

	First Line of Defence			Second Line of Defence			Third Line of Defence		
	Operational Processes and Management Reviews	Management information and data.	Other - Self assessment	Compliance / Quality	Health and Safety / Estates	Risk Management	Regulatory Body	Internal Audit	External Audit
Risk of patient harm and breaches of Welsh Government waiting time guidance due to delays admitting patients from WAST	<i>Triage of all patients held on an ambulance and clear escalation process in place for a deteriorating patient. Protection of resus buffer wherever possible. Standard Operational Policy in place to support Immediate Release requests. Joint partnership with OPAT and the use of FCP and onboarding when ambulances are held for 3 hours. Transformational work undertaken and the implementation of initiatives to support flow eg, RATZ, Virtual Ward, and Speciality Hub. 2 hourly safety huddles.</i>	<i>BIS used to provide data on waiting times. Use of WAST Launchpad in the Emergency Unit and OPAT to monitor performance. E Datix submitted for long waits and acuity of patients in the department</i>	<i>Performance is tracked, and discussed at Directorate Performance Reviews monthly. Joint meetings with the Clinical Board and WAST colleagues to monitor performance.</i>	<i>. Directorate Performance Reviews and Quality and Safety meetings. Discussed at Clinical Board Quality and Safety Meetings bi monthly.</i>	<i>Have H&amp;S or Estates provided any support or assurance regarding controls in relation to this risk. (Unlikely for this risk)</i>	<i>Reviewed by Risk and Regulation team in January 2023 and within bi-monthly Clinical Board Reviews.</i>	<i>HIW WAST Local Review 2021 and updated October 2022</i>	<i>Have Internal Audit Undertaken a Review in Relation to the issues identified by this risk? If so what was the Audit Report Title and Outcome?</i>	<i>Have we received any feedback from an external regulator in relation to this issue? What was the feedback? - E.g. CHC or other external review?</i>