

Putting Things Right Dashboard Quarter 1 2023-24

Quality, Nursing and Allied Health Professionals

July 2023



GIG
CYMRU
NHS
WALES

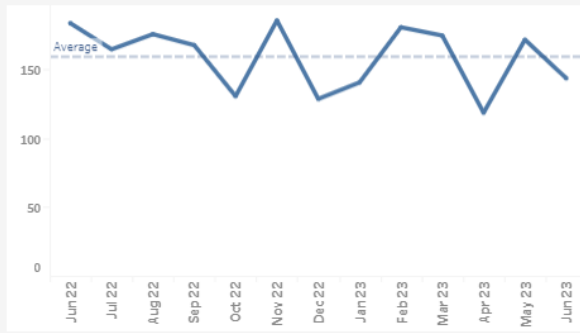
Iechyd Cyhoeddus
Cymru
Public Health
Wales



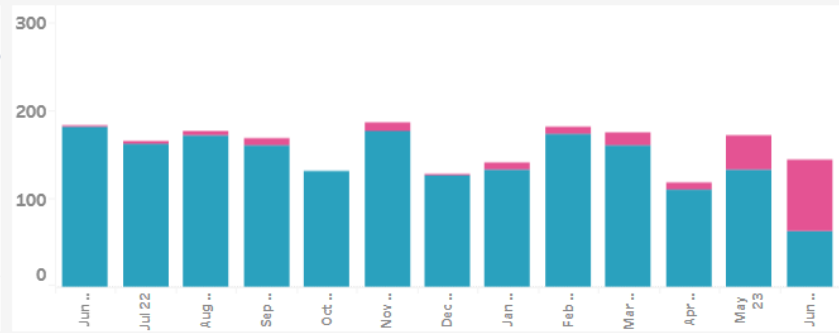
Incidents - Key Metrics



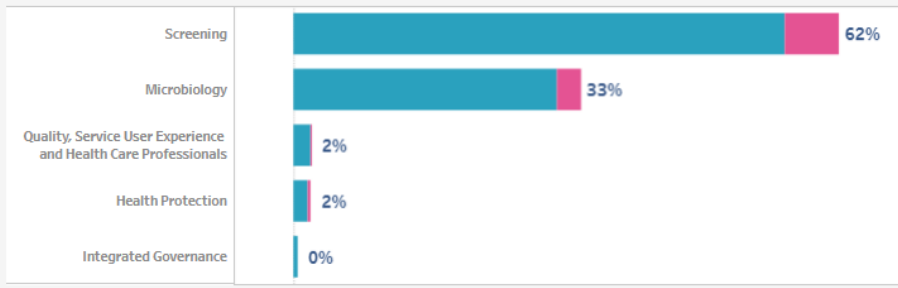
Incidents Overtime



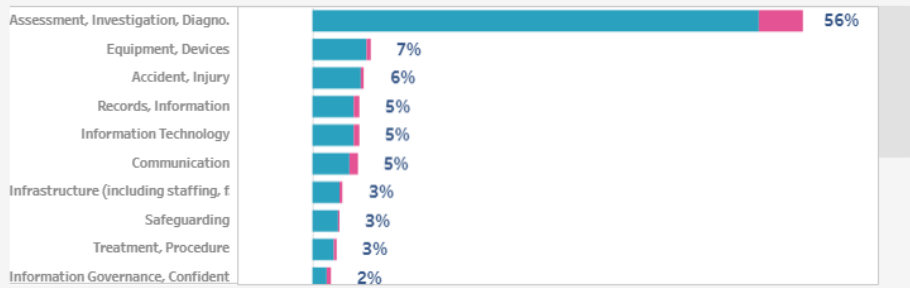
Incidents Overtime Split by Status; Ongoing vs Closed



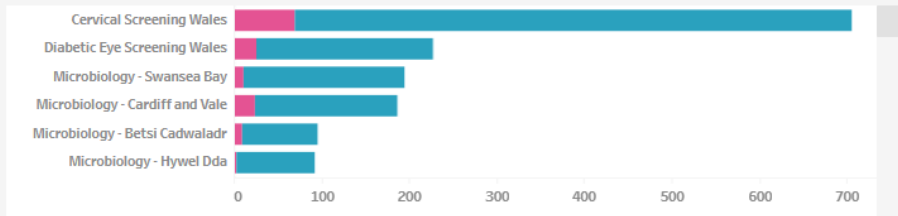
Incidents by Division (Top 5)



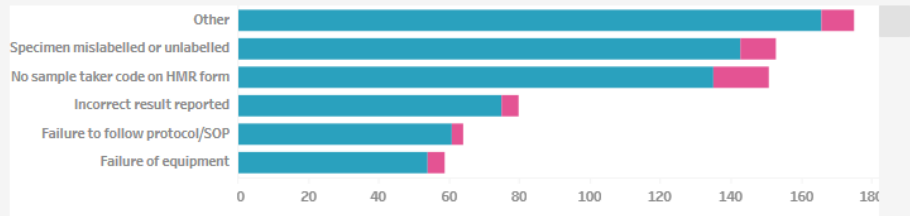
Incidents by Category



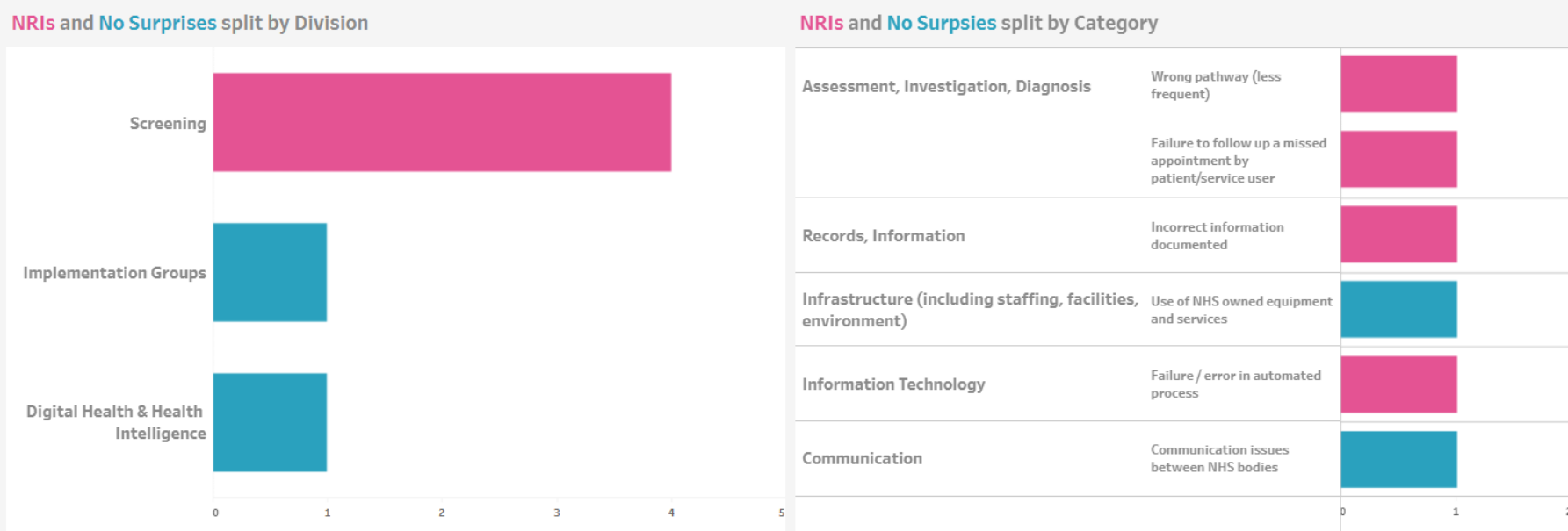
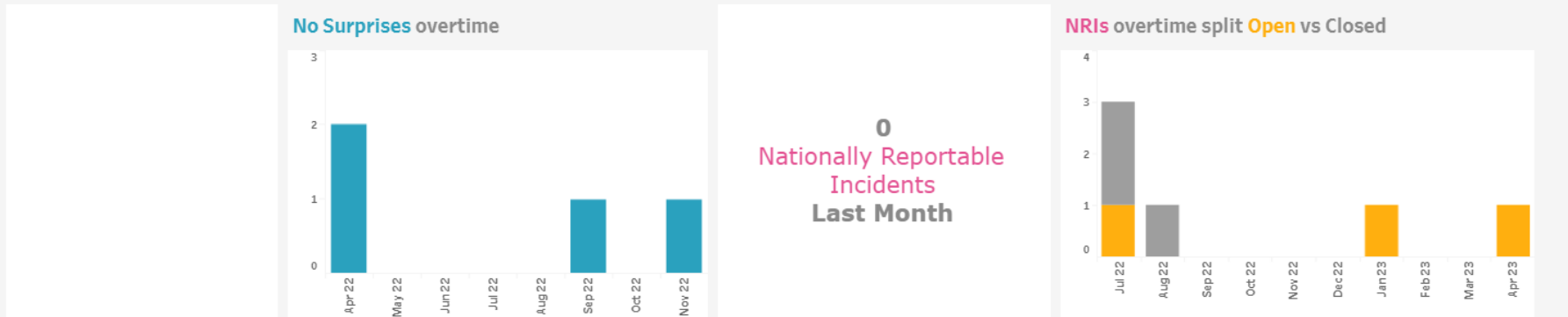
Incidents by Team



Incidents by Sub Category



Data Source: [Datix], Data Updated on: [03 July 2023], Rating: [Bronze] .When NO filters are selected charts show rolling 12m history



Data Source: [Datix], Data Updated on: [03 July 2023], Rating: [Bronze] .When NO filters are selected charts show rolling 12m history

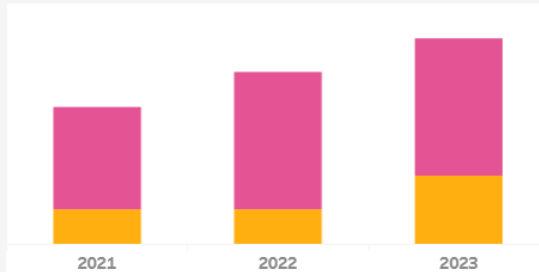
Claims and Redress - Key Metrics

20
Confirmed Claims
Of which, **0** were confirmed in
June 2023

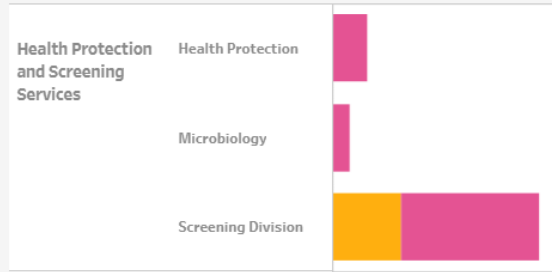
4
Potential Claims
Of which, **0** were raised in
June 2023

0
Redress Cases
Received
in **June 2023**

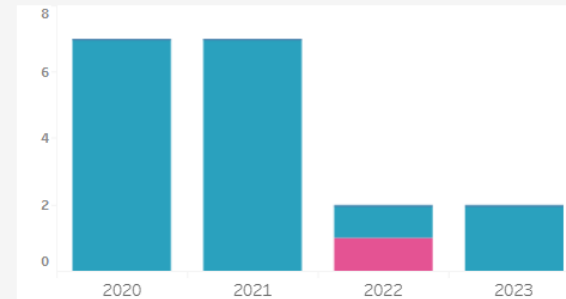
Claims split by year and Approval Status; **Confirmed**, **Potential** and Withdrawn.



Claims by Location and Type **Confirmed**, Withdrawn/Rejected and **Potential**



Total Redress by Year split **Open** **Closed**



Claim Types split **Personal Injury** and **Clinical Negligence**



Redress by Location **Open** **Closed**

Health Protection and Screening Services	Breast Test Wales	BTW Mid West	7
		BTW South East	7
	Cervical Screening Wales	Cervical (South East Wales)	1
		Cervical Screening Wales (North)	1
	Bowel Scree..	Bowel Screening Wales (South)	1
	Diabetic Eye ..	Admin/Operational	1
	Abdominal A..	AAA (South East Wales)	1
Health Protection and Screeni..	Breast Test Wales	Breast Test Wales (All Wales)	1
		Breast Test Wales (North Wal.	1
	Llwynhendy ..	Null	1

Formal Complaints - Key Metrics

1

Formal Complaints received in June 2023

97%

Complaints Responded to within 30 working days
May 22 - May 23

100%

Complaints Responded to within 30 working days
May 23

PHW Target 95%

Welsh Gov Target 75%

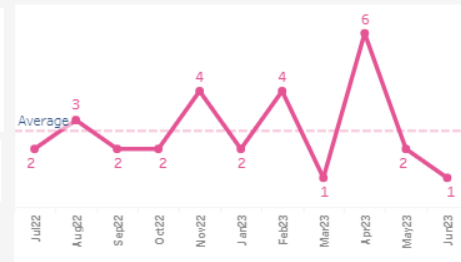
100%

Complaints Acknowledged within 2 working days
Jun 23

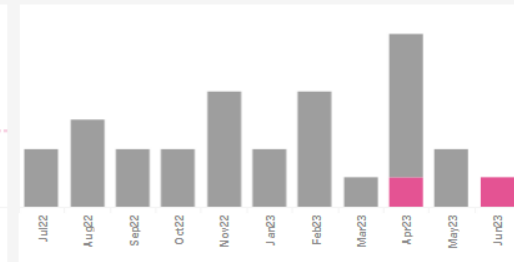
PHW Target 95%

[See more detail](#)

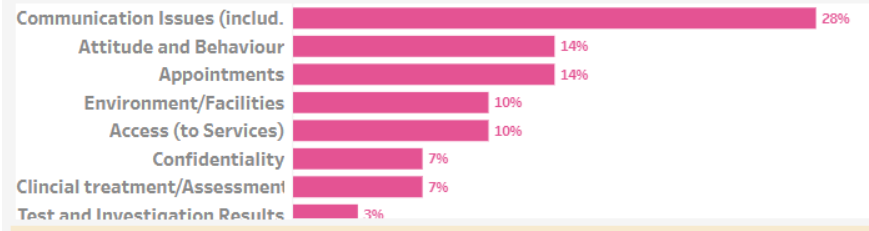
Formal Complaints raised by Month



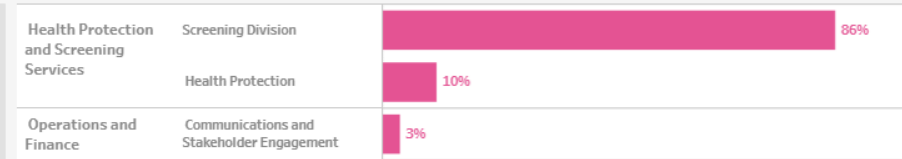
Formal Complaints raised by Month; Open vs Closed



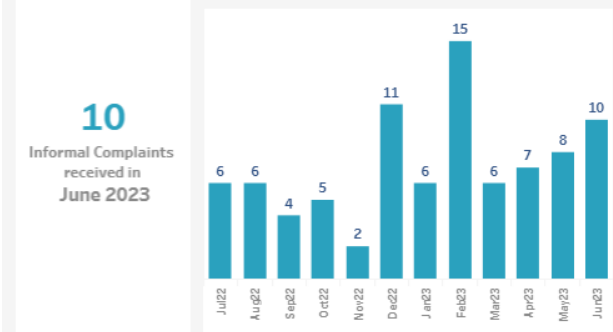
Formal Complaints split by Theme



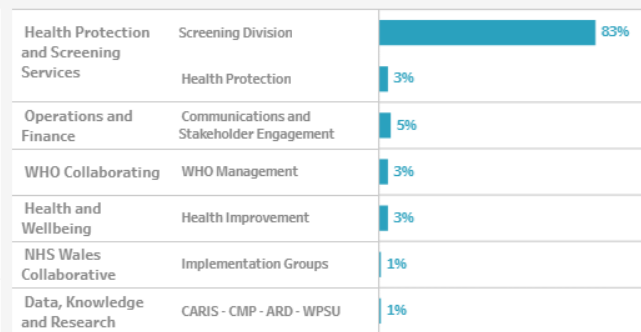
Formal Complaints split by Directorate



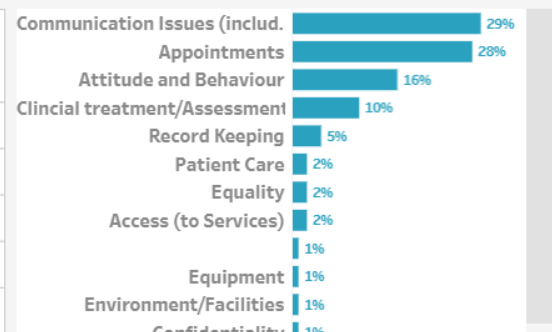
Informal Complaints raised by Month



Informal Complaints split by Directorate



Informal Complaints split by Theme



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