

# Quality Governance Performance Report Quarter 4 2025/26

Quality Safety & Improvement Committee June 2026

# 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
- Quality Oversight Group Activities
- Corporate Safeguarding
- Corporate Infection Prevention & Control



# Putting Things Right (PTR) Section

## Key Points

- There were 2 National Reportable Incident , and 1 Early Warning Report were submitted in Quarter 4
- 490 incidents were reported this quarter.
- 0 Duty of Candour cases were reported
- There was 2 moderate harm incidents reported following investigation and these related to CSW CSWACC outcomes.
- Overall incident closure rate performance has declined in Q4 compared to the previous quarter with 47 overdue incidents .  
However overall incident management and closure rates are improving compared to the same period last year.



# Patient /Service user Experience (PTR) cont.



## Complaints

- **25** Early resolution complaints were received in Q4 a decrease (15) compared to the previous quarter.
- **12** were resolved outside of the target timeframe . Concern themes identified Communications and staff attitude & behaviour
- **10** Formal complaints were received this quarter with performance management of these remaining good overall

## Compliments

- **168** compliments received this quarter - with the common theme being general thank you to staff (60%)
- Highest Responses received by Screening Division
- Most popular method of leaving a compliment is email

## Safety Notices

- **48** alerts received this quarter with 6 for information only and 0 for action by PHW

# Safeguarding



## Safeguarding Concerns

- **62** Safeguarding enquiries this quarter a significant rise in activity with the highest number of these from Sexual Health Service for child at risk (44).
- **7** Duty to Report submission were made to local Authorities

## Training Compliance

- Reduction in **Level 3** safeguarding compliance (63%) and VAWDASV Group 2 (68%)

## Safeguarding Risk

- In addition to the ongoing IMT for Sexual Health Service 3 divisional safeguarding risks remain open relating to the communications division (2) and POD (1)

# Infection Prevention and Control



## IP&C Incidents

- **21** incidents – with 1 reported initially as moderate harm still under review.
- **6** incidents were for contact with, or hazardous substance remains under investigation, and all were low or no harm incidents.
- **IPC Risks and Issues**
- Water Safety IMT within the BTW mobile units was closed with a lessons learnt scheduled for April 2026.
- Compliance with IPC Environmental Auditing continues to be a concern at Kimberley House and is being monitored
- Decontamination facilities at Glan Clwyd endoscopy unit reprocessing facilities remains an issue and a risk for BSW. The programme continues to work closely with BCUHB supported by the internal decontamination subgroup.
- In addition the IPC group has requested a site visit be undertaken by the Principal Decontamination Engineer to inform PHW's ongoing risk management.

# Infection Prevention and Control



## Training Compliance

Compliance for the IPC Level 1 & 2 has reduced this quarter with both being below the required the Welsh Government target of 85%

ANTT eLearning assessment compliance remaining suboptimal although the eLearning compliance is above target.

## IPC Audit Activity

IPC Audits continue to be reported and monitored via the AMaT system, and the results are included within this report. The 2 lowest scoring areas were Kimberley House and St David's Park. The concerns in Kimberley House related mainly to the standard of environmental cleanliness which facilities are managing with the contracted cleaners, whereas in St David's Park the non-compliances were associated with the condition of the building which is beyond the control of Public Health Wales.



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