

Terms of Reference and Operating Arrangements

Patient Complaints and Incidents Meeting (PCIM)

INTRODUCTION

The Patient Complaints and Incidents meeting (PCIM) meeting shall hold the experience, safety of patients, public and staff, as well as the reputation of BCUHB, as core values in assessing assurance, quality governance and to commit to provide a timely resolution to addressing incidents and complaints.

The PCIM will support BCUHB's ambition to become a learning organisation, to deliver the best possible level of safe and effective care, meeting three key domains of quality treatment and care for patients including

- Safety;
- Effectiveness;
- Patient Experience.

The PCIM shall ensure BCUHB has a robust approach to managing incidents and complaints encouraging processes that will remove, reduce, avoid, prevent or manage risks, whilst promoting proactive and early resolutions, to ensure the best possible patient experience.

The PCIM shall seek to embed the culture of compliance within the organisation, so that it happens as part of normal business, and not as a separate activity, contributing directly to a well-run organisation and the quality of patient care

PURPOSE

The purpose of the PCIM is to support IHC's, MHLD division, Womens division and Pan BCUHB services operational teams in delivering a high quality, relevant and timely responses of complaint and incidents, by obtaining objective assurance that:

- There are robust processes in place for the effective management of patient complaints and incidents and to support BCUHB to deliver its strategic objectives relating to the provision of high-quality care.
- There are robust processes in place to monitor the overdue Learning from Events reports.
- The systems and structures within each IHC are robust to ensure that sufficient analysis of incidents and complaints is undertaken
- IHCs or Divisions that are not achieving the agreed performance

benchmarks are given 'support' until there is sufficient assurance and confidence to show practices or concerns have improved,

- Performance is measured against all quality standards, and compliance with Wales Duty of Quality Act (2023), Putting Things right and Duty of Candour legislation are met.

DELEGATED POWERS AND AUTHORITY

The PCIM shall report monthly to the BCUHB Quality Delivery Group through the PSG and PEG chairs reports on its proceedings after each meeting to provide assurance and to escalate issues as appropriate

To achieve this, the PCIM's programme of work will be designed to ensure that,

- there is clear, consistent strategic direction, strong leadership and transparent lines of accountability;
- there is an ethos of continual quality improvement
- there is good team working, collaboration and partnership working ...
- risks are actively identified and robustly managed and mitigated
- decisions are based upon valid, accurate, complete and timely data and information;

Authority

The PCIM Chair is authorised to seek information it requires from any IHC representative. All members of staff are directed to co-operate with any request made by the PCIM.

The PCIM Chair is authorised to obtain legal or other independent professional advice and to secure the attendance of advisors with such expertise that it considers necessary

MEMBERSHIP

Attendance at the PCIM is essential. In exceptional circumstances when an Deputy Executive Director member cannot attend, they must arrange for a fully briefed deputy of sufficient seniority to attend on their behalf.

Chair: [REDACTED]

Vice Chair: [REDACTED]

Members:
[REDACTED]

[REDACTED]

By invitation

The PCIM Chair may extend invitations to attend the PCIM meetings.

Member Appointments

The membership of the PCIM shall be determined by the Chair

Support to PCIM members

Meetings will be supported by the Patient Safety, Quality and Experience team, including

- Agreement of agendas with the Chair and Members.
- Collation and distribution of papers.
- Keeping a record of matters arising and issues to be carried forward within an action log will this be on datix.
- Advising the PCIM on pertinent issues/areas.
- Provision of a highlight report of the key business undertaken to the BCUHB QDG monthly

MEETINGS

Frequency of attendance at meetings is driven by the IHCs/Divisions performance and an attendance schedule will be maintained for review by the Chair at each meeting.

The PCIM Meetings will be open to the [REDACTED] to attend. Others may attend at the invitation of the Chair.

As the meeting is held virtually, other Executives or Non-Executive Directors not assigned to the PCIM (and not specifically invited), may observe on-line, provided the PCIM Chair has given prior approval. However, the expectation is that observers are there to listen rather than actively participate.

Frequency of Meetings

Meetings shall be held no less than weekly, and otherwise as the Chair of the Committee deems necessary.

REPORTING AND ASSURANCE ARRANGEMENTS

The PCIM shall have access to sufficient resources to carry out its duties, including access to secretarial assistance as required

The PCIM will review its own performance, at least annually, review its constitution and terms of reference to ensure it is operating at maximum effectiveness and recommend any changes it considers necessary to the BCUHB Executive Team for approval.

Report formally via integrated quarterly report to QDG on a timely basis to the Executive Team, on the PCIM activities. This includes verbal updates on activity, the submission of PCIM highlights and action trackers.

Bring to the Operational area's leadership team, Relevant executive portfolio holder or Executive's Team specific attention any significant matters under consideration by the PCIM.

Ensure appropriate escalation arrangements are in place to alert the Executive Team of any urgent/critical matters that may affect the operation and/or reputation of the BCUHB.

REVIEW

These terms of reference and operating arrangements shall be reviewed annually by [REDACTED]

CHAIR'S ACTION ON URGENT MATTERS

There may, occasionally, be circumstances where decisions which would normally be made by the PCIM need to be taken between scheduled meetings.

In these circumstances, the PCIM Chair, supported as appropriate, may deal with the matter on behalf of the PCIM members

Chair's action may not be taken where the Chair has a personal or business interest in the urgent matter requiring decision.

Date Terms of Reference Approved:.....

Signed:.....(Chair)

Date:.....

DRAFT