

Agenda Item

6.1.2

Joint Commissioning Committee

Quality Safety and Outcomes Sub-Committee Highlight Report 02 June 2025
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Dyddiad y Cyfarfod / Date of Meeting	15/07/2025
Statws Cyhoeddi / Publication Status	Open/ Public
	Not Applicable
Awdur yr Adroddiad / Report Author	Helen Tyler, Head of Governance and Risk
Cyflwynydd yr Adroddiad / Report Presenter	Susan Elsmore, Lay Member
Noddwr yr Adroddiad / Report Sponsor	Carole Bell, Director of Nursing and Quality

Pwrpas yr Adroddiad / Report Purpose	For Noting Choose an item.
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Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)		
Committee / Group / Individuals	Date	Outcome
N/A		Choose an item.

1. SITUATION/BACKGROUND

This report had been prepared to provide a summary of the key issues considered by the Joint Commissioning Committee Quality, Safety and Outcomes sub-committee at its meeting on 2 June 2025.

Key highlights from the meeting are reported in Section 3.

2. PURPOSE

The Purpose and Role of the Joint Committee and the sub-committees are set out in Paragraphs 2.18 and 2.20 of the JCC [Standing Orders](#).

The Quality and Safety Outcomes Committee Terms of Reference can be found [here](#).

3. HIGHLIGHT REPORT

RAG Rating	Highlight
Alert / Escalate	<ul style="list-style-type: none"> • Members heard about the tragic experience of the Maxwell family. A patient in need of urgent medical attention, waited six hours for an ambulance. Despite multiple calls and visible deterioration, the ambulance arrived too late. The patient passed away, and her family was left devastated, not only by the loss but also by the traumatic aftermath, including a post-mortem that prevented them from saying goodbye properly. Her son, who performed cardiopulmonary resuscitation (CPR) before the ambulance arrived, expressed deep emotional trauma and a loss of trust in emergency services. • Members commented on listening and learning from the ambulance patient story and deep dive, proposing to take this separately to JCC and to reflect on how this story could be used as a catalyst for change, with a commitment to follow up and demonstrate tangible improvements. Members highlighted the erosion of public trust and the need to rebuild it through transparency, responsiveness, and improved outcomes. • Concerns were raised about the timing of risk updates not aligning with directorate reports and the lack of detail in control statements and action plans, particularly for high-risk areas such as neonatal services.
Advise	<ul style="list-style-type: none"> • The Director of Ambulance and 111 from NWJCC and WAST colleagues provided member with a Quality Assurance Deep Dive presentation which focused on the internal and external assurance arrangements for WAST. <p>Key risks identified by WAST were noted as below:</p> <ul style="list-style-type: none"> • Transfers of Care Delays at Emergency Departments. • Workforce Constraints – Utilisation, absence, and abstraction. • Digital Infrastructure Challenges – Affecting operational efficiency. • Strategic Quality Plan and Quality Management System – Ensuring continuous improvement.

RAG Rating	Highlight
	<p>Several forward-looking initiatives WAST would be pursuing was highlighted:</p> <ul style="list-style-type: none"> • Clinical Advisory Group (CAG) – Supports alignment with national policy, quality, ethics, and population health. • Value-Based Healthcare – Informing investment decisions and improving outcomes. • Digital Innovation – Leveraging AI and smartphone technology for remote and prehospital care. • System-Wide Enablement – Using 111Wales and clinical infrastructure to support broader NHS Wales goals. <p>Members found the deep dive informative and expressed an interest in further exploring innovation, recognising that maintaining current practices will not resolve existing issues capacity.</p> <ul style="list-style-type: none"> • Members received the Welsh Kidney Network (WKN) report which provided a briefing on the current Quality and Patient Safety issues within the WKN commissioned services. The following points were noted: • Two new National Reportable Incidents (NRIs): a delay in referral for investigation of a suspicious finding on a chest X-ray, which turned out to be a lung carcinoma, and an error in plasma administration which delayed an incompatible plasma exchange, patient receiving compatible rather than incompatible plasma. • An update on Risk Ref 65 was provided - Kidney Dialysis capacity across Wales. This risk has been included within NWJCC Integrated Medium Term Plan (IMTP) submission for 2025/2026 covering growth including the Independent Service Providers (ISPs). • An update on Carbapenemase-producing organisms (CPO) and Carbapenemase Producing Enterobacteriaceae (CPE) work with Healthcare Associated Infection & Antimicrobial Resistance Programme (HARP), Public Health, and standardising guidelines was provided. • Members noted the extensive data available to the renal department, with an aim to leverage IT solutions to identify CPO tests and analyse the frequency of positive outcomes. • Positive progress in transplant work-up, pre-emptive transplantation, and live donor transplantation was highlighted. Members noted Wales' leadership in some respects but there was further work required and it was agreed to present cost-effectiveness and quality of life benefits of transplants and home therapies including benchmarking across the UK and variances across Wales for transplants and home dialysis to a future meeting.

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	<ul style="list-style-type: none"> • The Director of Commissioning for Specialised Services provided updates on various specialist services including: • The Neonatal escalation ongoing; paediatrics de-escalated. • PET-CT supply issue resolved. • DBS service review underway. • Cardiff & Vale to extend thrombectomy hours from 1 July. • Concerns raised about auditory implant service recruitment delays. • A report for the Commissioning for Ambulance and 111 services was received. The quality and safety dashboard, which includes high-level reports on quality domains was highlighted. • The Director for Mental Health and Vulnerable Groups report was presented. The following points were highlighted: <ul style="list-style-type: none"> • Gender services update in preparation for next QSO. • Perinatal review shared. • Concerns about St Andrew’s provider; quality assurance ongoing. • Caswell Clinic occupancy and commissioning arrangements discussed.
Assure	<p>Members received the risk register as at 30 April 2025, highlighting the risks relating to the Quality Safety and Outcomes assigned for monitoring and scrutiny purposes. The following areas were highlighted:</p> <ul style="list-style-type: none"> • 78 Ambulance Capacity - Deep dive conducted; remains the highest scoring risk at 25. • 79 Type A aortic dissection - Continued collaboration with Cardiff & Vale and Swansea Bay UHBs, • 65 Renal Dialysis - Submitted into IMTP 2025/26; awaiting outcome, • 55 Neonatal Workforce - Reviewed by Women & Children’s commissioning team; Level 3 escalation meeting held in May 2025, • 56 Neonatal Infection Control - Reviewed by Women & Children’s commissioning team; further update expected, • 82 Neurorehabilitation at SBUHB – Risk increased from 12 to 16 Continued collaboration with Cardiff & Vale and Swansea Bay UHBs, • 83 Paediatric Orthopaedic Surgical Service – New risk added, service under internal discussion.
Inform	<ul style="list-style-type: none"> • The forward plan of business for the next twelve months was presented noting that it was a work in progress and

RAG Rating	Highlight
	<p>would be used to support Agenda planning for future meetings.</p> <ul style="list-style-type: none"> • A report outlining recent incidents and concerns reported to the JCC from provider and commissioned services covering the period March 2025 was received. • An update on the Regulator Report (Healthcare Inspectorate Wales (HIW) / Care Quality Commission (CQC) regulatory activity was provided noting the ongoing collaboration with HIW to improve reporting and assurance processes.
Appendices	None

4. ASSESSMENT

Objectives / Strategy	
Dolen i Amcan (au) Strategol CBC Link to JCC Strategic Objectives(s)	Improve Equity and Population Health
	Ensure Quality
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A More Equal Wales
Dolen i Hwyluswyr Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Enablers of Quality</i> (Duty of Quality Statutory Guidance (gov.wales))	Whole-systems Perspective
	If more than one applies please list below:
Dolen i Feysydd Ansawdd <i>(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) /</i>	Person Centred
	If more than one applies please list below: Equitable

Link to Domains of Quality <i>(Duty of Quality Statutory Guidance (gov.wales))</i>	
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable
	If more than one applies please list below:

Impact Assessment		
Ansawdd <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? / Quality</i> <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below: N/A
Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? / Equality</i> <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Yes: <input checked="" type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome for Equality (delete as appropriate): POSITIVE/NEUTRAL/NEGATIVE Outcome for Welsh Language (delete as appropriate): POSITIVE/NEUTRAL/NEGATIVE	If no, please include rationale below: N/A
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	
Enw da / Reputational	There is no direct impact on the reputation of the Joint Committee as a result of the activity outlined in this report.	
Effaith Adnoddau <i>(Pobl /Ariannol) / Resource Impact</i> <i>(People / Financial)</i>	There is no direct impact on resources as a result of the activity outlined in this report.	

5. RECOMMENDATIONS

The Joint Committee is asked to:

- **Note** the highlights outlined in Section 3 of this report.