

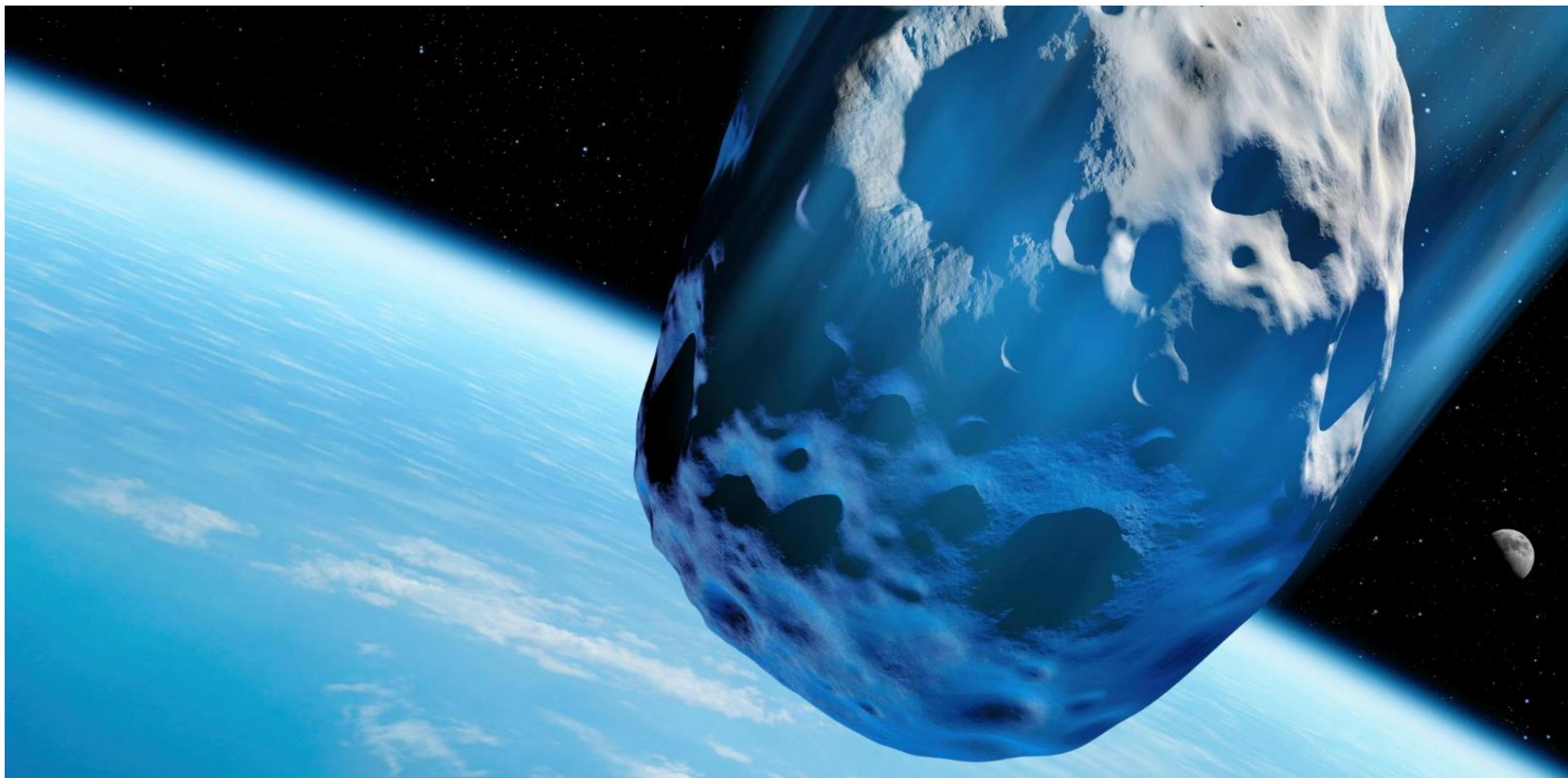
# A patient safety system the size of Wales: A journey towards a nationwide system of learning and improvement

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*A case study of the collaborative project between  
RLDatix and NHS Wales*

# Vision

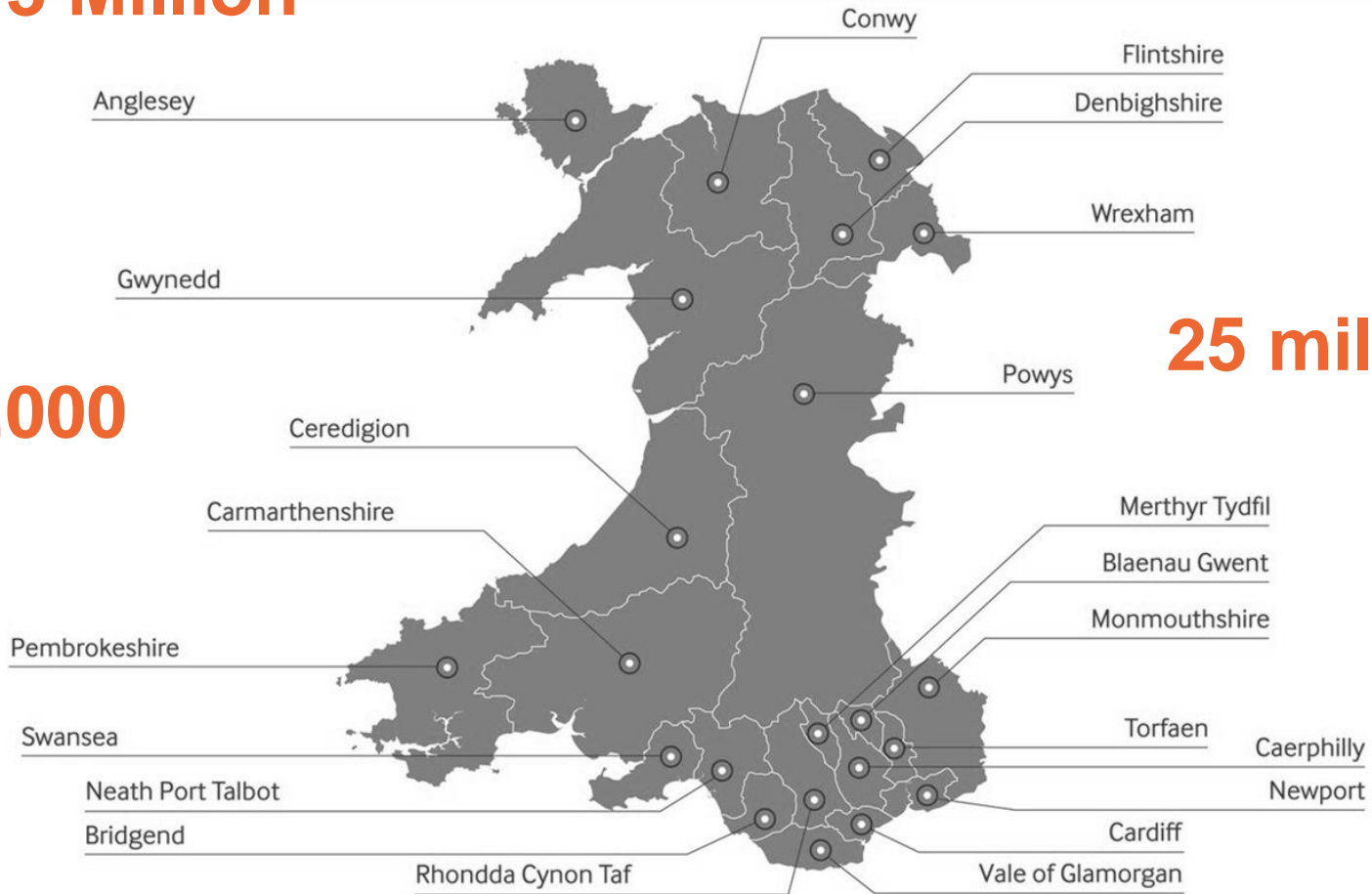
**A world where patients have access to  
the best and safest care possible**



Asteroid Florence would wipe out an area the size of Wales if it hit Earth

3 Million

90,000



25 million

**“The vast majority of people tell us they are happy with the care provided by the health service in Wales and a positive experience is the norm.”**

Carwyn Jones, First Minister of Wales

# Using the Gift of Complaints

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- Standardise processes across Wales
- Improve visibility of data and openness
- Demonstrate how NHS Wales is learning

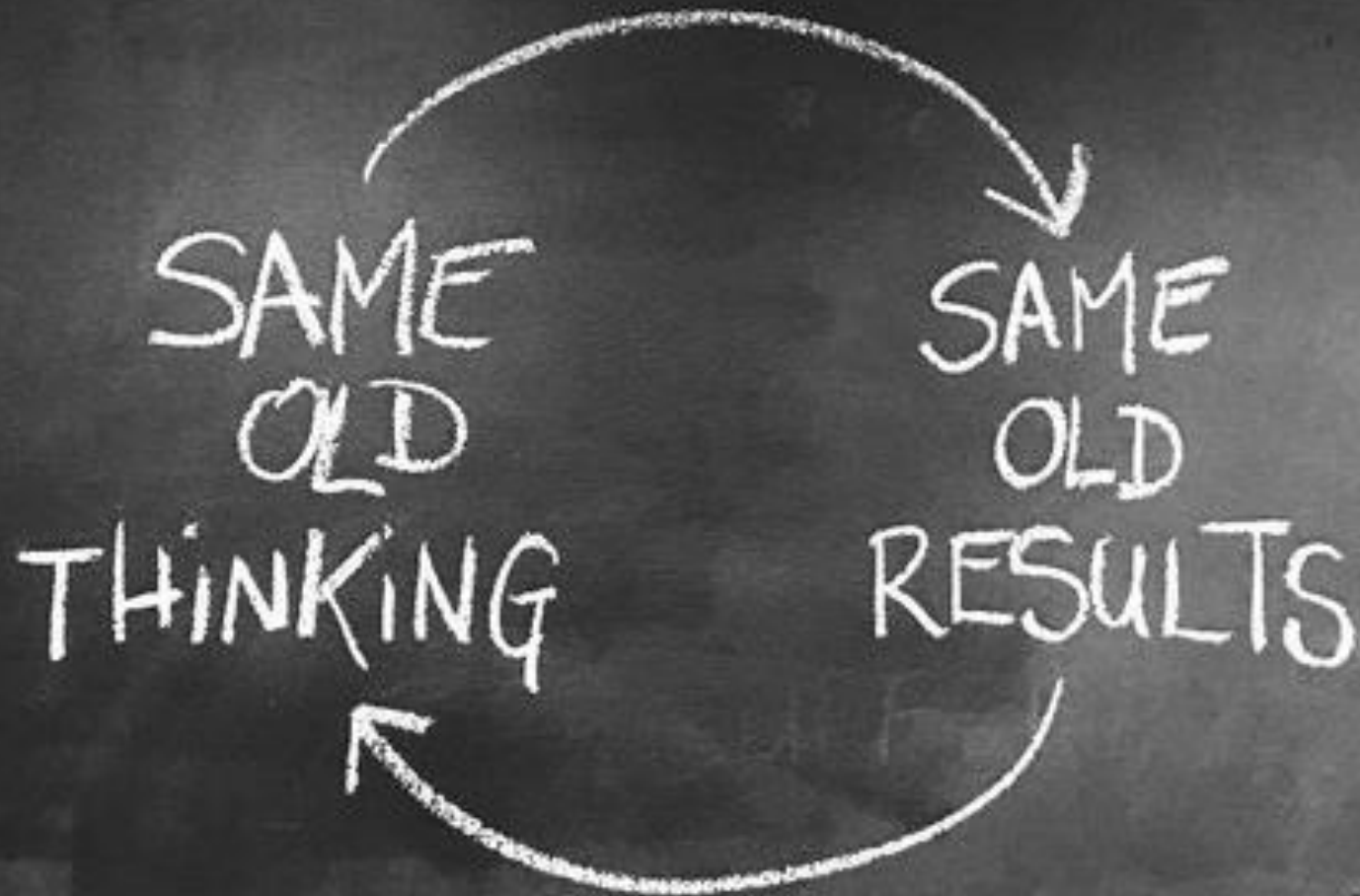
A REVIEW OF CONCERNS (COMPLAINTS)  
HANDLING IN NHS WALES

“Using the Gift of Complaints”

Keith Evans June 2014

Supported by Andrew Goodall, Chief Executive, ABUHB

Final/KE/11.6.14



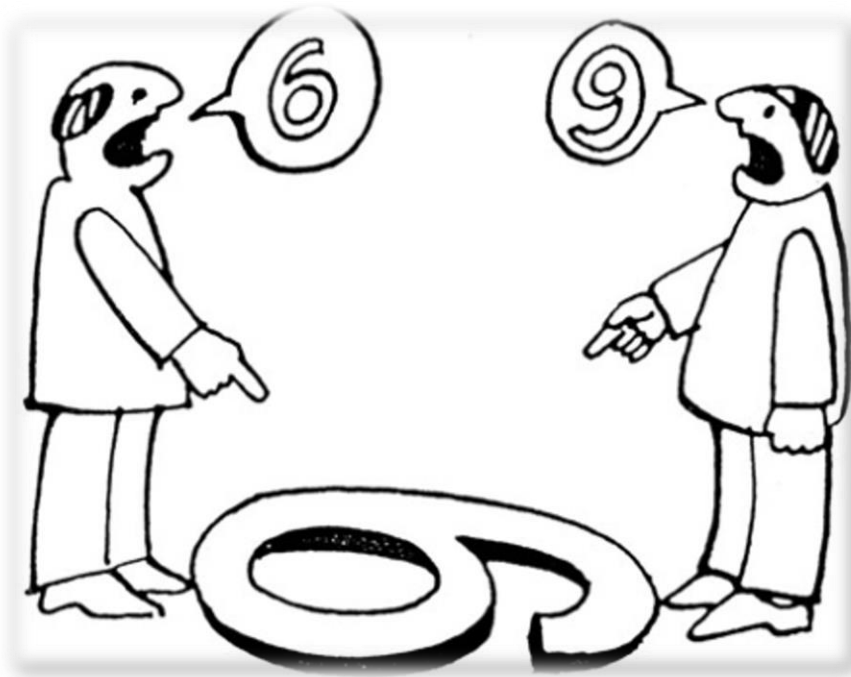






# Reaching a consensus for the proposed solution

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- Improved usability
- Nationwide outputs
- Learning and trends on a national scale

## Key takeaway's

- Working together to reach a consensus is powerful
- Review if you need to think differently to make a difference
- Empower you to think about using technology available today to improve patient safety

# **Mission**

**To be the global provider of insights  
and tools that drive improvement,  
efficiencies and safety in healthcare**

