

Quality Safety and Outcomes Sub-Committee 2026-2027

Action Log for 26 October 2026 Meeting

Action Ref	Minute Reference and Action	Owner	Due Date	Progress	Status
29 June 2026					
QSO026/007	QSO26/034 Report from the Director of Commissioning for Mental Health, Learning Disabilities and Vulnerable Groups (MHLDVG) ACTION: A further lay member visit to Caswell Clinic would be arranged to enable members to see progress and better understand the impact of the improvements made.	SO	October 2026	Support for the proposed visit has been provided by SBUHB and the visit will take place in November 2026.	OPEN
24 August 2026					
QSO026/009	QSO26/054 Report from the Director of Commissioning for Specialised Services ACTION: MW to feedback to the committee once investigations into Echocardiograph pathway have been concluded.	MW	October 2026 December 2026	Final feedback on the investigation is awaited. The NWJCC has facilitated a discussion between the cardiac network manager in BCUHB and the director of operations in LHCH to discuss these issues and have a further follow up meeting with the director of nursing in LHCH on the 27 October 2026 to agree closer working relationships with a view to developing of protocols to prevent similar occurrences in the future.	OPEN

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QSO026/010	QSO26/034 Report from the Director of Commissioning for Ambulance Services and National Programmes ACTION: that a more detailed report would be brought to a future meeting, with a quality and equity lens, including further information on patient experience, cancellations and the work of the NEPTS Improvement Board.	RW	October 2026	Update to be shared within Agenda Item 4.3.	Closed
QSO026/011	QSO26/034 Members discussed call taker incidents and whether these related only to training and categorisation errors or also reflected wider issues with the underlying algorithms. The Committee was advised that concerns regarding inappropriate call designations and potential adverse patient outcomes had been raised through the weekly quality brief and that retrospective work was underway. ACTION: It was agreed that the JCC quality team would follow up with NHS Wales Performance and Improvement (P&I) and WAST to understand progress in concluding this work and ensure learning was informing the approach.	Quality	October 2026	Update within Directors report and within Incidents and Concerns report re: Incident reporting and categorisation and progress with the provider. NHS P&I have been asked for an update, and an updated position will be taken to their Board in October. Once this has been agreed this will be shared and further feedback and ongoing work identified.	OPEN

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QSO026/012	QSO26/057 Escalation Trajectories Members discussed auditory implant services and queried how assurance was being obtained that staff morale had improved. ACTION: It was agreed that a further update would be included in the next report to provide additional detail on this point.	MW	October 2026	The commissioning team are seeking assurance in addition to scheduled meetings; via a written report, to specifically include an update on staff morale and actions to address these issues, this will be received from the provider by the end of October for consideration and ongoing monitoring.	OPEN
QSO026/013	QSO26/058 Incidents and Concerns Report. Members highlighted the need to ensure that learning from Regulation 28 matters was shared more widely across health boards where relevant, rather than only with the directly involved organisations ACTION: CB to provide an email update and wider learning summary across health boards following regulation 28 actions.	CB	October 2026	An update is provided within Agenda Item 4.6.	CLOSED