

Enw'r Pwyllgor / Name of Committee	Quality, Safety and Experience Committee
Cadeirydd y Pwyllgor/ Chair of Committee:	Ms Anna Lewis, Independent Member
Cyfnod Adrodd/ Reporting Period:	Meeting held on 7 December 2023
Y Penderfyniadau a'r Materion a Ystyriodd y Prif Bwyllgor / Key Decisions and Matters Considered by the Main Committee:	

- **Committee Self-Assessment:** Gratitude was extended to the Committee for participation in the QSEC Self Assessment workshop whereby a number of actions were agreed, and the contributions will form part of the outcome report which will be presented to QSEC in February 2024.
- **Arts in Health Charter:** The Committee received the Arts in Health Charter for approval and noted the significant developments in the initiative with the next steps to present the Charter for Board approval in January 2024. If approved, a communications plan will be developed to publish through different platforms. Members provided positive feedback and assurance was provided that an evaluation model will be implemented to capture outcomes as the journey develops. The Arts in Health Charter was approved by the Committee.
- **Communication Themes and Actions:** The Committee received an overview of the themes that have emanated from incidents and complaints reported to the Listening and Learning Sub Committee within the last year and strategic pieces of work underway to address the common themes that fall in to the following categories; Attitude and behaviour of staff, patient communication and communication between teams. As well as a number of training initiatives such as the 'Making a Difference Training', accessibility improvements and targeted pieces of work by the Enabling Quality Improvement in Practice team, Members were pleased to note potential innovative opportunities such as empathy focussed training for staff. Discussion is underway with the Empathy Museum to explore 'a mile in my shoes' experience for staff which is a roaming exhibit that has received positive feedback in terms of impact.

The Committee noted that work is underway to modernise the switchboard centralised contact service to work with Waiting List Support Service and improvements will start to materialise in the next year and data is being gathered to look at trends and hot spots with assistance from the Data Scientist Team. Members were pleased to note that communication updates will be a standing agenda item and monitored via the Listening and Learning Sub Committee.

Discussion took place regarding staff engagement for example with the Staff Survey and Patient Experience Charter and it was agreed that a joint piece of work could be explored between the Chairs of QSEC and People, Organisational Development and Culture Committee (PODCC) with input from the Executive Leads and Director of Corporate Governance.

- **Quality Assurance Report:** The Committee noted the deep dive into pressure damage prior to admission to health board services, highlighting the significant number of elderly and frail population effected. Members discussed the benefits of collaboration with primary and community care colleagues for making every contact count and the public messaging for healthy nutrition and hydration. Welsh Government have launched a 'help us help you' campaign, which aims to address the wider issue around nutrition and hydration in the community and cluster schemes for those with pressure damage who are unknown to services.

Discussion took place regarding why E-coli rates are a particular issue in the Hywel Dda region, and what makes the region stand out in terms of numbers of infection in the community. In response, the Director of Nursing, Quality and Patient Experience advised that there are a number of likely contributing factors such as demographic in terms of age and the rural geography of the area, and provided assurance that this has sparked national interest from the Health Care Acquired Infection Delivery Board, where performance across Wales has recently been discussed. It was also noted that the Public Health Directorate are in the process of reviewing the overall governance arrangements of infection prevention control in the community. The Chair felt that capturing the right information will be helpful for the Committee to form a reasonable expectation of factors that are within the gift of the Health Board to control. The Committee also noted that Hywel Dda also have a higher rate of testing.

Referring to inspections and recommendations undertaken by Health Inspectorate Wales (HIW), the Chair enquired whether effective practices are in place to share learning across the organisation, and for feedback on ways in which the Committee can monitor the differences this learning is making in practice. The Committee received an update that a piece of work will take place to improve cross-disciplinary learning as part of the revised governance arrangements being led by the Director of Operations. It was noted that the reports and actions are shared vastly during the Clinical Audit and hospital meetings and via the Heads of Nursing however, work is being explored to look at a more comprehensive way to reach out to the medical workforce via the clinical leads and the new operational structure will support this.

- **Operational Quality, Safety and Experience Sub Committee:** The Committee received an update from the Operational, Quality, Safety and Experience Sub Committee (OQSESC) that took place on 7 November 2023 with the following key highlights noted:
 - A positive update was shared from Bronlais Hospital Unscheduled Care service: Health Education Improvement Wales revisited the hospital in October 2023 and reported a significant improvement in the reception for foundation grade doctors and 100% of the training grade doctors interviewed said that they would recommend the hospital for training to their peers.

- Glangwili Hospital Unscheduled and Emergency Care reported positive developments in nursing recruitment. A recent piece of work undertaken as part of the Directorate Improving Together Sessions to improve ambulance handover delays and length of stay for ready to discharge patients with a positive impact on changes to processes already noted to support patients through pathways as quickly as possible.
- The Sub Committee received an update from the RADAR group noting the issues in demand and staff capacity and accommodation challenges to provide Do Not Attempt Cardiopulmonary Resuscitation training which is being picked up via a Task and Finish Group and will continue to be monitored by QQSESC.
- **Listening and Learning Sub Committee Update Report:** The Committee received an update from the Listening and Learning Sub Committee and the risks to quality and patient experience due to delays in implementing a Palliative Care strategy were highlighted. Attention was drawn to the action plan in response to the recommendations contained in the following reports: Ombudsman's annual letter; Groundhog Day 2 report; Welsh Risk Pool assessment 2022-23; and internal audit reports for lessons learnt and patient experience. The Sub Committee will closely monitor the action plan and any areas of concern with compliance would be escalated to the Quality, Safety and Experience Committee as appropriate.
- **Epilepsy in Learning Disabilities Review:** The Committee received an update from the external review of epilepsy in Learning Disabilities services, highlighting that the slides provide an update on the steps taken and action plan going forward within the service. Members noted that the external review was commissioned in response to concerns raised when a consultant in the service left, which highlighted a single point of failure in terms of the service being centred around one individual. The Director of Operations advised that the aim is to form a sustainable and tiered model and positive steps have been made so far, with new roles instigated and a commitment to a quality improvement approach during the development of the new model. The Chair raised concern regarding the pace of progress, and in response the Director of Operations acknowledged this, and shared that the outcome of the review has taken longer than originally anticipated, however engagement with patients and carers have been crucial in developing the next steps. It was noted that the service has not been static while awaiting the outcome of the review, and several changes have already been implemented from early feedback. The Committee received an update that a workshop has been arranged for January 2024 to progress the pathway developments with involvement of carer representatives and the team are keen to work with Primary Care to ensure a clear pathway model.
- **Mental Health and Learning Disabilities Adult Inpatient Discharge Arrangements:** The Committee received an update on the self-assessment and intentions around the actions in response to the HIW inspection of Cwm Taf University Health Board's (CTMUHB) discharge arrangements in the Mental Health (MH) Service. Members noted a range of improvement actions were

identified to be carried out which are being monitored through the MHLD Directorate quality and safety meeting and a specific task and finish group has been established to monitor actions, share learning and undertake national benchmarking. Members noted that while progress is not being made at the pace the Directorate would have hoped for due to varying pressures and capacity challenges, the team are making progress with the actions, however unfortunately, several timescales have been delayed. In response to a query regarding whether there is data to suggest that there may be issues within Hywel Dda's current discharge arrangements, the Assistant Director of Nursing, MHLD shared that no concerns specifically relating to discharge have emerged, however feels the biggest challenge is not having the infrastructure in place to capture evidence and track performance. Tracking systems to monitor performance are being implemented.

- **NHS Executive All Wales Review Of Neurodevelopment And Psychology And Psychological Interventions For Children And Young People:** The Committee received the outcome report for the NHS Executive All Wales review of Neurodevelopment (ND) and Psychology and Psychological Interventions for children and young people. The Committee noted that the two reports provide 9 recommendations that are quite similar in themes, such as neither pathway having a single point of entry which can be complicated and unclear for patients. Two multi-disciplinary groups have been formed and are working together to develop an action plan within the coming month. The groups are being led jointly by Women and Children's Services and MHLD services and Therapies colleagues also form part of the MDT meetings. In terms of governance, Members noted that the reports from the MDT meetings are being fed through the Acute Leadership groups, Women and Childrens Quality, Safety and Experience Group and the Operational Planning, Governance and Performance Group. The action plan progress will be reported via OQSESC and updates will also be fed through the Children and Young People's Working Group.
- **WHC/2023/036 Speaking up Safely Framework:** The Committee received an update on the Speaking up Safely Framework and the robust work undertaken to date, which has been seen as exemplary across Wales. Members noted the robust action plan and the inception of a task and finish group to progress and monitor actions. The Chair urged every part of the organisation to play a part in progressing the important cultural developments. A request was made for feedback from the task and finish group Chair on how the Committee can help to support progress.
- **Public Health Wales Update On Tuberculosis (TB) Review Action Plan:** The Committee received an update on the TB Review action plan and it was confirmed that since the previous update to QSEC the actions under the responsibility of the Health Board have now been completed and an update was provided on the PHW actions. Members noted that the Public Health Wales Outbreak Control Plan has been drafted, reviewed and is in the finalisation stage and will clarify that should there be an outbreak, the funding should be covered from three organisations, Public Health Wales, Health Board and Local Authority

partners. There will not be a dedicated ring fenced funding pool for outbreak response, there will be protocols in place should an outbreak occur and there will be dedicated capacity to respond, for example a Public Health consultant will be deployed and a Communications Hub will be utilised for screening.

- **Discharging Of Financial Duties And The Impact On Quality And Safety:** The Committee received a high-level assessment of the impact so far of discharging the Health Board's financial duties on quality and safety with a focus on the nursing agency control measures. The Committee were informed that according to the data obtained from the Harms Dashboard, there is no notable concerning impact so far however the position will be monitored closely, and an update can be presented to the Committee in April 2024. As the work evolves, the Committee raised that it will be useful to ascertain hot spot areas that are most affected and develop metrics for learning across the Health Board.
- **Corporate Risk Register:** The Committee received and discussed the Corporate Risk Register. Referring to Risk 1664 - Risk to Ophthalmology service delivery due to a national shortage of Consultant Ophthalmologists and the inability to recruit, the Committee noted that a deep dive into Ophthalmology took place at Audit Risk and Assurance Committee in December 2023 which will be escalated to Board due to the national challenges.

Referring to Risk 1531 - Risk of being unable to safely support the Consultant on-call rota at WGH and Glangwili Hospital due to workforce pressures, the Chair requested the outcome of the update to reflect the current situation at the Acute Leadership Group in November 2023. The Committee received an update that increasing Medacs cover has been discussed at the Financial Delivery Group to make the rota more robust, however the current cover arrangements will continue, and operational arrangements are being continuously reviewed to manage the risks.

Reflecting upon the narrative for risk mitigation the Chair felt this is suggestive that everything that can be done has been done and this may benefit from review.

- **Safeguarding Steering Working Group:** The Committee received the key updates from the an update from the Safeguarding Steering Group including:
 - Further to the Women's' Right Network publication of sexual assaults and rapes in hospitals in England and Wales in April 2023, the Director of Nursing, Quality and Patient Experience has agreed that an internal Sexual Safety Group is established. Membership and Terms of Reference are to be agreed.
 - Carmarthenshire cluster funding for the Identification and Referral to Improve Safety (IRIS) pilot ends in March 2024.

**Materion Allweddol a Ystyriwyd gan y Pwyllgor Mewnol:
Key Matters Considered by the In-Committee:**

- No In-Committee meeting took place.

Materion y mae angen Ystyriaeth neu Gymeradwyaeth Lefel y Bwrdd ar eu cyfer /

Matters Requiring Board Level Consideration or Approval:

- The Arts in Health Charter will be presented for Board approval.

Risgiau Allweddol a Materion Pryder /

Key Risks and Issues/ Matters of Concern:

- **OQSESC Update Report:** Concerns highlighted regarding processes in place across services for children and young people up to 25 years old with additional learning needs in response to the Additional Learning Needs and Educational Tribunal (Wales) Act 2018 (ALN Act). Limited progress was noted in meeting the statutory duties of the ALN due to gaps in operational process and data infrastructure and complexities associated with the involvement of multiple Directorates within the Health Board and three different Local Authorities. The Director of Therapies and Health Science will undertake monthly meetings will take place with the Designated Education Clinical Lead Officer to touch base on the progress and any hurdles being faced and will provide an update to the Committee in the new year.
- **NHS Executive All Wales Review Of Neurodevelopment And Psychology And Psychological Interventions For Children And Young People:** Concern was raised regarding limited improvements by the services undertaken to date due to the wider system constraints which will be reported to Board. An update on the action plan in response to the review will be forward planned for QSEC in April 2024.

**Busnes Cynlluniedig y Pwyllgor ar gyfer y Cyfnod Adrodd Nesaf /
Planned Committee Business for the Next Reporting Period:**

Adrodd yn y Dyfodol / Future Reporting:

In addition to the items scheduled to be reviewed as part of the Committee's work programme, following up progress of the various actions identified above will be undertaken.

Dyddiad y Cyfarfod Nesaf / Date of Next Meeting:

13 February 2024