

Quality Governance Performance Report

Quality Safety & Improvement Committee July 2024

Introduction

The Quality Governance report is a quarterly report provided to the Quality safety & Improvement Committee to review and take assurance on clinical quality and safety through the provision of data and summary highlights from Public Health Wales's assurance groups. It covers the following areas:

- Putting things Right
- Compliments
- Safety Alerts and Notices
- Clinical Audit
- Corporate Safeguarding
- Corporate Infection Prevention & Control



Putting Things Right (PTR) Section



Key Points:

- There were 1 National Reportable Incidents and 2 Early Warning Reports in Quarter 1
- 511 incidents were reported this quarter.
- Of these, 6 are reported as moderate harm and remain under investigation. In addition, 1 incident was initially reported as severe but has been subsequently downgraded following investigation to no harm.
- 'Specimen mislabelled or unlabelled' was the highest reported sub-category this quarter and generally occur as a result of external sample takes for the Cervical Screening Programme.
- 72 incidents have an open status currently with **10** being open for more than 120 days.

Patient /Service user Experience (PTR) cont.



Complaints

- 29 **Early resolution complaints** were received in Q1 a reduction on the previous quarter (45).
- 25 were resolved within 2 days . Concerns related to access to services, appointments, communication and staff attitude
- 10 Formal complaints received this quarter an increase on the previous quarter (5) however all were acknowledged within 5 days .
- The ost common complaint themes recorded this quarter was communication.

Compliments

- 154 compliments received this quarter - with the common theme being beyond the level of expected care
- Highest Responses received by Screening Division
- Most popular method of leaving compliment continues to be email and the website

Safety Notices

- 2 out of the 63 received this quarter were applicable to PHW
- Main theme of these alerts was medicines shortages

Safeguarding



Safeguarding Concerns

- 11 Safeguarding incidents reported this quarter
- Higher number of concerns reported in Health Protection and Screening as the largest Directorate with the most public contact.
- Highest reported category – Domestic Abuse concerns

Training Compliance

- Adult Level 1 safeguarding training at 92%, and level 2 is at 91%
- Child Level 1 safeguarding training at 91% and level 2 is at 88%

Safety Notices

- Risk 1541 - DBS (Disclosure and Barring Service) checks for established staff and the risk they may pose to vulnerable people
Now on the corporate risk register and a briefing paper prepared for People and OD committee .
- DBS audit action is now a key area for improvement work .

Infection Prevention and Control



IP&C Incidents

- 15 incidents – 1 deemed to be moderate harm and remains under investigation . The remaining are either low or no harm incidents with 1 remaining under investigation
- 2 incidents were for contact with needles /sharps of which 1 remains under investigation and both are deemed low or now harm events.

IPC Risks and Issues

- Decontamination practice and compliance against standards within some screening services (BTW and BSW) continues to be an area of focused attention . Sites include Glan Clwyd endoscopy unit reprocessing facilities, & air change and ventilation within Breast Test Wales clinic environments.
- Compliance with IPC Environmental Auditing at some screening sites requires further attention and a task and finish group has been set up to support this.

Training Compliance

- Compliance for the IPC Level 1 & 2 has improved
- Level 1 compliance is at 90.3% and for Level 2, a big improvement at 90.5% both now above the WG target of 85%



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