili Hospital has been identified as a challenge and in need of improvement due to the impact on patient experience. New seating has been purchased together with new screening.</p> <p>Family liaison officers have been employed to support communication between patients and their families and to support patients in the waiting area. Currently the hours are limited and we are therefore reviewing how we can improve upon this support, including access to food/ drink and to liaise with the nursing staff regarding any concerns or requests for pain relief that may arise.</p> <p>Work to improve communication is being undertaken by the department.</p>
<p>Despite being referred to Glangwili Hospital to the paediatric team, there was a long waiting time within the emergency department before being seen.</p>	<p>Revised arrangements were necessary at the start of the COVID-19 pandemic. There is a system in place to ensure the rapid assessment and referral to the paediatric team, but there are some times when there are delays due to pressures within the hospital.</p>

There was a limited choice of hearing aids, which differs from other health boards.	Audiology provides a range of digital hearing aids that are chosen based on clinical need and following a discussion about hearing aid options with each patient. For patients who have no residual hearing in one ear CROS hearing aids are an option, but not all patients adapt to this form of amplification so 'wired' versions are explained and initially tried prior to purchasing 'wireless' versions. However, a significant number of patients prefer to use a mini mic/multi mic assistive listening device which is used with a conventional digital hearing aid in preference to a CROS aid.
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8. Our Family Liaison officers continue to support our Patients, families, and carers

Our new Family Liasion officers have settled into their new role and are enjoying their time on the wards supporting patients.

One of our new team members James works in Glangwili Hospital he wanted to share his experience of being a Family Liasion Officer (FLO).

"Being a FLO has given my patients the chance to see family members that they haven't been able to see in so long, due to the current pandemic. I have introduced a patient to her newborn granddaughter, I have connected family members from across the world to each other with Facetime, Zoom and Teams.

I have been given the opportunity to undertake further training to become a Learning Disability Champion (LDC) which has given me a greater understanding of those who live with complex care needs due to a learning disability. The Learning Disability Champions (LDC) link in with the Learning Disability Liaison Nurses.

I have been able to make reasonable adjustments to support patients with additional needs, I have been there at the patient's side from the moment they arrive on the ward to the moment they leave"

[Learning disability liaison nurses - extra support for you in your local hospital - Hywel Dda University Health Board \(nhs.wales\)](https://www.hyd.wales/learning-disability-liaison-nurses-extra-support-for-you-in-your-local-hospital-hywel-dda-university-health-board-nhs-wales).

The Patient Experience Team will be encouraging others to become Learning Disability Champions in 2022.

9. Arts in Health

The following has been submitted by our new Arts in Health Coordinators Kathryn Lambert and Dr Cath Jenkins following their first two months at the Health Board:

"At the end of our first 2 months we are incredibly excited about the overwhelming interest, need, support and enthusiasm for arts in health provision right across the health board.

We have received a really positive welcome and are looking forward to holding the first Arts in Health **Steering Group** meeting, chaired by Maria Battle in February, which we hope will help us to further identify a way forward for Arts in Health at Hywel Dda.

Our immediate priorities are to deliver creative activities for staff wellbeing (funded by NHS Charities Together) and our first patient pilot Art Boost (funded by The Arts Council of Wales and the Baring Foundation).

Arts in health for patients:

Art Boost (patient pilot)

- Together with sCAMHS, we have appointed 3 arts organisations via an open tender process to deliver Art Boost, an arts and mental health project for children and adolescents with eating disorders and low mood, anxiety and suicidal feelings.
- Three arts organisations, from the 3 counties have been appointed as follows:
 - Span Arts (Pembrokeshire) with lead artist Gemma Green-Hope (animation)
 - People Speak Up (Camarthenshire) and artist Bill Taylor-Beales (visual arts, film & music)
 - Small World Theatre (Ceredigion) through the Amethyst project (aerial performance & visual art).
- We are currently preparing an artist training and induction programme to support the safe delivery of this important project.
- HDdUHB Art Psychotherapists have offered to provide lead artists with therapeutic sessions pre, mid and post project which is a pioneering new way of supporting individual artists to deliver arts in mental health projects safely.

Creative Activities for staff wellbeing:

Art Gifts

- We managed to safely deliver two live music performances in staff settings in December 2021 before Omicron. We then had to cancel a series of other planned performances, but hope to resume this activity as soon as it is safe and right to do so. Feedback from the two performances showed that the experience was welcome and uplifted staff.



- "***Beautiful, nice to see. Emotional with all that is going on at the moment***"
- "***Thank you for today , it has really lifted the team.***"
- "***Everybody thoroughly enjoyed and thought it was beautifully serene to listen to***"

- “**Beautiful, nice to see. Emotional with all that is going on at the moment”**

Hywel Dda Creative Collective

We plan to establish a new creative collective for Hywel Dda to bring together interested and creative individuals to create a fun, gentle and compassionate community for staff to develop their individual voice, ideas and creativity and to nurture staff ideas around arts in health.

We have been invited to present and share opportunities with the Wellbeing Champions Team, the Green Team, Staff workforce and wellbeing and are linked in with staff psychological wellbeing.

Other staff wellbeing activities are being developed for 2022 including a **Healing Arts programme**: A series of taster arts & health workshop activities for staff wellbeing; to create time and space to heal – eg online creative writing workshops about future hopes and experiences etc.

Social Prescribing (Communities)

We are linked in with a large number of social prescribing partners across the 3 counties and our peer arts in health coordinators in the other health boards who all see social prescribing as a priority.

We are working closely with arts partners and GP surgeries to try to identify a pilot Creative Prescribing Programme for Hywel Dda Patients and communities and to lever Cluster funding into HDdUHB Arts in health provision.

Arts in Health Care environments

We have begun a conversation with the Planning Team to explore how we can develop a wider plan for shaping arts in healthcare environments for Hywel Dda.

We are very keen to work together to try to understand how best to develop an impactful and sustainable model of working and will take this forward early this year.

We also have plans to meet with The Operations Team early in the New Year to explore opportunities for more immediate collaborations.

Research and Innovation

We met with the research and innovation team who have identified arts in health as a key research priority and are keen to work with us on this. We are keen to find a way to draw on the research expertise of the health board and the experience of delivering arts in health activities in the arts sector to add value to the knowledge generated including forging links with universities.

Universities

We are establishing links with potential partners in education and are presenting at a forthcoming Creative Exchange Network event at Aberystwyth University to identify potential research partners.

National network of Arts in Health Coordinators & Cross Party Group for Arts in Health

We have met with our peers in health boards across Wales and will engage with a research project being commissioned by the NHS Confederation Wales that tries to understand the impact of the capacity building funding from the Arts Council of Wales in these posts.

We are meeting regularly with our peers with the aim of sharing learning and identifying joint nationally significant initiatives to capitalise on this national model for arts in health.

We sit on the Cross Party Group for Arts in Health in Wales who work together to advocate for arts in health in Wales and see this national approach as a huge asset.

Future Opportunities:

Through meeting with HDdUHB staff, we are uncovering many possibilities for arts in health interventions right across the health board with the potential of impactful and positive change for staff, patients and communities. We have begun to develop a list of future opportunities, as we believe that there is a need to build the capacity of the Arts in Health Team to truly be able to deliver upon the expectations of all staff, patients, funders, communities and the arts sector.

We have a meeting set up for early in the new year to speak to the Arts Council about future funding for this work.

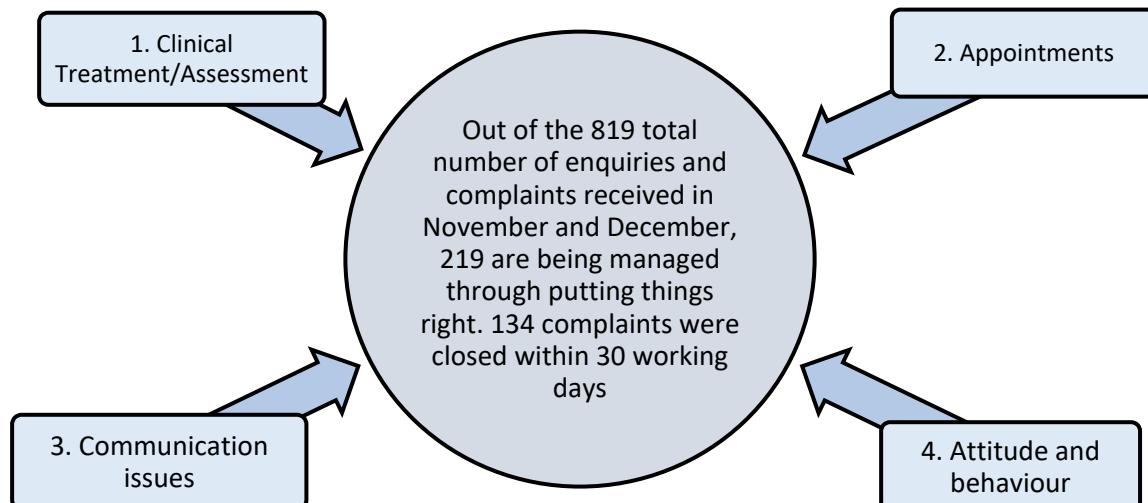
Communications

We are working closely with the Communications Team to develop a short, mid and long term Communications Plan for Arts in Health activity at Hywel Dda.

10. Complaints

The number of concerns and enquiries received into the patient support service has increased for this period (November/December 2021) from 589 during the previous reporting period (September/October 2021) to 819. There was an increase in the number of calls related to vaccinations; and COVID-19 related queries, including appointments and restrictions.

The main subject areas for the concerns received has remained consistent throughout the year as clinical assessment/treatment; appointments; communication and attitude/ behaviour.



Subjects receiving the highest number of complaints (early resolution and MT PTR)	Sep - Oct		Nov - Dec	
	Count	rank	Count	rank
Clinical treatment/Assessment	113	1	93	1
Appointments	55	2	65	2
Communication Issues (including Language)	37	3	64	3
Attitude and Behaviour	31	4	32	4
Other	10	6	30	5
Discharge Issues	10	6	12	6
Medication	16	5	10	7
Test and Investigation Results	7	7	10	7
Admissions	2	12	8	8
Access (to Services)	5	9	8	8
Record Keeping	6	8	7	9
Patient Care	4	10	5	10

In relation to the specialties involved in the concerns, whilst general practice has received the highest number, this should be considered in light of the number of individual GP practices across the Hywel Dda region and the high levels of activity that are involved within primary care and also across the remaining specialities.

The complaints investigation team is working with colleagues in the services involved to investigate and respond to concerns in a timely way; however due to the pressures involved within the services, particularly emergency care, some of the investigations are taking longer than we would like. The concerns are being taken seriously and investigated thoroughly, however timescales are being affected. Communication with all parties involved in the concern will remain a priority throughout the investigation process.

The patient support contact centre, as well as the Patient Advice and Liaison Service (PALS) team continue to respond to as many concerns as possible via early resolution; 453 cases were managed as an enquiry and 147 cases were resolved within two working days. The remaining cases are subject to further investigation by the complaints investigation team.

	Sep - Oct	Nov - Dec		
Specialty's receiving the highest number of complaints (early resolution and MT PTR)	Count	Rank	Count	Rank
General Practice	39	2	34	1
Accident & Emergency	52	1	30	2
Orthopaedics	25	3	29	3
Covid Testing Unit / Vaccination Site	2	14	26	4
Ophthalmology	15	4	18	5
Medicine	14	5	18	5
Urology	9	7	16	6
Gynaecology	15	4	15	7
Radiology	10	6	11	8
Dermatology	3	13	10	9
Public Health			10	9
Obstetrics	2	14	10	9
Community Services	7	9	9	10
Surgery	9	7	9	10

	Clinical treatment/Assessment	Appointments	Communication Issues (including Language)	Attitude and Behaviour	Grand Total
General Practice	5	3	7	9	24
Covid Testing Unit / Vaccination Site	4	5	13		22
Orthopaedics	7	12	2		21
Accident & Emergency	10	1	3	5	19
Urology	4	7	2	1	14
Ophthalmology	3	6	5		14
Gynaecology	9	1	1	2	13

11. Public Services Ombudsman

During the period November 2021 – December 2021, no Final Investigation Reports were issued by the Public Services Ombudsman for Wales.

Four Draft Investigation Reports were issued within this period. Two Draft Reports are currently out with the service areas for comment and two have been accepted and the Final Investigation Reports are awaited. None of the four Draft Investigation Reports have been issued under S23 of the Ombudsman Act 2019 as a Public Interest Matter.

During this period, the Ombudsman has notified us of their intention to investigate three complaints, these investigations are in various stages of progress. The Ombudsman has also queried or requested information regarding a further seven complaints and has made early resolution proposals in relation to three of these.

There are currently two Action Plans in progress, completion will be within the next two reporting periods. All actions have been completed and evidenced within time and the outstanding actions are on track. Upon receipt of Final Investigation Reports, Action Plans are developed and reviewed by the Listening & Learning Sub-Committee, Action Plans continue to be reviewed until their completion.

12. Ongoing Actions

Access to Emergency and Urgent Care

Our emergency services continue to see increasing significant pressures due to unprecedented levels of demand on our services and staff absences. This has resulted in longer waiting times within the departments for our patients. We appreciate the impact that this has had patient experiences, particularly in light of the challenges that we continue to face as a consequence of the COVID-19 pandemic.

Health and care services across West Wales are responding to the impacts of the Omicron variant of COVID-19 in order to provide emergency and urgent care for patients in the safest way possible during the coming weeks.

Actions are being taken in a planned way due to the high demand we are seeing for non-COVID care during this time of the year, together with high incidence of COVID-19 in our area, like the rest of the UK. This is starting to result in higher numbers of COVID admissions and incidences in our hospitals and communities.

It is also having a direct impact on our staffing levels across primary care, community and hospital services. We currently estimate that at least 10 per cent of our workforce is absent for both COVID and non-COVID related reasons. This figure is higher in some teams and we expect it to rise in the coming weeks. We need to plan how we deliver the most critical clinical services with the staff we have available.

Actions being taken include:

Standing down some less urgent work in order to redeploy staff where possible.

To maintain delivery of the most urgent cancer surgery in the short term, this will be undertaken for the Hywel Dda population from Prince Philip Hospital, in Llanelli, with the exception of Head and Neck urgent cancer surgery, which will continue at Glangwili General Hospital, in Carmarthen. Our clinicians believe that concentrating the majority of our urgent care resources onto one site during the next few weeks is the best way to protect the delivery of this potentially life-saving surgery. This position will be continually reviewed and we will seek to re-establish urgent cancer surgery at our other main hospitals as soon as we can do so safely.

We ask patients and families to support us and travel for their surgery. If you have no means to travel for your surgery, then please contact us on our COVID enquiries line on 0300 303 8322 or email COVIDEnquiries.hdd@wales.nhs.uk

Outpatient & therapy appointments and clinics will be prioritised for the most urgent patients over the next few weeks. With the exception of a small number of emergency cases and some children's appointments, we will reschedule outpatient appointments next week. Patients will be re-booked according to clinical urgency in subsequent weeks. Unless you are contacted directly by the health board, please attend any appointment as scheduled. If anyone has concerns about the delay in their outpatient appointment, as a result of this short term measure, they can contact the health board on 0300 303 8322 or email COVIDEnquiries.hdd@wales.nhs.uk

Patients have been asked that if they have a non-urgent need, to seek alternatives to A&E such as visiting the 111 symptom checker <https://111.wales.nhs.uk/>, visiting the local community pharmacy or calling their doctor's surgery.

The Triage and Treat service is available at selected pharmacies across Carmarthenshire, Ceredigion and Pembrokeshire. Triage and Treat can help patients who have a low-level injury rather than having to visit a doctor or an A&E department. The service is provided by a pharmacist or a member of the pharmacy team who has had specialist training. The types of injuries that can be treated under the scheme are:

- Minor abrasions, superficial cuts and wounds
- Stings and bites (such as bee or jellyfish)
- Sprains and strains
- Eye complaints such as sand in the eye
- Removal of items from the skin such as a splinter or shell
- Minor burns including sunburn

Advice to patients waiting for procedures can be found on our website or by accessing this link
[Inpatient and outpatient - Hywel Dda University Health Board \(nhs.wales\)](#)

We are prioritising patient safety at this time and this is being reviewed across Wales to ensure we are doing all we can to accelerate surgery in the face of all the safety measures needed and our staffing levels.