

 GIG CYMRU NHS WALES Iechyd Cyhoeddus Cymru Public Health Wales	<p>Name of Meeting Quality, Safety and Improvement Committee</p> <p>Date of Meeting 19 August 2021</p> <p>Agenda item: 4.3</p>
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Putting Things Annual Report for 2020 - 21

Executive lead:	Rhiannon Beaumont-Wood, Executive Director, Quality, Nursing and Allied Health Professionals
Author:	Stuart Silcox, Assistant Director Integrated Governance

Approval/Scrutiny route:	Rhiannon Beaumont-Wood, Executive Director, Quality, Nursing and Allied Health Professionals
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Purpose
The Quality, Safety and Improvement Committee are asked to approve annual report.

Recommendation:				
APPROVE <input checked="" type="checkbox"/>	CONSIDER <input type="checkbox"/>	RECOMMEND <input type="checkbox"/>	ADOPT <input type="checkbox"/>	Assurance <input type="checkbox"/>
The Committee is asked to approve the Putting Things Right Annual Report 2020/21.				

Link to Public Health Wales [Strategic Plan](#)

Public Health Wales has an agreed strategic plan, which has identified seven strategic priorities.

This report contributes to all strategic priorities.

Summary impact analysis

Equality and Health Impact Assessment	An Equality and Health Impact Assessment is not necessary as no decision is required.
Risk and Assurance	N/A
Health and Care Standards	This report supports and/or takes into account the Health and Care Standards for NHS Wales Quality Themes Governance, Leadership and Accountability Person Centred Care Theme 6 - Individual Care
Financial implications	N/A
People implications	N/A

1. Introduction

The paper provides the Business Executive Team and the Quality, Safety and Improvement Committee with the Putting Things Right Annual Report which is a regulatory requirement.

The report will be published in both Welsh and English.

2. Background

The report is prepared in line with Regulation 51 of the Concerns, Complaints and Redress Arrangements (Wales) Regulation 2011, which requires each Responsible Body to prepare an annual report. Public Health Wales has a duty to comply with these Regulations. For completeness the report also includes claims and compliments for the period 2020/21.

3. Assessment

Public Health Wales continues to be proactive in its management of concerns. The report builds on the strategic arrangements required to oversee the implementation of the NHS Concerns, Complaints and Redress Arrangements (Wales) Regulation 2011.

During 2020 / 21 a total of 71 formal complaints were investigated under the Putting Things Right – Handling Concerns regulation which is an increase of 19 when compared to 2019/20. In addition a total of 73 'on the spot' complaints were received for the period which is a decrease on previous years.

This year for the first time, Health Protection has overtaken the Screening Division with the highest number of complaints. This is almost certainly due to the increased public contact during the pandemic and the high number of queries and concerns being handled in the National Contact Centre and National Health Protection Cell as it has contact with large numbers of the public. However, despite the fact that Screening division screened almost half of the normal number of people due to the pausing of screening programmes, the percentage of concerns received by the Screening Division in comparison to the number of individuals screened remained almost unchanged on last year at slightly over 1 per 13,375 screened which again represents 0.007% of screening activity.

During the reporting year 6 new confirmed claims and 7 potential claims were received. Public Health Wales also closed 5 claims and 2 claims were settled.

A total of 698 patient safety incidents were reported during 2020/21 which is an increase of 24 compared to 2019/20.

During 2020/21 a total of 1178 compliments were received and the ratio of compliments to complaints is 17:1.

3.1 Well-being of Future Generations (Wales) Act 2015

The report contributes to Goal 3 “Support the NHS to deliver high quality, equitable and sustainable services”. The below information follows the five ways of working, as defined within the sustainable development principle in the Act, in the following ways:



The Putting Things Right – Handling Concerns Regulation has been in place since 2011. An annual report is produced to provide an overview of trends, and analysis of concerns. The report demonstrates the organisations commitment of continuous improvement to minimise recurrence.



Where possible Public Health Wales seeks to prevent the occurrence of concerns by taking a proactive approach to the reporting and management of risk to ensure safe services are provided to the users of our services, functions and programmes through the promotion of a positive reporting and investigation culture.



The Putting Things Right arrangements and Service User Experience agenda is integrated to provide assurance to the Board, Quality, Safety and Improvement Committee and the public in relation to organisational learning and the Trust’s commitment to facilitate the continuous improvement of services provided by Public Health Wales.



Public Health Wales is committed to dealing with concerns in an open, accessible and fair manner. The Putting Things Right Regulation requires NHS organisations to ensure that any patient, users of our services, carer or member of staff who raises a concern is given the opportunity to voice their concern.



Effective service user engagement and public involvement is an important aspect of the organisation's governance arrangements, and, as such, helps the organisation to improve the quality and safeguard the high standards of the services provided by Public Health Wales.

4. Recommendation

The Committee is asked to approve the Putting Things Right Annual Report 2020/21.