

Quality Governance Performance Report

Quality Safety & Improvement Committee February 2026
(Quarter 3)

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



- 581 incidents were reported during Quarter 3, investigated and remedial actions identified.
- 10 were initially reported as moderate harm or above.
- As of 13th January 2026, there are 30 incidents on Datix with an 'open' status of more than 30 working days.

Patient /Service user Experience (PTR) cont.



Complaints

- 40 Early Resolution complaints were received in Quarter 3 and 10 formal complaints.
- 80% of the early resolution complaints were resolved within 2 working days target.
- 80% of the formal complaints were acknowledged within the 5 working day target.

Compliments

- 157 Compliments were received in Quarter 3 with 134 reported by staff via the Civica system and 23 left directly by the public on the PHW website

Safety Notices

- 30 alerts were received in Quarter 3, of which 5 required action - disseminating for information.

Safeguarding



Safeguarding Concerns

- 19 safeguarding queries were raised at PHW sites with varying themes behind those safeguarding reports.
- 2 referrals made to the local authority.

Training Compliance

- Safeguarding training compliance has slightly improved and overall, above the Welsh Government target of 85% for level 1 and 2. However VAWDA group 2 and safeguarding level 3 are below in this target and an area of concern.

Safety

- A significant safeguarding incident was reported in December with the Sexual health Service in HPSS and an ongoing IMT is in place to manage this.

Infection Prevention and Control



IP&C Incidents

- There were 16 IPC incidents reported in Quarter 3, all were low or no harm incidents.
- There were no moderate harms were reported this quarter the same as the previous quarter.

IPC Risks and Issues

- 1 new risk added to the IPC risk register this quarter relating to water safety in BTW.
- Routine IPC environmental audits of screening services continues using AMaT with any areas of poor compliance addressed through remedial actions with oversight by the lead nurse for IPC
- IPC level 1 training has declined but remains above the WG target, but level 2 has fallen below this.
- The current IPC practices within BTW related to skin preparation has been raised as an area of concern and a review of the antiseptic products used for skin preparation during Breast biopsy procedures and the use of sterile and non-sterile ultrasound gel has been initiated.



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