



CYFARFOD BWRDD IECHYD PRIFYSGOLN ANEURIN BEVAN/ANEURIN BEVAN UNIVERSITY HEALTH BOARD MEETING

MEETING SUMMARY

DATE OF MEETING	Tuesday 17 th February 2026 13:30-16:30
VENUE	Microsoft Teams

Aneurin Bevan University Health Board – Patient Quality, Safety and Outcomes Committee: Meeting Summary

Committee Papers: [Agenda and Papers](#)

Committee Members:

Helen Sweetland, Chair
Penny Jones, Vice Chair
Phillip Robson, ABUHB Vice Chair
Paul Deneen, Independent Member
Vivek Goel, Independent Member
Helen Cunningham, Independent Member

Meeting Administration & Attendance: The meeting was opened with apologies noted and attendance confirmed.

Quality and Safety Performance: The Committee received an overview of quality performance across the Health Board, covering six core pillars. Patient experience feedback remained positive, particularly regarding staff care and professionalism, although waiting times continued to be a key challenge. Members were assured that incident reporting and learning systems continue to be strengthened, mortality indicators remain favourable compared to national benchmarks, and work was ongoing to improve medication safety and reduce avoidable harm. The Committee welcomed the progress reported while acknowledging the continued pressure on services, especially during the winter period.

Safeguarding: The Committee discussed safeguarding activity relating to both adults and children. The Committee noted that adult safeguarding referrals had stabilised, while safeguarding activity involving children remained complex and high in volume. The discussion highlighted the increasing complexity of cases, including the influence of wider social factors, and emphasised the importance of effective multi-agency working. The Committee was assured that strong and established partnerships



continued to be maintained with local authorities, education services, the police and other key agencies.

Maternity and Neonatal Services: The Committee received an annual update on maternity and neonatal services and noted improvements in recruitment and retention, with services now fully staffed. The Committee discussed the increasing complexity of maternity care and the associated rise in caesarean section rates, while national and international benchmarking did not identify concerns regarding neonatal outcomes. The Committee took assurance from the progress reported and requested continued updates, particularly in relation to neonatal improvement work.

Health and Safety Executive: The Committee reviewed the learning and improvements following a Health and Safety Executive (HSE) inspection of a mental health inpatient ward. The Committee were assured that all issues identified had been fully addressed through a comprehensive improvement plan, and that the HSE had confirmed all material breaches had been resolved. The Committee welcomed the positive outcome and noted that learning from the inspection was being shared more widely to support ongoing improvement.

Complaints and Listening to People Framework: The Committee received an update on the new national framework for managing concerns and complaints, which would replace the current "Putting Things Right" process. The framework would strengthen early listening and resolution, introduce shorter response times, enhance support for bereaved families, and increase the financial threshold for resolving claims without formal legal processes. The Committee recognised this as a significant change and discussed implementation challenges, particularly given limited additional resources. The Committee agreed the changes are positive in principle and would require careful monitoring as they are introduced.

Patient Advice and Liaison Service (PALS): The Committee reviewed a two-year evaluation of the PALS service and noted that it continues to provide timely and valued support to patients and families, particularly during periods of distress. While PALS had not reduced overall complaint volumes, the Committee recognised its important role in improving patient experience and supporting early resolution of concerns, and supported its ongoing development.

Healthcare Inspectorate Wales (HIW) Action Tracking: The Committee received an overview of how actions arising from Healthcare Inspectorate Wales (HIW) inspections and reviews are tracked and monitored. The Committee were assured that most regulatory actions have either been completed or were progressing well, and agreed that regular summary reporting provides helpful assurance and should continue.

