

Freedom of Information Request – ATISN 19095

- 1. 28/08/2023 - updated Improvement Plan from SBUHB in respect of previous maternity inspection at Singleton Hospital as part of the HIW Maternity Review. The Improvement Plan is included as attachment 2.**

Hi X,

I hit send too soon, I meant to add that they stated in this meeting that they now have two new midwife sonographers in training, with an aim of achieving sustainable service for third trimester scanning.

Thanks
X

From: X (COOG - Healthcare Inspectorate Wales)
Sent: Tuesday, August 29, 2023 2:19 PM
To: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Subject: SBUHB Maternity matters

Hi X

Hope you had a good bank holiday.

A few maternity related items -

1. I've just met with the Swansea Bay X who told me that they responded with an updated improvement plan to our maternity follow up review (X's team).

I've just had a dig through the reviews folder on ishare and have found the updated plan as attached. It will likely be a helpful read before next week, as it's quite a recent position from the health board.

2. I've also attached, for info, a document from today's health board quality and safety meeting which shows a timeline for the reinstatement of Midwifery led intrapartum services, including the Freestanding Midwifery Unit (Neath and Port Talbot Birth Centre NPTBC). *Document in the public domain – can be found at the following link <https://sbuhb.nhs.wales/about-us/key-documents-folder/quality-and-safety-committee-papers/quality-and-safety-committee-august-2023/3-2-qsc-reinstatement-of-community-intrapartum-services-docx/>*

3. It was also highlighted at the same meeting today that maternity services have recruited 15 streamline midwives who will join in September and that they have just interviewed / recruited 7 x B6 midwives. It was noted that these staff are not in place yet and that they will need some time to settle in. They also noted that there is still a lot of work still going into workforce redesign to make certain areas more robust (no added detail).

Many thanks
X

- 2. 25/09/2023 - 29/09/2023 – emails between HIW's Communications Team and ITV.**

Hi X,

Thank you for your enquiry. Please see our statement below:

Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

Immediately after the inspection we invoked the use of our Immediate Assurance process, whereby we wrote to Swansea Bay University Health Board requesting detailed remedial actions relating to a number of patient safety issues. HIW asked the health board to complete an Immediate Improvement Plan setting out detailed actions including the timing and ownership of those actions. A response from

the health board and a completed plan has been received by HIW and ongoing discussions are taking place to ensure actions are being progressed.

The health board is required to provide HIW with regular updates where actions remain outstanding or are in progress. It is also required to ensure that findings are not systemic across other areas within the wider organisation, and to take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person-centred care.

Full details regarding the findings will be published alongside the report on our website.

Could you please let me know when the piece will be aired?

Many thanks,

X

From: X <X@itv.com>

Sent: Friday, September 29, 2023 9:04 AM

To: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>

Cc: X <X@itv.com>; X <X@itv.com>

Subject: Re: ITV Wales - WTW Request - SBUHB Maternity

Hi X,

Could I please make a further enquiry?

SBUHB stated yesterday they had received a letter this week from HIW following the unannounced onsite inspection in September.

SBUHB said they received an order to produce immediate improvement plans in eight areas of their maternity service.

Could I please ask in what areas of maternity the 'immediate improvement plans' were issued?

Clearly, HIW has identified a significant number of 'immediate patient safety' concerns within the maternity service at SBUHB.

Understand there is a full report to be published at a later date in regard to the review of maternity at SBUHB, although with there being a clear public interest in the safety of the maternity unit at SBUHB would HIW be in a position to comment on what they found during the review?

My deadline is 15:00 today.

Happy to chat if you need any more information. I'm on X

Best,

X

X

Swansea Correspondent

Tel: X

On Tue, 26 Sept 2023 at 13:27, <X@gov.wales> wrote:

Hi X,

Hope all is well.

Please see our statement below.

Healthcare Inspectorate Wales (HIW) continually uses and interprets a wide range of intelligence to make effective and appropriate decisions about how we direct our resources and ensure our programme of activities focus on settings where patients are most at risk of not receiving good quality care.

To achieve this, we have systems and processes in place to ensure our decisions and approaches to seeking assurance are consistent and based on evidence.

We have been monitoring intelligence about the maternity service at Swansea Bay University Health Board, and this informed our decision to inspect the maternity service at Singleton Hospital in September 2023.

This involved an unannounced onsite inspection and a patient and staff experience survey. We will review and publish the findings from this inspection on our website and share them with Welsh Government.

The health board will be required to respond to any recommendations we make for improvement.

Our upcoming inspection report publications can be found on our website: [Publication schedule | Healthcare Inspectorate Wales \(hiw.org.uk\)](#)

Many thanks,

X

From: X <X@itv.com>

Sent: Tuesday, September 26, 2023 1:11 PM

To: HIW Comms <HIW.comms@gov.wales>

Subject: Re: ITV Wales - WTW Request - SBUHB Maternity

Hello,

Could I enquire whether this request has been received?

Best,

X

X

Swansea Correspondent

Tel: X

On Mon, 25 Sept 2023 at 12:55, X <X@itv.com> wrote:

Hello HIW Communications,

I hope this email finds your team well.

I was hoping you would be able to provide us with a response for an ITV Wales, Wales This Week investigation we are producing on maternity care within Swansea Bay University Health Board.

I will outline in as much detail as possible what we are covering, who we have spoken to and what they have said to inform your response as much as possible.

What we have found:

The WTW story will outline some of the issues that have been identified within the maternity service at SBUHB.

We will detail the critical staffing levels currently faced by the unit which the health board's quality, safety and risk group noted 'undermines the ability to maintain services safely and increases the potential for harm'. The risk group also identified poor attitudes of some medical staff within maternity, lack of clinical leaders, delays in care and poor communication.

The maternity service is unable to offer all women serial ultrasound scan screening in the third trimester due to a lack of capacity.

The health board is investigating 298 incidents within maternity including 2 'never events' that occurred between February and August in Obstetrics this year.

That a recent MBRRACE-UK report published in May found a sharp increase in the neonatal mortality rate for Swansea Bay between 2020 and 2021. 26% higher than the group average in 2021. Also, the perinatal mortality rate was consistently higher than the group average in 2021.

Can we ask what HIW is doing in light of these serious issues?

With HIW having knowledge of these issues, have they informed the Welsh Government?

What has HIW done since staff at SBUHB blew the whistle in September 2022 about the unsafe and dangerous levels of midwives working at the service?

Would it be possible to get a response to the issues and claims made above? Our deadline is 5pm on Tuesday 26th September.

If you need to chat over anything or require any more information, I'm on X.

X
Swansea Correspondent
Tel: X

3. 29/09/2023 – email from HIW's Communications team to colleagues in Welsh Government

Hi all,

Hope all is well. Following a few media enquiries from ITV Wales regarding maternity services at Swansea Bay University Health Board.

Please see the below statements that have been issued on behalf of Healthcare Inspectorate Wales:

Released 26th September 2023

Healthcare Inspectorate Wales (HIW) continually uses and interprets a wide range of intelligence to make effective and appropriate decisions about how we direct our resources and ensure our programme of activities focus on settings where patients are most at risk of not receiving good quality care.

To achieve this, we have systems and processes in place to ensure our decisions and approaches to seeking assurance are consistent and based on evidence.

We have been monitoring intelligence about the maternity service at Swansea Bay University Health Board, and this informed our decision to inspect the maternity service at Singleton Hospital in September 2023.

This involved an unannounced onsite inspection and a patient and staff experience survey. We will review and publish the findings from this inspection on our website and share them with Welsh Government.

The health board will be required to respond to any recommendations we make for improvement.

Our upcoming inspection report publications can be found on our website: [Publication schedule | Healthcare Inspectorate Wales \(hiw.org.uk\)](#)

Released 29th September 2023

Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

Immediately after the inspection we invoked the use of our Immediate Assurance process, whereby we wrote to Swansea Bay University Health Board requesting detailed remedial actions relating to a

number of patient safety issues. HIW asked the health board to complete an Immediate Improvement Plan setting out detailed actions including the timing and ownership of those actions. A response from the health board and a completed plan has been received by HIW and ongoing discussions are taking place to ensure actions are being progressed.

The health board is required to provide HIW with regular updates where actions remain outstanding or are in progress. It is also required to ensure that findings are not systemic across other areas within the wider organisation, and to take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person-centred care.

Full details regarding the findings will be published alongside the report on our website.

Many thanks,

X

4. 22/09/2023 – internal HIW Microsoft Teams messages

22/09 13:53

X (COOG - Healthcare Inspectorate Wales)

Heads up, on a different topic. re: The Wales This Week ITV episode are planning on SBUHB maternity.

WG got in touch, and they've learnt from ITV, that cited in the episode is likely to be reference to:

HIW having informed WG about staffing and incident concerns during a meeting in July 2023

I think this has been gleaned from our own FOI response issued this week. WG have asked me what this meeting was as they can't find record of it. I think it refers to information we released in the FOI response from the RM proforma for the tripartite meeting (was actually held 30 June so a small error in our FOI response). So technically, it wasn't a meeting just about maternity, and the level of detail the RM captured in the proforma was not shared by us at the tripartite meeting.

Sharing this as we could well be approached by ITV, and they may ask about this July 'meeting' and what we 'shared'...

I'm going to go back to WG and explain that a portion of the RM notes was shared with the FOI requestor, and the 'meeting' referred to is the tripartite meeting.

22/09 14:13

X (COOG - Healthcare Inspectorate Wales)

Ok thanks X. This has just prompted me to reach out to X to explain the final decision on what to release in the FOI. She is out of office so going to catch X

5. 22/09/2023 – Microsoft Teams messages between HIW and Welsh Government

X (HSS - Quality & Nursing Directorate)

22/09 12:47

Prynhawn da X. Apologies for contacting you directly with this query. You'll recall X mentioning ITV Wales This Week covering Swansea Bay maternity. We've received further info from them about the contents of the episode and they've noted HIW having informed WG about staffing and incident concerns during a meeting in July 2023. The only meeting I'm aware of was a HIW/CIW/HSS monthly catch-up on 04 July, for which the minutes don't include anything around Swansea and maternity. Are you aware of HIW having informed WG of issues during July and if so, what meeting this may have related to?

22/09 13:17

X (COOG - Healthcare Inspectorate Wales)
Hi X, I'll check and get back asap.

X (HSS - Quality & Nursing Directorate)
22/09 13:39

Thanks X, much appreciated

22/09 13:59
X (COOG - Healthcare Inspectorate Wales)

I've identified it. This week we responded for an FOI, and i suspect this is the source for ITV. Within the information released, we made reference to a HIW joint meeting with Welsh Government in July (this was a typo and should have said June). The meeting in question was the tripartite on 30 June. The information released to the requestor was a portion of the notes the HIW SBUHB Relationship Manager had produced to inform any HIW contribution to the tripartite meeting - within these notes are references to staffing and the health board risk register. This information wasn't shared verbatim into the tripartite process. Hope this helps to clarify.

X (HSS - Quality & Nursing Directorate)
22/09 14:00

Thank you, X, that's incredibly helpful. I imagine we have a copy of those notes on file, so will try and dig them out so X's sighted.

22/09 14:01
X (COOG - Healthcare Inspectorate Wales)

You won't have a copy of the RM's notes, the only notes you'd have are the formal notes of the tripartite itself, which wouldn't have captured the detail we have in our note. Hope that makes sense?

X (HSS - Quality & Nursing Directorate)
22/09 14:01

Yes, that makes sense. Thanks X

X (HSS - Quality & Nursing Directorate)
22/09 14:03

Just to check, was there reference to staffing and the risk register within the information submitted by HIW ahead of tripartite?

22/09 14:07
X (COOG - Healthcare Inspectorate Wales)

We don't submit any written evidence into the tripartite. So the notes we have, are used by any of our staff at the meeting to inform any verbal evidence they contribute. So my understanding is that at the June tripartite, we made a general reference to concerns about maternity at SBUHB and stated our intention to inspect in the near future as a consequence. We did not share level the detail on the notes we have.

X (HSS - Quality & Nursing Directorate)
22/09 14:08

Thanks for confirming X, that's really helpful

X (HSS - Quality & Nursing Directorate)
Friday 09:10

Bore da X. Out of curiosity, are you able to confirm when HIW's response to the X's FOI was issued? Is it possible that anything relating to the Swansea unannounced inspection was released, for example the immediate assurance letter?

Friday 09:20
X (COOG - Healthcare Inspectorate Wales)

Bore da; it was issued on 20 Sept. We definitely didn't release anything relating to the inspection and its outcome however. Yes X knew about it happening once we were onsite, but nothing has been disclosed by us on the immediate assurance to anybody other than the HB, and cc to WG colleagues. Do you suspect that X has a copy of the immediate assurance letter?

X (HSS - Quality & Nursing Directorate)
Friday 09:24

Thanks for confirming X, we thought that'd be the case but wanted to double check. An email was received from X last night which indicates knowledge of the immediate assurances, so we're trying to ascertain whether he could have picked that up via any of the health board forums/committees, or whether he's instead been passed information. Either way, if they're aware then it's likely that information has been shared with ITV ahead of their programme which we understand is airing on Thursday. We wanted to make sure you and colleagues were aware in case there's coverage

Friday 09:25
X (COOG - Healthcare Inspectorate Wales)
Ok, thanks X - I'll alert colleagues. We have gone back to the HB on the initial response to the IA for further clarity on actions - I think we've copied X in on it + shared the HB's initial response.

X (HSS - Quality & Nursing Directorate)
Friday 09:26

Thanks for sharing X, we appreciated being kept in the loop - hopefully the health board's further response is satisfactory

6. 16/09/2023 – internal HIW emails regarding a meeting about SBUHB.

Hi both

Please see supporting information from X in preparation for the meeting with Swansea Bay. (I've added to both of your OneDrive's).

With thanks,

X

From: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Sent: Friday, September 8, 2023 11:09 AM
To: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Subject: RE: 2023.06.16 X, HIW to Swansea Bay UHB: Keeping in touch meeting

Hi X

Please find attached.

This is a copy of the tripartite submission, but with a cover sheet highlighting the key issues / updates since that submission.

If X would like any further detail or info, please let me know.

Many thanks

X

From: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Sent: Thursday, September 7, 2023 12:15 PM
To: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Subject: RE: 2023.06.16 X, HIW to Swansea Bay UHB: Keeping in touch meeting

Great thanks X 😊

X

From: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Sent: Thursday, September 7, 2023 10:26 AM
To: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Subject: RE: 2023.06.16 X, HIW to Swansea Bay UHB: Keeping in touch meeting

Thanks X, I'll put something together. I'll wait until this week's maternity inspection is over so I can include a brief couple of points of how that went.

X

7. 11/09/2023 – internal HIW emails discussing the recent inspection of Singleton Hospital. Document included as attachment 3.

Hi X,
As briefly mentioned in the huddle this morning. Complex inspection and IA, potential for SRSI. Could you arrange a meeting please?
X – just to forewarn re comms for publication.
X

From: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales> On Behalf Of HIW Inspections
Sent: Friday, September 8, 2023 1:25 PM
To: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>; X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>; X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>; X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Subject: OFFICIAL SENSITIVE – 03513 - Singleton Hospital - Maternity – IMMEDIATE ASSURANCE REQUIRED

Good afternoon,

Please see the Immediate Assurance Letter issued to Singleton Hospital following our recent inspection.

Many thanks,

8. 13/09/2023 – internal HIW email regarding meeting with SBUHB.

Hi X

Apologies, I should have included you in this –

The only things I was going to add (on the off chance it came up) was the updated tripartite outcome, which I'm sure you're aware of:

Enhanced monitoring for planning and finance.

Enhanced monitoring for performance and quality.

Also, the latest inspection is noted in the attached as last week's maternity inspection, but is now superseded by Caswell Clinic (medium secure inpatient MH) which was changed at the eleventh hour and is concluding today.

Many thanks
X

9. 19/09/2023 – internal HIW email regarding inspection of Singleton Hospital

Hi X

FYI X, X and I met with X earlier to discuss the above inspection (at X request). Apparently the contact we have had re the investigation/concerns is now linked in with the press and ITV are planning a piece on it. They contacted the minister for an interview (which I think X said they've refused) but they are still following up on the story, planning to be on the news next week.

Our report is due to be published 8th December.

X

10. 21/09/2023 – internal HIW email regarding inspection of Singleton Hospital. Attachment referenced is withheld under Section 22 of the FOI Act.

Morning

Just a quick update on Singleton Maternity following our catch up yesterday.

1. I have had a look through the IA response and most of the associated evidence, I will finish looking through the evidence this morning. So far, it's a mixed bag, will be a partial acceptance in that some actions are clearly completed, other time frames are too long for simple fixes and the staffing situation is challenging. I will draft up something more thorough this afternoon for us to review.
2. The staff and patient surveys are in (attached). The staff one is negative, some of the worst I have seen (and the responses were high). The patient one more mixed
3. The RCM Wales report link to midwifery staffing is here for context ['Worrying decline' in number of experienced midwives in Wales say RCM](#)

Thanks for your support on this one, I will keep you posted.

11. Internal HIW Microsoft Teams messages following ITV request

[Monday 13:34] X (COOG - Healthcare Inspectorate Wales)

Afternoon all. We have received the below enquiry from ITV regarding Swansea Bay's maternity services. Can I please gather your views on this. Their deadline for comment is tomorrow.
(enquiry pasted exactly as received in point 2 of this document)

[Monday 13:51] X (COOG - Healthcare Inspectorate Wales)

Th piece is for Wales This Week - I am just drafting some lines for consideration

[Monday 13:56] X (COOG - Healthcare Inspectorate Wales)

Healthcare Inspectorate Wales (HIW) uses intelligence to ensure our programme of activities focus on settings where patients are most at risk of not receiving good quality care.

We use and interpret a wide range of intelligence to make effective and appropriate decisions about how we utilise our resources.

To achieve this, we have systems and processes in place to ensure our decisions are consistent and based on evidence.

We use the regulations and standards to make judgements about the quality, safety and effectiveness of healthcare services.

Our inspections of healthcare services can often be unannounced, therefore we are unable to publicly release future service inspections.

As part of our current assurance work we have recently inspected the maternity services at Singleton Hospital, governed by Swansea Bay University Health Board, this included an onsite inspection and a patient and staff experience survey.

We will review and publish the findings from our inspection and assurance work on our website, and share them with service providers to help improve services, this includes the Welsh Government.

Up and coming inspections can be found on website: [Publication schedule | Healthcare Inspectorate Wales \(hiw.org.uk\)](#)

Publication schedule | Healthcare Inspectorate Wales

[Monday 14:18] X (COOG - Healthcare Inspectorate Wales)

Healthcare Inspectorate Wales (HIW) uses **and interprets a wide range of intelligence to make effective and appropriate decisions about how we direct our resources and** ensure our programme of activities focus on settings where patients are most at risk of not receiving good quality care.

~~We use and interpret a wide range of intelligence to make effective and appropriate decisions about how we utilise our resources.~~

To achieve this, we have systems and processes in place to ensure our decisions are consistent and based on evidence.

We make judgements about the quality, safety and effectiveness of healthcare services, **measuring them against a variety of regulations and standards.**

Our inspections of healthcare services can often be unannounced, therefore we **do not** publicly release future service inspections.

[Monday 14:42] X (COOG - Healthcare Inspectorate Wales)

Not sure I'd go as specific as referencing the concerns in 2022, other than inserting something like this at the start of the last para???:

The intelligence we gathered directly informed our decision to inspect the maternity service at Singleton Hospital in September 2023. This included an onsite inspection and a patient and staff experience survey.

We will review and publish the findings from this inspection and assurance work on our website, and share them with service providers to help improve services, this includes the Welsh Government.

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Publication schedule | Healthcare Inspectorate Wales

[Monday 14:44] X (COOG - Healthcare Inspectorate Wales)

X - would you be happy to clear this: Healthcare Inspectorate Wales (HIW) uses and interprets a wide range of intelligence to make effective and appropriate decisions about how we direct our resources and ensure our programme of activities focus on settings where patients are most at risk of not receiving good quality care.

To achieve this, we have systems and processes in place to ensure our decisions are consistent and based on evidence.

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[Publication schedule | Healthcare Inspectorate Wales \(hiw.org.uk\)](#)

Publication schedule | Healthcare Inspectorate Wales

[Monday 15:13] X (COOG - Healthcare Inspectorate Wales)

sorry, inevitably I've played around with it(!), keen for view on this - just slightly abridged - in two minds about the sentence in green I've added in:

Healthcare Inspectorate Wales (HIW) continually uses and interprets a wide range of intelligence to make effective and appropriate decisions about how we direct our resources and ensure our

programme of activities focus on settings where patients are most at risk of not receiving good quality care. To achieve this, we have systems and processes in place to ensure our decisions and approaches to seeking assurance are consistent and based on evidence.

We have been monitoring intelligence about the maternity service at Swansea Bay University Health Board, and this informed our decision to inspect the maternity service at Singleton Hospital in September 2023. This involved an unannounced onsite inspection and a patient and staff experience survey. We will review and publish the findings from this inspection on our website and share them with Welsh Government. **It is expected that the health board will respond fully to any recommendations we make for improvement.**

Our upcoming inspection report publications can be found on our website: [Publication schedule | Healthcare Inspectorate Wales \(hiw.org.uk\)](#)

Views?

Publication schedule | Healthcare Inspectorate Wales

[Monday 15:29] X (COOG - Healthcare Inspectorate Wales)

Just confirm: Healthcare Inspectorate Wales (HIW) continually uses and interprets a wide range of intelligence to make effective and appropriate decisions about how we direct our resources and ensure our programme of activities focus on settings where patients are most at risk of not receiving good quality care. To achieve this, we have systems and processes in place to ensure our decisions and approaches to seeking assurance are consistent and based on evidence. We have been monitoring intelligence about the maternity service at Swansea Bay University Health Board, and this informed our decision to inspect the maternity service at Singleton Hospital in September 2023. This involved an unannounced onsite inspection and a patient and staff experience survey. We will review and publish the findings from this inspection on our website and share them with Welsh Government. The health board will be required to respond to any recommendations we make for improvement. Our upcoming inspection report publications can be found on our website: [Publication schedule | Healthcare Inspectorate Wales \(hiw.org.uk\)](#)

Publication schedule | Healthcare Inspectorate Wales

As part of our current assurance work we have recently inspected the maternity services at Singleton Hospital, governed by Swansea Bay University Health Board, this included an onsite inspection and a patient and staff experience survey.

We will review and publish the findings from **this** inspection and assurance work on our website, and share them with service providers to help improve services, this includes the Welsh Government.

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Publication schedule | Healthcare Inspectorate Wales

[Monday 16:04] X (COOG - Healthcare Inspectorate Wales)

Thanks X. I have nothing really to add, other than the SBUHB X highlighted this to me today in our 1-1 and I promised to pass on to Comms, but all seems to be in hand!

The only point I'd flag, which has likely already been considered, is that we recently responded to an FOI request from the X, which may well have been for this purpose. I'm unsure of what was disclosed in the end, but it might be worth familiarising ourselves with the contents in the event of any further targeted / pointed queries or requests from ITV.

[09:29] X (COOG - Healthcare Inspectorate Wales)

Hi X,

Could I please make a further enquiry?

SHUHB stated yesterday they had received a letter this week from HIW following the unannounced onsite inspection in September.

SBUHB said they received an order to produce immediate improvement plans in eight areas of their maternity service.

Could I please ask in what areas of maternity the 'immediate improvement plans' were issued?

Clearly, HIW has identified a significant number of 'immediate patient safety' concerns within the maternity service at SBUHB.

Understand there is a full report to be published at a later date in regards to the review of maternity at SBUHB, although with there being a clear public interest in the safety of the maternity unit at SBUHB would HIW be in a position to comment on what they found during the review?

My deadline is 15:00 today.

Happy to chat if you need any more information,
I'm on X
Best,
X
X
Swansea Correspondent
Tel: X

[09:31] X (COOG - Healthcare Inspectorate Wales)

I do not feel we should be sharing recommendations prior to the report being published to one media source.

[09:32] X (COOG - Healthcare Inspectorate Wales)

In regards to the improvement plan - from the voicemail he made out as if the improvement plan was for extreme circumstances, when realistically these are issued following most inspections but I think this page on our website would assist him: [Inspect healthcare | Healthcare Inspectorate Wales \(hiw.org.uk\)](https://www.hiw.org.uk)

Inspect healthcare | Healthcare Inspectorate Wales

[10:39] X (COOG - Healthcare Inspectorate Wales)

Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

During our inspection we found areas of concern which required immediate assurance. In line with our Immediate Assurance Policy a letter was issued to Swansea Bay University Health Board on the 11th of the September 2023, requesting completion of an Immediate Improvement Plan. The plan must include detailed actions and timescales of how our findings will be addressed, and details of who will be responsible for taking the action forward. The completed Immediate Improvement Plan has been requested to be returned to HIW no later than the 18th of September 2023.

The health board will be required to provide HIW with updates where actions remain outstanding and/or in progress, to confirm when these have been addressed to ensure that findings are not systemic across other areas within the wider organisation, and take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person centred care.

Full details regarding the findings will be published alongside the report on our website.

Further information about HIW's inspections, including [how we inspect the NHS](#) is available on our [website](#).

[10:44] X (COOG - Healthcare Inspectorate Wales)

Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

During our inspection we found areas of concern which required immediate assurance. In line with our Immediate Assurance Policy a letter was issued to Swansea Bay University Health Board on the 11th of the September 2023, requesting completion of an Immediate Improvement Plan. The plan must include detailed actions and timescales of how our findings will be addressed, and details of who will be responsible for taking the action forward. A response from the health board and a completed Immediate Improvement Plan has been received by HIW and ongoing discussions are taking place to ensure actions are being progressed.

The health board is required to provide HIW with continual updates where actions remain outstanding and/or in progress, to confirm when these have been addressed to ensure that findings are not systemic across other areas within the wider organisation, and take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person centred care.

Full details regarding the findings will be published alongside the report on our website.

Further information about HIW's inspections, including [how we inspect the NHS](#) is available on our [website](#).

[10:36] X (COOG - Healthcare Inspectorate Wales)

Morning X, lovely to see you yesterday. A member of the public has asked for the Swansea Bay Immediate Assurance letter that we issued 2 weeks ago. How would they know that we issue one. We don't put any on social media do we? Thanks

[10:42] X (COOG - Healthcare Inspectorate Wales)

I have just this minute had another FOI. From a X.

[10:54] X (COOG - Healthcare Inspectorate Wales)

Borrowing language from our last annual report, can we swap out:

During our inspection we found areas of concern which required immediate assurance. In line with our Immediate Assurance Policy, a letter was issued to Swansea Bay University Health Board on the 11th of the September 2023, requesting completion of an Immediate Improvement Plan.

for

Immediately after the inspection we made use of our immediate assurance process, whereby we wrote to the health board asking it set out the remedial actions needed to ensure patient safety.

[11:01] X (COOG - Healthcare Inspectorate Wales)

Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

Immediately after the inspection we evoked the use of our Immediate Assurance process, whereby we wrote to Swansea Bay University Health Board requesting detailed remedial actions following a number of patient safety issues. The completion of a Immediate Improvement Plan was requested to include detailed actions and timescales of how our findings will be addressed, and details of who will be responsible for taking the action forward. A response from the health board and a completed plan has been received by HIW and ongoing discussions are taking place to ensure actions are being progressed.

The health board is required to provide HIW with continual updates where actions remain outstanding and/or in progress, to confirm when these have been addressed to ensure that findings are not systemic across other areas within the wider organisation, and take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person centred care.

Full details regarding the findings will be published alongside the report on our website.

[11:10] X (COOG - Healthcare Inspectorate Wales)

Final response: Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

Immediately after the inspection we invoked the use of our Immediate Assurance process, whereby we wrote to Swansea Bay University Health Board requesting detailed remedial actions following a number of patient safety issues. The completion of a Immediate Improvement Plan was requested to include detailed actions and timescales of how our findings will be addressed, and details of who will be responsible for taking the action forward. A response from the health board and a completed plan has been received by HIW and ongoing discussions are taking place to ensure actions are being progressed.

The health board is required to provide HIW with continual updates where actions remain outstanding and/or in progress, to confirm when these have been addressed to ensure that findings are not systemic across other areas within the wider organisation, and take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person centred care.

Full details regarding the findings will be published alongside the report on our website.

[11:19] X (COOG - Healthcare Inspectorate Wales)

Final response: Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

Immediately after the inspection we invoked the use of our Immediate Assurance process, whereby we wrote to Swansea Bay University Health Board requesting detailed remedial actions following a number of patient safety issues. The completion of a Immediate Improvement Plan was requested to include detailed actions and timescales of how our findings will be addressed, and in line with our process

details of who will be responsible for taking the action forward. A response from the health board and a completed plan has been received by HIW and ongoing discussions are taking place to ensure actions are being progressed.

The health board is required to provide HIW with continual updates where actions remain outstanding and/or in progress, to confirm when these have been addressed to ensure that findings are not systemic across other areas within the wider organisation, and take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person centred care.

Full details regarding the findings will be published alongside the report on our website.

[12:51] X (COOG - Healthcare Inspectorate Wales)

Not to further complicate things, I have just taken a call from X, X at Swansea Bay re the ITV Wales programme and concerns around the women that are due to deliver just after the programme airs. X specifically asked if, following the airing of the programme, is it possible that Swansea Bay can release any positive points from the HIW inspection as part of their communication to reassure women due to deliver there in the next weeks? (in advance of the report being released) I said I would pass her query upwards and someone would get back to her. Can anyone help?

[Friday 14:00] X (COOG - Healthcare Inspectorate Wales)

No problem - this is the current version: Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

Immediately after the inspection we invoked the use of our Immediate Assurance process, whereby we wrote to Swansea Bay University Health Board requesting detailed remedial actions following a number of patient safety issues. The completion of a Immediate Improvement Plan was requested to include detailed actions and timescales of how our findings will be addressed, and in line with our process details of who will be responsible for taking the action forward. A response from the health board and a completed plan has been received by HIW and ongoing discussions are taking place to ensure actions are being progressed.

The health board is required to provide HIW with continual updates where actions remain outstanding and/or in progress, to confirm when these have been addressed to ensure that findings are not systemic across other areas within the wider organisation, and take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person centred care.

Full details regarding the findings will be published alongside the **report on our website**.

[Friday 14:22] X (COOG - Healthcare Inspectorate Wales)

I have spoken to X and told her we'll share our statement here with Swansea Bay comms team (X could you sort please?). I clarified re the IA is our usual process. I said she can say about fully engaging with our process etc. I was very clear to say anything else at the feedback meeting was embargoed until report publication. X also said that at the start of the meeting. I explained this is because we have taken on a lot of information at the inspection and need to analyse/triangulate/QA etc. This was clear at the feedback meeting. she was disappointed as there was some positive patient feedback at the feedback meeting, but again I pointed out this was only initial feedback, and we haven't analysed the survey responses yet. I suggested they could talk about their own actions and their own initiatives, but not our findings in the feedback meeting.

[Friday 14:35] X (COOG - Healthcare Inspectorate Wales)

Letter states: **Provide HIW with updates** where actions remain outstanding and/or in progress, to confirm when these have been addressed

- Ensure that findings are not systemic across other areas within the wider organisation and take all necessary action to ensure that patients receive safe, effective, person centred care.

[Friday 14:39] X (COOG - Healthcare Inspectorate Wales)

Healthcare Inspectorate Wales (HIW) conducted an onsite unannounced inspection of the Maternity Unit at Singleton Hospital on 5th - 7th of September 2023.

Immediately after the inspection we invoked the use of our Immediate Assurance process, whereby we wrote to Swansea Bay University Health Board requesting detailed remedial actions relating to a

number of patient safety issues. HIW asked the health board to complete an Immediate Improvement Plan setting out detailed actions including the timing and ownership of those actions. A response from the health board and a completed plan has been received by HIW and ongoing discussions are taking place to ensure actions are being progressed.

The health board is required to provide HIW with regular updates where actions remain outstanding or are in progress. It is also required to ensure that findings are not systemic across other areas within the wider organisation, and to take necessary action to ensure that patients receive safe, effective, person-centred care.

We will continue to engage with the health board to make sure necessary action is taken to ensure patients are receiving safe, effective, person-centred care.

Full details regarding the findings will be published alongside the report on our website.

[Friday 16:12] X (COOG - Healthcare Inspectorate Wales)

Good afternoon,

Apologies if this is the incorrect email address to direct this to but you have no FOI email address that I can see only.

We in SBUHB have received the below FOI request asking for the assurance letter and related correspondence. In the first instance can we check if you have any issues or concerns regarding the release of this information?

Kind regards,

X

[Friday 16:13] X (COOG - Healthcare Inspectorate Wales)

HIW have just issued SBUHB with an immediate assurance letter over failings in maternity in Singleton. Please provide me with:

1. A copy of the assurance letter from HIW
2. A copy of any internal or external correspondence, emails, phone calls or notes relating to the HIW inspection and assurance letter.
3. A copy of the immediate improvement plan submitted by SBUHB to HIW

[Friday 16:20] X (COOG - Healthcare Inspectorate Wales)

Sorry X, Swansea UHB have been asked for: *1. A copy of the assurance letter from HIW*

2. A copy of any internal or external correspondence, emails, phone calls or notes relating to the HIW inspection and assurance letter.

3. A copy of the immediate improvement plan submitted by SBUHB to HIW. In the past, when we have been asked for information that has been submitted to us by health boards, we consult with the health boards and send a copy of what we are intending to release and highlight any redactions before we release it.

[Friday 16:32] X (COOG - Healthcare Inspectorate Wales)

X (COOG - Healthcare Inspectorate Wales)

Good afternoon, Apologies if this is the incorrect email address to direct this to but you have no FOI email address that I can see only. We in SBUHB have received the below FOI request asking for the assurance letter and related correspondence. In the first instance can we check if you have any ...
i had a feeling this was coming

[Friday 16:33] X (COOG - Healthcare Inspectorate Wales)

We've had another FOI: a copy of all emails / teams messages within Welsh government about maternity care in Swansea bay health board.

- a copy of all emails between Welsh government and swansea bay NHS about maternity care in Swansea.
- same as above but between HIW and welsh government

both of the above need to be since 1st august 2023

also please release

- any records held by Welsh government relating to maternity in Swansea since 1st august 2023

12. 22/09/2023 – emails between Welsh Government and ITV

FYI – to discuss this morning please.

X

From: X (COOG - Communications - News) <X@gov.wales>
Sent: Thursday, September 21, 2023 5:02 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: X (OFM - Special Advisers) <X@gov.wales>; HSS - Press Team <HSS-PressTeam@gov.wales>
Subject: FW: ITV Wales This Week - Maternity Care

Hi all

Please see the below from ITV on the maternity. Do you think we need to address some of these in another statement?

Thanks
X

From: X <X@itv.com>
Sent: Thursday, September 21, 2023 4:54 PM
To: X (COOG - Communications - News) <X@gov.wales>
Cc: X <X@itv.com>; X <X@itv.com>
Subject: Re: ITV Wales This Week - Maternity Care

Hi X,

Thank you for your response.

For complete transparency, I will outline what we have uncovered and what we will highlight in the Wales This Week documentary into the issues present in maternity services at SBUHB.

We hope you may reconsider a bid for an interview with the minister and address anything further from what I'll detail below.

What we have found:

The WTW story will outline some of the issues that have been identified within the maternity service at SBUHB.

We will detail the critical staffing levels currently faced by the unit which the health board's quality, safety and risk group noted 'undermines the ability to maintain services safely and increases the potential for harm'. The risk group also identified poor attitudes of some medical staff within maternity, lack of clinical leaders, delays in care and poor communication.

The fact the Welsh Government was made aware of the critical staffing levels through an early warning notice in September 2021.

The maternity service is unable to offer all women serial ultrasound scan screening in the third trimester due to a lack of capacity.

The health board is investigating 298 incidents within maternity including 2 'never events' that occurred between February and August in Obstetrics this year.

That a recent MBRRACE-UK report published in May found a sharp increase in the neonatal mortality rate for Swansea Bay between 2020 and 2021. 26% higher than the group average in 2021. Also, the perinatal mortality rate was consistently higher than the group average in 2021.

That Health Inspectorate Wales informed the Welsh Government of the issues detailed above at a joint meeting in July this year.

Who have we spoken to:

We have spoken to two families who have detailed their experiences of the care they received within maternity at SBUHB:

X, claims she was left without waters for 36 hours and X was born unresponsive. She claims her concerns that X had produced meconium in the womb were also ignored. She claims the care provided has led to X suffering significant development issues which he is currently receiving treatment and care for.

X claims she was refused a c-section in March 2020 and subsequently underwent a traumatic natural birth which has left her unable to work and requiring physiological treatment. She also claims she was refused pain relief, gas and air. Her complaint was upheld by an ombudsman report in June 2022.

We have also interviewed:

X who claim their wider concerns around maternity at SBUHB are being ignored by the Welsh Government.

X who says his treatment by the health board was poor when he was commissioned to look into a SI report into the birth of X. He says he identified areas of concern but his credentials to highlight these issues were questioned. He has also explained the features which are common in maternity service that have ultimately failed in the major reviews he has conducted.

X has spoken to us about concerns he has over the quality of service at SBUHB maternity service. He is calling for an independent review of the service to be conducted after being informed of the issues detailed above.

Should you want to chat any of this through X I'm on X.

Best,

X

X

Swansea Correspondent

Tel: X

On Wed, 20 Sept 2023 at 16:07, <X@gov.wales> wrote:
Hi X

Apologies but we will have to decline this. Below is a statement you can use.

A Welsh Government spokesperson said: "We take any complaints about failings in care very seriously. We are aware of concerns raised against the health board and expect these to be thoroughly investigated, and for the health board to engage constructively with patients and families in seeking resolution.

We continue to maintain close oversight of service quality and safety at Swansea Bay University Health Board via our governance and assurance mechanisms, as with all health boards and are awaiting the report of a recent routine inspection of maternity services at the health board by Health Inspectorate Wales."

Notes

- Welsh Ministers are unable to comment in individual patient cases. But any complaints must be dealt with by the healthcare providers responsible for the patient's care, in accordance with the independent NHS Wales concerns process called Putting Things Right.
- Improvement Cymru was recently commissioned by the Welsh Government to undertake a discovery exercise across maternity and neonatal settings throughout Wales and visited every health board. The report was published in July and highlighted areas of best practice and a range of opportunities for improvement.

- Welsh Health Boards are also accountable to the National Clinical Audit for maternity and neonatal outcomes (the MBRRACE Audit).

Thanks
X

From: X <X@itv.com>
Sent: Monday, September 18, 2023 12:22 PM
To: X (COOG - Communications - News) <X@gov.wales>
Cc: X@itv.com; HSS - Press Team <HSS-PressTeam@gov.wales>
Subject: Re: ITV Wales This Week - Maternity Care

Thanks X. Yes we will also be contacting the Health Board

The distinction between the two interviews will be that the HB will be asked to respond to anything which relates directly to them, while the Minister will be asked about accountability and how issues within the service have been able to continue

Thanks X
X

X, Current Affairs
ITV Cymru Wales

X

On Mon, 18 Sept 2023 at 12:17, <X@gov.wales> wrote:
Hi X

Thanks for this. X is no longer on the health desk, copied in is out HSS-PressTeam@gov.wales address which comes to all the team. This is probably the best email to use for health related queries.

I'll come back to you on the below but can I check that you are also putting in a bid with / getting a response from Swansea Bay HB?

Thanks
X

From: X <X@itv.com>
Sent: Monday, September 18, 2023 12:08 PM
To: X (COOG - Communications - News) <X@gov.wales>; X (COOG - Communications - News) <X@gov.wales>; X (COOG - Communications - News) <X@gov.wales>
Cc: X <X@itv.com>
Subject: ITV Wales This Week - Maternity Care

Good Morning,

We are putting together an episode of Wales This Week about a number of concerns which have been raised relating to maternity care at Swansea Bay University Health Board. This includes calls for an external review to be conducted into the service.

X - For info this is connected to the email exchange you had with X last week

We are filming with a number of people this week so we can prepare a breakdown of the specific allegations which are being made as the week goes on but in a nutshell it includes details of the original complaint made by the X in 2022; their concerns about how the complaint has been handled; and concerns around the level and standard of care which has been offered by the service in the time since the X's complaint was made.

In the meantime I'd like to know if the Health Minister will be available for an interview with our presenter X, on either the morning of the 25th September or at any point on the 27th please? We'd like to use this interview as an opportunity for the Minister to respond to the complaints and concerns which are being raised in the programme and help ease the minds of any future service users within the SBUHB area

Please let me know if you need any more information before processing the bid

Many thanks
X

X, Current Affairs
ITV Cymru Wales

X

13. 21/08/2023 – internal HIW email regarding social media posts

From: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Sent: Monday, August 21, 2023 11:43 AM
To: X (COOG - Healthcare Inspectorate Wales) <X@gov.wales>
Cc: HIW Comms <HIW.comms@gov.wales>; HIW.PIM - AGIC.PGM <HIW.PIM@gov.wales>; HIW – Concerns / Pryderon <HIW.Concerns@gov.wales>
Subject: Swansea Bay maternity

Hello,

I am writing as we have been mentioned on Twitter in a response to a post re Swansea Bay maternity services. I attach the link for your consideration,

[X on X: "@X @SwanseabayNHS Shocking that @SwanseabayNHS keep popping up with many issues across with other Health Boards. Shows a cover up all the way to @WelshGovernment @HIW Wales @HEIW NHS @nhscymru @Eluned Morgan @JudithPagetCEO if they say they don't know then clearly they are not doing their job" / X \(twitter.com\)](#)

In response to:

[X on X: "#JusticeForX. Wow. @SwanseabayNHS did 'desktop review' of X's birth. 'No contributory factors' so they tried to blame Neonatal team. X slammed obstetric review & their failings in birth. Obstetric team lied & tried to pin blame on Neonatal doctors. #maternity https://t.co/SH4Xl4njmS" / X \(twitter.com\)](#)

Many Thanks,

X

14. Ombudsman reports

Ref: 202081- [Clinical treatment in hospital : Swansea Bay University Health Board \(ombudsman.wales\)](#)

Ref: 202005974- [Clinical treatment in hospital : Swansea Bay University Health Board \(ombudsman.wales\)](#)

15. 07/09/2023 – internal HIW email regarding social media post

Hello,

We have received a mention on Twitter with a request from one of the users:

X

X

[Hello, I see the HIW are at singleton looking at maternity this week. Would we be able to meet them? Our story of failings suffered by our son at Singleton and a damning report from X aid your review and you can hear from actual service users. Thanks X](#)

Let me know what you think.

Many Thanks,

X

16. Notes from internal HIW intelligence meetings

a) 10th August 2023 – Reference to FOI inquest Freedom of Information Request
We have received a FOI request for any emails / correspondence / documentation relating to maternity services in Swansea Bay University Health Board held by/sent by/received by HIW since 1st February 2022.

b) 31st August 2023 - Reference to Still birth in Swansea Bay

Two stillbirths: X 25/07/2023 and Swansea Bay 09/08/2023

17. 25/09/2023 – internal Welsh Government email regarding ITV programme

Thanks X

I knew it rang a bell! X and X will be able to assist you.

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Sent: Monday, September 25, 2023 2:49 PM

To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Subject: RE: ITV Enquiry

X,

Yes I believe you are correct and this forms part of the ITV enquiry. However, we are looking for more general background information to explain the scope of Datix investigations and Never Events in the background for the journalists.

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Sent: Monday, September 25, 2023 2:37 PM

To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Enquiry

X/X

I recall some work on this issue back in the summer, I think it was in relation to an FOI obo X and an long running case against the HB. X might have some of the information you require as a result of the FOI.

Sorry I can't be of more help, this area sits with X.

Thanks
X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Monday, September 25, 2023 2:32 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Enquiry

Hi X

Happy to help. What's the timeframe on this please? We're a bit thin on the ground at the moment and won't be able to get it today I'm afraid.

Let me know the deadline please and we'll sort something.

Thanks
X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Monday, September 25, 2023 1:32 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Enquiry

Hi X,

Serious incident policy sits with X and X's side and they have an overview of the Datix system and the work done by the Delivery Unit on never events. I am copying them in so they can help.

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Monday, September 25, 2023 1:28 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: ITV Enquiry

X,

Just wondering if you could help me please. We have been made aware that ITV are planning a programme on maternity services in Swansea Bay. They have raised a number of issues one of which is:

The health board is investigating 298 incidents within maternity including 2 'never events' that occurred between February and August in Obstetrics this year.

The timeframe is incorrect however the information was in the HB's Quality and Safety Risk Group May meeting and we understand 298 relates to the number of live Datix at that time.

We are providing background to ITV in addition to our statement and we were wondering if you have any lines on Datix and Never Events which we could add to this please.

Many thanks

X

18. 25/09/2023 – internal Welsh Government email regarding Singleton Hospital inspection

Thank you so much X for these lines which are very helpful.

We will add them to the briefing and keep you in the loop.

X

From: X (HSS - NHS Wales Performance) <X@gov.wales>
Sent: Sunday, September 24, 2023 8:13 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: Lines for ITV - as discussed

Hope these are suitable – let me know if you need anything else?

Under the Joint Escalation and Intervention Arrangements, Welsh Government officials meet with Audit Wales and Healthcare Inspectorate Wales at least twice a year to discuss the overall position of each health board, NHS trust and Special Health Authority in respect of quality, governance, service performance and financial management. A wide range of information and intelligence is considered to identify any issues and inform the assessment.

At the last full meeting in June, maternity and neonatal services including the MBRRACE report were considered for each health board. Officials noted a number of concerns for Swansea Bay University Health Board and agreed to conduct a detailed assessment in the health board's monthly quality, assurance and performance review (known as the IQPD meeting). Maternity and neonatal services were covered in depth at the meetings in July and August and the health board responded in depth to the concerns raised. It was agreed that further consideration to maternity and neonatal services would be undertaken in three months time. The outcomes of these meetings will be discussed at the next tripartite meeting.

X
FFon / Tel: X
E-bost / E-mail: X@gov.wales

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Friday, September 22, 2023 2:28 PM
To: X (HSS - NHS Wales Performance) <X@gov.wales>
Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: FW: OFFICIAL SENSITIVE – 03513 - Singleton Hospital - Maternity – IMMEDIATE ASSURANCE REQUIRED

FYI

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Friday, September 8, 2023 3:26 PM
To: Quality and Nursing / Ansawdd a Nyrsio QualityAndNursing@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Thanks X,

Disappointing to note the inspection raised safety concerns. X, can you pick up with the team at SBUHB at your earliest.

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales> On Behalf Of Quality and Nursing / Ansawdd a Nyrsio
Sent: Friday, September 8, 2023 3:26 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; Quality and Nursing / Ansawdd a Nyrsio <QualityAndNursing@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: OFFICIAL SENSITIVE – 03513 - Singleton Hospital - Maternity – IMMEDIATE ASSURANCE REQUIRED

Please find attached Immediate Assurance letter and action plan concerning Singleton Maternity Unit.

Regards
X

19. 15/08/2023 – Minutes of Welsh Government, Health and Social Services Group, Integrated Quality, Planning and Delivery Meeting

The health board gave a detailed presentation on maternity services which included training, unexpected term admissions / ATAIN rates, recruitment, rates of initial booking by 10 completed weeks, stillbirth & neonatal death rates per 1,000 births – crude rates and an update on the MBRRACE report.

15 newly qualified midwives would commence in September, but there was still a 5.62 wte vacancy issue within the community service. Due to the skill mix, there was a need to recruit into the band 6 posts.

The health board anticipated the birthing centre at Neath Port Talbot hospital would reopen at the end of November.

The additional investment of £500k into maternity services would help recruit band 7 team leaders for the communities. Funds would also be channelled towards the workforce plans.

NHS colleagues suggested an update based on the £500k additional funds be provided at a future IQPD on the workforce plan. In relation to the unexpected term admissions / ATAIN rates, was there a thematic analysis being carried out in conjunction with the MDT approach and the neonatal unit.

The health board advised any themes or learning identified was fed back to the teams and action plans implemented. Weekly MDT meetings occur between maternity and neonatal teams where

any information was uploaded onto a dashboard for discussion and feedback into the Quality and Safety Committee.

How did the health board capture, monitor and assess the women who had not accessed the 10-week booking target and the outcomes in relation to stillbirths? The health board acknowledged maternity services were under significant workforce pressures and identified performance above 80% was achieved during COVID. The community matron had developed a digital service for women to access and book within the 10-week timeframe. Work was ongoing to improve this digital service.

In relation to the PMRT review process, still births and any reportable incidents were reviewed by an MDT for any themes or learning, action plans implemented, and updates reported to the Quality and Safety Forum.

With regards to culture within the service, the health board advised they were a very honest, open, and robust reporting service. Work continued with the workforce department on improving the recruitment process along with progression and succession planning.

20. 20/09/2023 - Link to recent FOI response

[Reference – ATISN 18828 – Maternity Services – Swansea Bay University Health Board](#)

[Reference - ATISN 18828 - Maternity Services - Swansea Bay University Health Board - Document 1](#)

21. 29/09/2023 – internal HIW Teams messages

[28/09 15:17] X (COOG - Healthcare Inspectorate Wales)

The closure of UHW, even for a short time, would likely increase the pressure on Singleton for that period, especially for riskier pregnancies.

[28/09 15:18] X (COOG - Healthcare Inspectorate Wales)

My question is, if they turned them away where did they go???

[28/09 15:21] X (COOG - Healthcare Inspectorate Wales)

Swansea or Grange probably only options. For risky fetal meds patients (most likely to need high level neonatal cots) then I believe Bristol is the closest. Wouldn't have been many if any but would be useful to see where

22. 14/08/2023 – internal email between Welsh Government colleagues

Hi X would you be able to remind me of the actions from last meeting and agenda this time please. Have we had SB presentation for this time

From: X (HSS - NHS Wales Performance) <X@gov.wales>
Sent: 14 August 2023 09:55
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: SBUHB Maternity questions

Hi X

Following the last Swansea Bay UHB IQPD meeting, X and yourself raised concerns with maternity and we discussed asking them a series of questions.

Have you had any further thoughts, or do you have any questions you would like us to raise with them ahead of their IQPD meeting tomorrow?

Thank you

X

23. 08/09/2023 – internal emails between Welsh Government colleagues following a request from ITV

Yes, thanks X.

X

From: X (COOG - Communications - News) <X@gov.wales>
Sent: Monday, September 11, 2023 4:32 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; HSS – Government Business Team Mailbox / IGC - Blwch Post Tîm Busnes y Llywodraeth <xxxxxxxxxxxxxxxxx@gov.wales>; X (COOG - Communications) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (COOG - Communications - News) <X@gov.wales>; PS Chief Medical Officer <xxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Mental Health and Wellbeing <xxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Social Services <xxxxxxxxxxxxxxxxx@gov.wales>; PS Minister Health & Social Services <xxxxxxxxxxxxxxxxx@gov.wales>; PS to DG for Health and Social Services Chief Executive NHS Wales <xxxxxxxxxxxxxxxxxnhswales@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; Welsh Government Newsdesk <xxxxxxxxxxxxxxxxx @gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: FOR MB/MP/SJ CLEARANCE ITV Wales Request

Hi all

ITV have come back and said the below. Happy for me to say we have nothing further to add to the previous statement?

Unfortunately, it doesn't answer any of the points we are seeking to clarify regarding the Welsh Government commissioned Delivery Unit review into complaints, SI reports and ombudsman reports of SBUHB maternity service.

Could we again request clarification on:

- * What was the outcome of the review?
- * Has the review been published? If not, do you intend to publish it?
- * What was the date of the commissioning of the Delivery Unit review?
- * What time period did the Delivery Unit look at when reviewing complaints, SI reports and ombudsman reports?
- * Have the X been informed of the commissioning and outcome of the Delivery Unit review?
- * Are there any actions the Welsh Government are taking following the completion of the Delivery Unit review?

We understand the Welsh Government has entered into correspondence with the X, although the Delivery Unit review is focused on the service as a whole and not just the X's case which has already been the subject of a number of reviews.

Thanks

X

X

Uwch Swyddog y Wasg / Senior Press Officer

Llywodraeth Cymru/Welsh Government
Sym/Mob: 07866895460

From: , X (COOG - Communications - News)
Sent: Monday, September 11, 2023 3:57 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; HSS – Government Business Team Mailbox / IGC - Blwch Post Tîm Busnes y Llywodraeth <xxxxxxxxxxxxxxxxxx@gov.wales>; X (COOG - Communications) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (COOG - Communications - News) <X@gov.wales>; PS Chief Medical Officer <xxxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Mental Health and Wellbeing <xxxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Social Services <xxxxxxxxxxxxxxxxxx@gov.wales>; PS Minister Health & Social Services <xxxxxxxxxxxxxxxxxx@gov.wales>; PS to DG for Health and Social Services Chief Executive NHS Wales <xxxxxxxxxxxxxxxxxx@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; Welsh Government Newsdesk <xxxxxxxxxxxxxxxxxx@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: FOR MB/MP/SJ CLEARANCE ITV Wales Request

Thanks, will is X to ITV

X
Uwch Swyddog y Wasg / Senior Press Officer
Llywodraeth Cymru/Welsh Government
Sym/Mob: 07866895460

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Monday, September 11, 2023 3:57 PM
To: , X (COOG - Communications - News) <X.@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; HSS – Government Business Team Mailbox / IGC - Blwch Post Tîm Busnes y Llywodraeth <xxxxxxxxxxxxxxxxxx@gov.wales>; X (COOG - Communications) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (COOG - Communications - News) <X@gov.wales>; PS Chief Medical Officer <xxxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Mental Health and Wellbeing <xxxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Social Services <xxxxxxxxxxxxxxxxxx@gov.wales>; PS Minister Health & Social Services <xxxxxxxxxxHSS@gov.wales>; PS to DG for Health and Social Services Chief Executive NHS Wales <xxxxxxxxxxxxxxxxxx@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; Welsh Government Newsdesk <xxxxxxxxxxxxxxxxxx@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: Re: FOR MB/MP/SJ CLEARANCE ITV Wales Request

Yes happy with that

X

Sent from Outlook for iOS

From: , X (COOG - Communications - News) <X.@gov.wales>
Sent: Monday, September 11, 2023 3:39:01 PM

To: X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; HSS – Government Business Team Mailbox / IGC - Blwch Post Tîm Busnes y Llywodraeth <xxxxxxxxxxxxxxxxxxxxx@gov.wales>; X (COOG - Communications) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (COOG - Communications - News) <X@gov.wales>; PS Chief Medical Officer <xxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Mental Health and Wellbeing <xxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Social Services <xxxxxxxxx@gov.wales>; PS Minister Health & Social Services <xxxxxxxxxxxxxxxxx@gov.wales>; PS to DG for Health and Social Services Chief Executive NHS Wales <xxxxxxxxxxxxxxxxxxxxx@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; Welsh Government Newsdesk <xxxxxxxxxxxxxxxxxxxxx@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: FOR MB/MP/SJ CLEARANCE ITV Wales Request

@ X (HSS - Quality & Nursing Directorate) are you happy with X's suggestion?

X

From: X (OFM - Special Advisers) <X@gov.wales>
Sent: Monday, September 11, 2023 3:31 PM
To: , X (COOG - Communications - News) <X.@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; HSS – Government Business Team Mailbox / IGC - Blwch Post Tîm Busnes y Llywodraeth <xxxxxxxxxxxxxxxxxxxxxTeam@gov.wales>; X (COOG - Communications) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (COOG - Communications - News) <X@gov.wales>; PS Chief Medical Officer <xxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Mental Health and Wellbeing <xxxxxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Social Services <xxxxxxxxxxxxxxxxx@gov.wales>; PS Minister Health & Social Services <xxxxxxxxxxxxxxxxx@gov.wales>; PS to DG for Health and Social Services Chief Executive NHS Wales <xxxxxxxxxxxxxxxxxxxxx@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; Welsh Government Newsdesk <xxxxxxxxxxxxxxxxxxxxx@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; CX (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: FOR MB/MP/SJ CLEARANCE ITV Wales Request

Could we say:

A Welsh Government spokesperson said: "We will be replying directly to the X in response to their correspondence."

Thanks

X

X

Special Adviser / Cynghorwr Arbennig

From: , X (COOG - Communications - News) <X.@gov.wales>
Sent: Monday, September 11, 2023 3:19 PM
To: X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; HSS – Government Business Team Mailbox / IGC - Blwch

Post Tîm Busnes y Llywodraeth <xxxxxxxxx@gov.wales>; X (COOG - Communications) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (COOG - Communications - News) <X@gov.wales>; PS Chief Medical Officer <xxxxxxxxx@gov.wales>; PS Deputy Minister for Mental Health and Wellbeing <xxxxxxxxxxxxxx@gov.wales>; PS Deputy Minister for Social Services <xxxxxxxxxxxxxx@gov.wales>; PS Minister Health & Social Services <xxxxxxxxxxxxxx@gov.wales>; PS to DG for Health and Social Services Chief Executive NHS Wales <xxxxxxxxxxxx@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; Welsh Government Newsdesk <xxxxxxxxxxxxxxxxxxxx@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: FOR MB/MP/SJ CLEARANCE ITV Wales Request

X, X, X

Last week ITV asked about a review which was mentioned in an FOI relating to the X and their meeting with officials. I briefed ITV over the phone that it was an internal assurance review and had been completed. They have come back with the following

- * What was the outcome of the review?
- * Has the review been published? If not, do you intend to publish it?
- * What was the date of the commissioning of the Delivery Unit review?
- * What time period did the Delivery Unit look at when reviewing complaints, SI reports and ombudsman reports?
- * Have the X been informed of the commissioning and outcome of the Delivery Unit review?
- * Are there any actions the Welsh Government are taking following the completion of the Delivery Unit review?

Are you happy for me to go back with the below?

A Welsh Government spokesperson said: "We are currently in the process of responding to correspondence from the family, and so are unable to provide any additional information at this time."

Thanks

X

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Monday, September 11, 2023 3:14 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; , X (COOG - Communications - News) <X.@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: Re: ITV Wales Request

Yes happy X

Sent from Outlook for iOS

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Monday, September 11, 2023 2:36:06 PM
To: , X (COOG - Communications - News) <X.@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing

Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Wales Request

Hi X,

We're content changing it to 'we', rather than Welsh Government.

X – are you content with the proposed approach?

Many thanks,

X

X

Swyddfa'r Prif Swyddog Nyrsio / Office of the Chief Nursing Officer
Grŵp Iechyd a Gwasanaethau Cymdeithasol / Health and Social Services Group
Llywodraeth Cymru / Welsh Government
Parc Cathays / Cathays Park
Caerdydd / Cardiff
CF10 3NQ

From: , X (COOG - Communications - News) <X.@gov.wales>
Sent: Monday, September 11, 2023 2:32 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X @gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Wales Request

Thanks X. Could we change it to the below?

X

Uwch Swyddog y Wasg / Senior Press Officer
Llywodraeth Cymru/Welsh Government
Sym/Mob: 07866895460

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales> On Behalf Of X (HSS - Quality & Nursing Directorate)
Sent: Monday, September 11, 2023 2:19 PM
To: , X (COOG - Communications - News) <X.@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Wales Request

Hi X,

We'd suggest the following response:

Welsh Government We are currently in the process of responding to correspondence from the family, and so are unable to provide any additional information at this time.

X, are you happy with this line given you cleared the previous response on Friday?

Many thanks,

X

X

Swyddfa'r Prif Swyddog Nyrsio / Office of the Chief Nursing Officer
Grŵp Iechyd a Gwasanaethau Cymdeithasol / Health and Social Services Group
Llywodraeth Cymru / Welsh Government
Parc Cathays / Cathays Park
Caerdydd / Cardiff
CF10 3NQ

From: , X (COOG - Communications - News) <X.@gov.wales>
Sent: Monday, September 11, 2023 1:58 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>
Subject: RE: ITV Wales Request

Hi all

I briefed ITV over the phone that it was an internal assurance review and had been completed. They have come back with the following

Thank you for confirming for background that the Welsh Government commissioned the Delivery Unit review of complaints, serious incidents reports, and ombudsman reports of SBUHB maternity service.

As a follow-up, could I please confirm the following?

- * What was the outcome of the review?
- * Has the review been published? If not, do you intend to publish it?
- * What was the date of the commissioning of the Delivery Unit review?
- * What time period did the Delivery Unit look at when reviewing complaints, SI reports and ombudsman reports?
- * Have the X been informed of the commissioning and outcome of the Delivery Unit review?
- * Are there any actions the Welsh Government are taking following the completion of the Delivery Unit review?

Are you able to advise please? I don't think we can answer all of the above.

Thanks

X

X

From: X (COOG - Communications - News) <X@gov.wales>
Sent: 08 September 2023 16:03
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>
Subject: RE: ITV Wales Request

Thanks X. In that case I think the best option is to call the journalist an explain it is an interval assurance review which has been completed.

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Friday, September 8, 2023 3:32 PM
To: X (COOG - Communications - News) <X.@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Wales Request

There is no review as such X. We have simply as officials sought information from the DU to gain our own internal assurances.

From: X (COOG - Communications - News) <X@gov.wales>
Sent: 08 September 2023 15:31
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Wales Request

Thanks X. I don't think this line covers what ITV have asked. They are asking about the status of the delivery unit review of maternity services at the HB and if it has happened yet so it wouldn't be an individual case.

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Friday, September 8, 2023 3:27 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (COOG - Communications - News) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Wales Request

Yes perfect thank you X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: 08 September 2023 15:26
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (COOG - Communications - News) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Vaccination Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Wales Request

X

Are you happy with the following line please?

We do take seriously any information we receive from the public, but it would not be appropriate to comment on individual cases.

Best wishes

X

From: X (COOG - Communications - News) <X@gov.wales>
Sent: Friday, September 8, 2023 2:02 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>
Subject: FW: ITV Wales Request

Hi all

ITV are looking at a follow up piece as part of their coverage of the X and their issues with Swansea Bay. ITV are aware officials met the X last year and the subsequent FOI request for the notes from this meeting. In the notes it said there was a plan to commission a Delivery Unit review of maternity services at SBU which would consider the serious incident and ombudsman reports. ITV are asking; what is the status of this review and has it been undertaken?

Are you able to advise please?

Thanks
X

From: X <X@itv.com>
Sent: Friday, September 8, 2023 12:54 PM
To: X (COOG - Communications - News) <X@gov.wales>
Cc: X <X@itv.com>; X <X@itv.com>
Subject: ITV Wales Request

Afternoon X,

I hope my email finds you well.

I was hoping you might be able to help me with a request for information.

A X in Swansea have contacted me saying they had a meeting with Welsh Government officials at the end of last year to talk about the maternity care of their X and their ongoing relationship with Swansea Bay University Health Board.

X and X said they subsequently submitted an F.O.I request to the Welsh Government for the briefing notes from that meeting which showed the Welsh Government planned to commission a Delivery Unit review of the maternity service at Swansea Bay University Health Board taking into consideration serious incidents reports and ombudsman reports.

Could I inquire about the status of that Delivery Unit review? Has it been undertaken?

Happy to chat more if you need more details. The best number to get me on is X.

My deadline is 17:00 today if you are able to respond in that time frame.

Thank you X,

Best,

X

X

Swansea Correspondent

X

24. 20/09/2023 – interview request from ITV

Thanks, X. The X is happy to decline and issue the statement.

X

From: X (COOG - Communications - News) <X@gov.wales>

Sent: Wednesday, September 20, 2023 2:09 PM

To: PS Minister Health & Social Services <xxxxxxxx@gov.wales>

Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Cabinet Division) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Subject: RE: Interview bid: ITV Maternity Services at Swansea Bay

Hi all

Following the meeting earlier can I confirm the X is happy to decline and with the statement?

Thanks

X

From: X (COOG - Communications - News)

Sent: Tuesday, September 19, 2023 5:53 PM

To: PS Minister Health & Social Services <xxxxxxxx@gov.wales>

Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Cabinet Division) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Subject: RE: Interview bid: ITV Maternity Services at Swansea Bay

Sorry X. Ahead of the meeting with officials I just wanted to update a bullet in the suggested line as more accurate – changed intervene to comment in the first para.

X

From: X (COOG - Communications - News)

Sent: Tuesday, September 19, 2023 11:13 AM

To: PS Minister Health & Social Services <xxxxxxxx@gov.wales>

Cc: HSS - Press Team <HSS-PressTeam@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Special Advisers) <X@gov.wales>; X (OFM - Cabinet Division) <X@gov.wales>; X (HSS - NHS Workforce & Operations - Communications) <X@Gov.Wales>; X (HSS - NHS Workforce & Operations - Communications) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Subject: Interview bid: ITV Maternity Services at Swansea Bay

Hi X

ITV Wales have asked to speak to the X on maternity services at Swansea Bay. The details are below. We are advising decline and propose sending the following response instead. If the X is content to decline is she happy to clear the statement?

Proposed line

A Welsh Government spokesperson said: "We take any complaints about failings in care very seriously. We are aware of concerns raised against the health board and expect these to be thoroughly investigated, and for the health board to engage constructively with patients and families in seeking resolution.

We continue to maintain close oversight of service quality and safety at Swansea Bay University Health Board via our governance and assurance mechanisms, as with all health boards and are awaiting the report of a recent routine inspection of maternity services at the health board by Health Inspectorate Wales."

Notes

- Welsh Ministers are unable to comment in individual patient cases. But any complaints must be dealt with by the healthcare providers responsible for the patient's care, in accordance with the independent NHS Wales concerns process called Putting Things Right.
- Improvement Cymru was recently commissioned by the Welsh Government to undertake a discovery exercise across maternity and neonatal settings throughout Wales and visited every health board. The report was published in July and highlighted areas of best practice and a range of opportunities for improvement.
- Welsh Health Boards are also accountable to the National Clinical Audit for maternity and neonatal outcomes (the MBRRACE Audit).

Interview bid

ITV Wales – Wales This Week.

Date and time: Morning of 25th September or any time on 27th September

Presenter: X

Topic: Concerns relating to maternity care services at Swansea Bay University Health board.

Including calls for an external review to be conducted. Allegations will include complaints and concerns around the level and standard of care, concerns about how complaints have been handled

Line of questioning: accountability and how issues within the service have been able to continue.

Respond to complaints and concerns which are being raised in the programme and help ease the minds of any future service users within the SBUHB area

Advice: Decline and issue statement above.

Thanks

X

25. Welsh Government statement to ITV on maternity services at Swansea Bay

Whistleblowing line

A Welsh Government spokesperson said: "It is essential that all staff in the NHS feel they are able to speak up and have their concerns taken seriously, their worries need to be heard fairly and staff need to know that speaking up will not result in them facing issues in the future.

"We have asked NHS organisations to develop an action plan to address any gaps between their current practice and the expectations set out in our new Speaking up Safely Framework.

"We will work with trade unions, NHS organisations, staff groups and others to make sure that we learn from mistakes, and that we share the best examples of how to work well across Wales and we want to see the best systems being carried out consistently.

"We will use the NHS Wales Staff survey and the workforce race equality standard to monitor progress and make sure we keep on the right track."

Background

The aim of the [Speaking up Safely Framework](#) is to provide an all-Wales consistency of cultural expectation, approach and escalation process when staff raise concerns.

Maternity services at Swansea Bay University Health Board

A Welsh Government spokesperson said: "The safety of mothers and babies is of paramount importance and we take any complaints about failings in care very seriously. The Health Board is responsible for delivering services, maintaining quality of care and ensuring complaints are addressed appropriately and compassionately. We are aware of the concerns and continue to maintain close oversight of service quality and safety at Swansea Bay University Health Board via our governance and assurance mechanisms.

"NHS staffing pressures are not exclusive to Wales but are a UK-wide challenge. We are working proactively to address workforce challenges, ensuring the right environment to support the current and future workforce across maternity and neonatal services."

Background Information

Workforce

- We expect all health boards in Wales to monitor their staffing levels and escalate any concerns to their respective executive boards and committees, putting mitigations in place as required and ensuring those responsible for service planning, oversight and assurance have the insights necessary to make informed decisions on behalf of the populations they serve.
- NHS staffing pressures are not exclusive to Wales but are a UK-wide challenge, which have been further exacerbated by the COVID-19 pandemic.
- In September 2021, Swansea Bay University Health Board issued an Early Warning Notification to the Welsh Government to notify of its high maternity service absence rates due to COVID-19, sickness, maternity leave and vacancies. New graduate midwives were also not due to start until the end of September. The health board confirmed to the Welsh Government it had taken mitigating action in response, including centralising services at Singleton Hospital, suspending the home birth service, recruiting new midwives and offering enhanced overtime rates.
- In September 2021, Health Education and Improvement Wales (HEIW) introduced an opt-in streamlining process to match midwifery graduates from Welsh universities into appropriate newly qualified midwifery job vacancies across Wales. This approach has helped to ensure equitable and sustainable future planning to fill vacancies across all health boards.
- The number of midwifery student places are commissioned by HEIW in line with the projected workforce requirements identified by each health board collected on an annual basis. Since 2017, midwifery training places have increased by 41.8% in Wales (from 134 to 190). In addition, we now have two higher education institutions commissioned for two intakes a year, which will assist with the peaks and troughs currently experienced with only one academic output of newly qualified midwives to recruit.
- We understand Swansea Bay University Health Board is this month receiving 26 newly qualified midwives to further strengthen its existing workforce. In addition, the health board has worked with Swansea University to initiate a training programme for new maternity support workers to further strengthen and support maternity staffing provision.
- The Welsh Government recently commissioned Birthrate® Plus (a tool recognised by NICE for safe staffing within maternity services) to undertake a review of the number of midwives required to meet future needs of women and families. The maternity staffing included maternity support workers who provide essential skill-mix within the workforce. Birthrate® Plus has been working collaboratively with leads of midwifery services to ensure this review informs future workforce planning.
- HEIW is currently developing a comprehensive perinatal workforce plan, which encompasses the training, recruitment and retention of healthcare professionals and will help ensure NHS Wales has the right maternity and neonatal workforce in place, now and for the future. The

perinatal workforce includes midwives, maternity support workers, obstetricians, neonatologists, anaesthetists, neonatal nurses, pharmacists and allied health professionals. The Welsh Government has tasked HEIW with ensuring the Birthrate® Plus report findings and associated recommendations are informing this work.

Scanning Services

- We are aware of recent challenges across Wales regarding scanning services and are taking targeted action through HEIW's perinatal workforce plan to ensure the sustainability of these vital services. HEIW commissions 15 sonography education places per year, on behalf of NHS Wales, and these places are fully recruited to.

Datix Incident Reporting and 'Never Events'

- The Datix system is used across NHS Wales to support the reporting, management and analysis of events and incidents. Incident reporting and shared learning go hand in hand to help improve the quality and safety of patient care, one of the aspirations of [A Healthier Wales](#).
- Datix incident reporting is an important feature of a learning culture within services and organisations. This type of incident reporting does not necessarily relate to the quality of care or adverse outcomes; staff are expected to report concerns about a wide range of matters including service environment and staffing. We would expect all reported incidents to be appropriately reviewed and investigated to ensure learning and opportunities for improvement are identified and taken forward.
- 'Never Events' by their very nature should not occur if the necessary preventative measures are in place. In the small number of instances where they do, it is vital for health organisations and the wider system to collectively learn and reduce the potential for adverse events and avoidable harm to patients and service users.

Oversight Arrangements

- Under the Joint Escalation and Intervention Arrangements, Welsh Government officials meet with Audit Wales and Healthcare Inspectorate Wales to discuss the overall position of each health board, NHS Trust and Special Health Authority in respect of quality, governance, service performance and financial management. A wide range of information and intelligence is considered through these tripartite arrangements to identify any issues and inform the assessment.
- At the last full meeting in June 2023, maternity and neonatal services including the MBRRACE-UK 2021 data were considered for each health board. Officials noted the data trends for Swansea Bay University Health Board and agreed to conduct a detailed assessment through the health board's monthly quality, assurance and performance review (known as the IQPD meeting arrangements). Maternity and neonatal services were covered in depth at the meetings in July and August and the health board responded in full to the issues raised. It was agreed that further consideration of maternity and neonatal services would be undertaken in three months' time for all health boards. The outcomes of these meetings will be discussed at the next tripartite meeting.
- HIW has informed us about a number of immediate assurance concerns they had following their recent routine unannounced inspection of the maternity services at Singleton Hospital. The health board's response will be discussed at the IQPD meeting in October and considerations on progress assessed at the next tripartite meeting.
- The Welsh Government is committed to taking immediate and robust action whenever evidence and intelligence shared through the Joint Escalation and Intervention Arrangements indicates the need for action. This was typified by the former Minister for Health and Social Services' decision to escalate the former Cwm Taf University Health Board's maternity and neonatal services.

- Consideration of initiating an independent external review would typically require significant concerns of an institutional or systematic nature being held by the tripartite organisations responsible for advising on the escalation status of NHS Wales bodies. The tripartite organisations continue to assess the evidence and intelligence available regarding maternity services at Swansea Bay University Health Board but to date, this is not sufficient to consider initiating additional intervention.

Family Engagement

- The Chief Nursing Officer offered to meet with the family in November 2022, together with the Deputy Chief Medical Officer and the Chief Midwifery Officer to understand their experience and concerns.
- Following the meeting, there was an agreement that officials would assist in identifying potential clinical reviewers to undertake a review of the care provided to X and X in 2019. This review was to be commissioned by Swansea Bay University Health Board in line with NHS Wales governance structures and in accordance with the basic principles of Putting Things Right, namely openness, honesty and transparency, ensuring the health board took ownership of any identified learning.
- Since that time there has been ongoing contact with the family and the health board to support the establishment of this review. However, it unfortunately has not yet been possible to reach an agreed way forward.

26. 25/09/2023 – internal Welsh Government emails discussing upcoming ITV programme on maternity services in Swansea Bay

That sounds fine X, thanks. If you send me the ishare link cop today and we'll add something in the morning.

Thanks
X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Monday, September 25, 2023 2:45 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Enquiry

X,

We were hoping to get something to X tonight, however ITV have requested a statement by close of play tomorrow so we have some time to play with. Would mid-morning tomorrow be ok for you? We can let X know we will be getting some lines from you when we submit something to her tonight.

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Sent: Monday, September 25, 2023 2:32 PM
To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>
Subject: RE: ITV Enquiry

Hi X

Happy to help. What's the timeframe on this please? We're a bit thin on the ground at the moment and won't be able to get it today I'm afraid.

Let me know the deadline please and we'll sort something.

Thanks

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Sent: Monday, September 25, 2023 1:32 PM

To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>; X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Subject: RE: ITV Enquiry

Hi X,

Serious incident policy sits with X and X's side and they have an overview of the Datix system and the work done by the Delivery Unit on never events. I am copying them in so they can help.

X

From: X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Sent: Monday, September 25, 2023 1:28 PM

To: X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Cc: X (HSS - Quality & Nursing Directorate) <X@gov.wales>

Subject: ITV Enquiry

X,

Just wondering if you could help me please. We have been made aware that ITV are planning a programme on maternity services in Swansea Bay. They have raised a number of issues one of which is:

The health board is investigating 298 incidents within maternity including 2 'never events' that occurred between February and August in Obstetrics this year.

The timeframe is incorrect however the information was in the HB's Quality and Safety Risk Group May meeting and we understand 298 relates to the number of live Datix at that time.

We are providing background to ITV in addition to our statement and we were wondering if you have any lines on Datix and Never Events which we could add to this please.

Many thanks

X

X

27. Notes from internal HIW meetings

21/08/2023 – SBUHB Maternity never events: 2 similar never events noted within maternity services of swabs and instruments left inside patients under Intel report.

14/09/2023 - Singleton Immediate Assurance: X noted the recent issues raised during the inspection at Singleton Hospital around staffing. X noted that there is a national and nationwide shortage of midwives and queried whether there is a wider action here for HIW. Exec group discussed options on how to engage with Welsh Government on this. X also noted that she has been in discussions regarding this issue and agreed that further actions should be taken. X noted that there is a meeting with Welsh Gov. next week. X also noted that the recent inspection will be treated as a SOC which will again help to raise profile of issue.

25/09/2023 – SBUHB, Maternity: Business Group noted upcoming media programme. No official media request received at present.