

Aneurin Bevan UHB

Overall, wherever we inspected we found dedicated staff who were committed to providing high quality care to patients.

4 out of 5 GP inspections resulted in the need for an immediate assurance letter. The challenge of sustaining the GP service is well known but the health board should consider how best it can support its GP population to ensure these findings are not prevalent again next year.

It is positive to see that the health board has taken meaningful action to tackle significant recommendations made by HIW last year. For example, the health board has introduced a new process for oversight of HIW's recommendations through the Quality and Patient Safety Committee, and has resolved the relationship difficulties with prison healthcare staff.



Hospitals

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| ✓ Patient feedback was positive | ✗ Some recommendations from previous inspections had not implemented. |
| ✓ We saw staff treating patients in a caring and respectful manner at all times. | ✗ Various issues with record keeping. |
| ✓ Good multi-disciplinary team working including with social care colleagues at Monnow Vale. | ✗ Inconsistencies in the recording of medicines in patient notes and issues with temperature control of medicines. |
| ✓ Dedicated staff teams were well supported by local and senior management. | ✗ At Monnow Vale there were often delays in patients getting their take home medication when they were being discharged. |

Mental Health

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| ✓ Good team working across all inspections | ✗ Garden areas require investment at Ysbyty Ystrad Fawr and Ysbyty Tri Chwm |
| ✓ Good access to daily activities in Ysbyty Aneurin Bevan and Llanfrechfa Grange including at weekends. | ✗ Recommendations for improvement were made about documentation and records at all sites except Ysbyty Ystrad Fawr |
| ✓ Good monitoring of participation | ✗ Variability of advocacy provision |
| | ✗ Aspects of the environment were impacting negatively on patients' privacy and dignity at Ysbyty Tri Chwm |

Dental

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| ✓ Staff interaction with patients was professional, kind and courteous. | ✗ Practices need to do more to promote improvement, including encouraging feedback from patients. |
| ✓ Clinical facilities were well equipped and visibly clean and tidy. | ✗ Adult and child protection policies were not updated and not all staff had been trained appropriately for their role. |
| ✓ Dental equipment was well maintained and regularly serviced. | ✗ Various issues with record keeping |

GP

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| ✓ Patients gave positive feedback about their care and about practice staff | ✗ Patient identifiable information was not managed appropriately |
| ✓ Some practices worked well with patients groups, voluntary organisations and carers to improve services. | ✗ Environmental factors had a negative impact on patients' privacy and dignity in some practices. |
| ✓ In most practices there were arrangements in place to promote safe and effective patient care | ✗ Fire and health & safety risk assessments were not always completed |
| | ✗ Internal communication to make sure action is taken on matters such as test results and referrals needs to be improved. |
| | ✗ Various issues with record keeping in all but one inspection. |
| | ✗ Adult and child protection policies were not updated and not all staff had been trained appropriately for their role. |