

Quality Governance Performance Report

Quality Safety & Improvement Committee Nov 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 Incident and 1 Early Warning Report submitted in Quarter 2
- 541 incidents were reported this quarter.
- Of these, 16 were initially reported as moderate harm with 12 subsequently downgraded following investigation. 2 incidents remain as moderate harm and were reported in microbiology and Cervical Screening Wales. 2 moderate harm incidents remain under investigation.
- 'Failure to follow protocol/SOP' remains the highest reported sub-category with 49 incidents categorised as this.
- **66** incidents have an open status currently with **8** being open for more than 120 days.
- Overall Incident closure rates remain static with Cervical Screening Wales having the highest number of open incidents (38).

Patient /Service user Experience (PTR) cont.



Complaints

- 11 **Early resolution complaints** were received in Q2 a significant reduction (29) compared to the previous quarter.
- 7 were resolved within 2 days and 4 as soon as practicable . Concern themes remain unchanged and relate to communication, access to services, appointments, communication and staff attitude
- 13 **Formal complaints** were received this quarter and 80-100% acknowledged within 5 days over this period. Common themes recorded include communication and treatment & assessment.

Compliments

- 135 compliments received this quarter - with the common theme being 'beyond the level of expected care' (85)
- Highest Responses received by Screening Division (117)
- Most popular methods of leaving a compliment is via the website or email

Safety Notices

- 3 out of the 46 alerts received this quarter were applicable to PHW . Main theme of alerts were Public Health Alerts and actioned accordingly.

Safeguarding



Safeguarding Concerns

- 13 Safeguarding incidents reported this quarter
- Highest number of concerns reported in Screening and Health Protection as the largest Directorate with the most public contact.
- Highest reported category – Domestic Abuse (5)

Training Compliance

- Adult Level 1 safeguarding training at 92%
- Child Level 1 safeguarding training at 92%
- Level 2 Adult safeguarding training at 92%
- Level 2 Children safeguarding training at 91%

Safety

- Risk 1541 - DBS (Disclosure and Barring Service) checks for established staff and the risk they may pose to vulnerable people .
Remains on the corporate risk register .
- DBS checks are now a key area for improvement work with an associated work plan.

Infection Prevention and Control



IP&C Incidents

- 21 incidents – with 2 reported initially as moderate harm and remain under investigation (microbiology)
- 2 incidents were for contact with needles /sharps and were deemed low harm post investigation. 1 Exposure to hazardous substance (blood) remains under investigation

IPC Risks and Issues

- Decontamination practice and compliance against standards within some screening services (BTW and BSW) .
- Significant progress has been made against compliance with new decontamination requirements for of breast ultrasound probes with the units now having ultra-violet cabinets in place and these are now being operationalised.
- All BTW ventilation systems are now fully functional
- Compliance with IPC Environmental Auditing at some screening sites remains a concern and a Task and Finish group is in place to address this specific issue.
- Decontamination facilities at Glan Clwyd endoscopy unit reprocessing facilities remains an issue and BSW are working closely with BCUHB supported by an internal decontamination task and finish group.

Infection Prevention and Control

.Training Compliance

Compliance for the IPC Level 1 & 2 has improved and is now above the Welsh Government target of 85%

- Level 1 compliance is at 91%
- Level 2 91%
- ANTT 88%





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