

Quality Governance Performance Report Quarter 1 2026/27

Quality Safety & Improvement Committee September 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



Listening to People /Incidents Section

Key Points



- There were No National Reportable Incidents or Early Warning Reports submitted in Quarter1
- **513** incidents were reported this quarter from 949,000 patient and service user contacts, demonstrating a strong reporting culture and representing a very small proportion of overall interactions.
- Some service areas have a low incident reporting which includes the BBU, Emergency Response & POD – work is focused on raising awareness of incident reporting in these areas
- 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 improved in Q1 compared to the previous quarter with only 27 overdue incidents over the 30 days working target.

Patient /Service user Experience (LtP) cont.

Complaints

- **19** Early resolution complaints were received in Q1 a decrease (25) compared to the previous quarter.
- **All but 1 were** resolved within the target timeframe . Concern themes identified include Communications, test results and staff attitude & behaviour
- **8** Formal complaints were received this quarter with performance management of these remaining good overall at WG target of 75%

Compliments

- **105** compliments received this quarter, a slight reduction on the previous quarter - with the common theme being general thank you to staff
- Highest Responses received by Screening Division
- SMS experience surveys continue to be popular and demonstrates a return response rate of 28.5% (5476 responses received) and slight increase on the previous Q4

Safety Notices

- **29** alerts received this quarter with 6 applicable to PHW for information only



Safeguarding



Safeguarding Concerns

- **40** Safeguarding enquiries were received a reduction on the previous quarter (62) reflecting increased confidence and capability within Sexual Health Wales following implementation of a safeguarding SOP for child at risk .
- **7** Duty to Report submission were made to local Authorities

Training Compliance

- Improvement seen in **Level 3** safeguarding compliance (82%) but **VAWDASV Group 2** has declined further (64%)

Safeguarding Risk

- **3** divisional safeguarding risks remain unchanged relating to the communications division (2) and POD (1)

Infection Prevention and Control



IP&C Incidents

- **15** incidents reported, a slight reduction to Q4 (21).
- No moderate harm or above IPC incidents were reported this quarter.
- **10** incidents were for contact with, or hazardous substance in infection services and all were low or no harm incidents.

IPC Risks and Issues

- **6** IPC risks are recorded at the end of Q1, **3** relating to site facilitates commissioned by BSW . In addition, an aging autoclaves in infection services , staff vacancy in HARP and corporate risk relating to cleaning standards and schedules.
- Decontamination facilities at Glan Clwyd endoscopy unit reprocessing facilities remains a risk and issue for BSW. The programme continues to work closely with BCUHB supported by the internal decontamination subgroup and Shared services Principal Decontamination Engineer.
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Infection Prevention and Control



Training Compliance

- Compliance for the IPC Level 1 & 2 has improved slightly this quarter with level 1 (89%) above the required the Welsh Government target but level 2 remains an area of concern at 77% with actions in place
- ANTT eLearning assessment compliance remains static and suboptimal although the eLearning compliance is above target at 94%

IPC Audit Activity

- IPC Audits continue to be reported and monitored via the AMaT system, and the results are included within this report.
- 2 IPC nurse assurance audits were completed this quarter and achieved an improved compliance position compared to the previous quarter (Kimberley House and Rhos House). The concerns in Kimberley House continue to be the standard of environmental cleanliness which facilities are managing with the contracted cleaners.
- Committee is asked to also note Significant national IPC guidance changes due during Quarter 2 and preparations are underway to support implementation across Wales.



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