

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 0 National Reportable Incident and 0 Early Warning Report were submitted in Quarter 1
- 536 incidents were reported this quarter.
- There was 1 moderate harm incident reported following investigation and was reported as a RIDDOR post investigation.
- 'Failure to follow protocol/SOP' remains the highest reported sub-category with 65 incidents categorised as this and Out of date consumables being the second highest (34) .
- 193 incidents have an open status currently with **39** having an overdue status. Of which **6** have been open open for more than 120 days.
- Cervical Screening Wales having the highest number of open incidents (14).

Patient /Service user Experience (PTR) cont.



Complaints

- **25** Early resolution complaints were received in Q1 a slight increase (21) compared to the previous quarter.
- **19** were resolved within 2 days and **6** as soon as practicable . Concern themes remain unchanged and relate to appointments and staff attitude
- **9** Formal complaints were received this quarter and **87%** acknowledged within 5 days over this period. Common themes recorded include communication and Test & Investigation results .

Compliments

- 113 compliments received this quarter - with the common theme being beyond the level of expected care (33%)
- Highest Responses received by Screening Division (94)
- Most popular method of leaving compliment is the website or email

Safety Notices

- 3 out of the 64 alerts received this quarter were applicable to PHW . Main theme of alerts were for seasonal illness

Safeguarding



Safeguarding Concerns

- 9 Safeguarding incidents reported this quarter
- Higher number of concerns reported in Screening and Health Protection as the largest Directorate with the most public contact.
- Highest reported category – Child at Risk and Professional Concern (6)

Training Compliance

- Adult Level 1 safeguarding training at 92%
- Child Level 1 safeguarding training at 92%
- Level 2 Adult safeguarding training at 90%
- Level 2 Children safeguarding training at 90%

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

- **19** incidents – with 1 reported initially as moderate harm and post investigation downgraded to no harm .
- 14 incidents were for contact with, or hazardous substance remains under investigation, and all were low or no harm incidents.
- **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.
- Compliance with IPC Environmental Auditing at some screening sites remains a concern and a Cleaning & Facilities subgroup 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 support by an internal decontamination subgroup.

Infection Prevention and Control

Training Compliance

Compliance for the IPC Level 1 & 2 has improved and continues to be above the Welsh Government target of 85%

ANTT eLearning compliance has improved at 97% but assessment remains below target at 70%





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