

Service User Experience Story

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GIG
CYMRU
NHS
WALES

Iechyd Cyhoeddus
Cymru
Public Health
Wales

1. Background



- Legislative requirements for Safeguarding within NHS Wales
- Safeguarding Incidents reported on Datix
- Datix Safeguarding incident highlighted need for Safeguarding investigation

2. Service User Experience



- 5 Year old girl
- Information sharing made with GP
- Resulted in Safeguarding Referrals

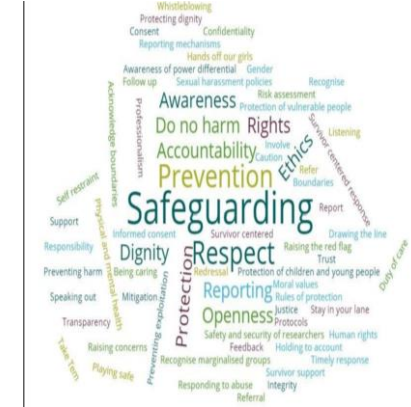
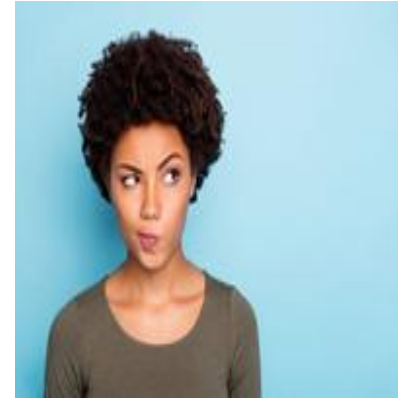
3. Learning from Incidents



- Area of improvement identified in Microbiology



Service User Story



Datix Incident

- Safeguarding incident raised through Datix
- Delay in sample being transported from North Wales to Cardiff
- Sample requested Sexual Transmitted Infection for a 5 year old girl

Information Sharing

- Microbiology contacted for further information
 - Advice given from the Named Lead for Safeguarding to Microbiology to contact the requesting clinician
- GP:Safeguarding considered

Professional Curiosity

- Named Lead for Safeguarding Contacted GP
- Rationale for sample discussed
- To exclude STI
- Raised concerns around sample being requested

Safeguarding History

- Previous children removed
- Child on Child Protection Register at birth
- No current involvement with children's services
- Attachment and behavioural issues

Service User Story

5 year old girl: Safeguarding

- Previous safeguarding history discussed
- Safeguarding considered but report to Local Authority not made
- Further to discussion GP made report to LA
- Named Lead for Safeguarding PHW also made a child at risk report to LA
- Case did not progress to further investigation as GP advised that there were no indicators of Child Sexual Abuse
- Plan: Gp to continue to see child
- Named Doctor at GP's Health Board Notified of case
- Safeguarding Supervision provided to GP
- Case highlights need for change in culture

Service User Story





National Action Plan Preventing and Responding to Child Sexual Abuse

Working Together to Safeguard People



July 2019

Improvement Identified Microbiology

- Working in partnership with Microbiology a Safeguarding Standard Operational Procedure has been developed
- This will be discussed for implementation at the Microbiology Methods Development and Standardisation Group
- Consideration at an All Wales Level
- Bespoke Safeguarding Training to be developed for Microbiology



**Thank you for listening.
Any questions?**