

Quality Governance Performance Report

Quality Safety & Improvement Committee Jan 2025

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

- 591 incidents were reported during Quarter 3, investigated and remedial actions identified.
- 17 were initially reported as moderate harm or above.
- At 31st December 2024, there are 32 incidents on Datix with an 'open' status of more than 30 working days.



Patient /Service user Experience (PTR) cont.



Complaints

- 16 Early Resolution complaints were received in Quarter 3 and 7 formal complaints.
- 75% of the early resolution complaints were resolved within 2 working days target.
- 71% of the formal complaints were acknowledged within the 5 working day target.

Compliments

- 120 Compliments were reported by staff on the Civica system this quarter.

Safety Notices

- 56 alerts were received in Quarter 3, of which 4 of which required action - disseminating for information.

Safeguarding



Safeguarding Concerns

- 14 safeguarding incidents were raised at PHW sites with varying themes behind those safeguarding reports.

Training Compliance

- Safeguarding training compliance continues to improve and remains above the Welsh Government target of 85%.

Safety

- There is 1 safeguarding risk on the corporate risk register which relates to Disclosing and Barring (DBS) checks within PHW.

Infection Prevention and Control



IP&C Incidents

- There were 14 IPC incidents reported in Quarter 3 a reduction of 7 compared to Quarter 2 and all were low or no harm incidents.
- There were no moderate harms were reported this quarter compared to the 2 the previous quarter.

IPC Risks and Issues

- Compliance with Cleaning standards within some Screening services has raised some concerns, and further remedial actions are being put in place to address these.
- IPC level has remained static at 91.5% since the last quarter and remain above the Welsh Government target.

Infection Prevention and Control



.Training Compliance

Compliance for the IPC Level 1 & 2 has remained static since the last quarter but remains above the Welsh Government target of 85%

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



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