



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Pwyllgor Ansawdd, Diogelwch a Phrofiad/ Quality, Safety and Experience Committee

DYDDIAD Y CYFARFOD: DATE OF MEETING:	08 OCTOBER 2026
TEITL YR ADRODDIAD: TITLE OF REPORT:	Policy 004: Claims Management Extension
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Sharon Daniel, Executive Director of Nursing, Quality and Patient Experience
SWYDDOG ADRODD: REPORTING OFFICER:	Louise O'Connor, Assistant Director of Legal Services and Patient Experience

Pwrpas yr Adroddiad (dewiswch fel yn addas)
Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/ For Decision

ADRODDIAD SCAA SBAR REPORT

Sefyllfa / Situation

The Claims Management Policy (004), is due for review on 5 October 2026. The policy requires updating to reflect the implementation of the Listening to People Regulations and the consequential changes to the relationship between concerns, redress and claims management.

The Committee is asked to approve an extension of the policy until January 2027. This will enable the revised policy to take account of the Welsh Risk Pool Management of Concerns Assessment Report 2025–26 and any recommendations arising from that assessment. [004 - Claims Management Policy](#)

Cefndir / Background

Policy 004 defines the Health Board's policy, roles and responsibilities for the management of redress matters, clinical negligence claims, personal injury claims and General Medical Practice Indemnity claims. The current version was approved on 5 October 2023, became active on 10 October 2023 and has a review date of 5 October 2026.

A full review is required to replace or amend references to Putting Things Right and to ensure that the claims and redress arrangements are aligned with the Listening to People Regulations and the Health Board's revised concerns management arrangements.

The final report Welsh Risk Pool Management of Concerns Assessment 2025–26 is awaited. It is therefore appropriate that the policy review reflects any relevant findings or recommendations arising from the assessment.

Asesiad / Assessment

The requested to extend is limited to the period required to consider the assessment report and complete the necessary policy amendments, submission to the Listening and Learning Sub-Committee, and consultation period. The current policy will remain in force during this period, ensuring continuity of the Health Board's established claims and redress arrangements.

Extension until January 2027 will support a more complete and robust review by allowing the updated policy to:

- reflect the Listening to People Regulations and associated terminology;
- clarify the interface between concerns, redress and claims management;
- incorporate any relevant recommendations from the Welsh Risk Pool Management of Concerns Assessment Report 2025–26; and
- avoid the need for successive amendments within a short period.

The proposed extension is therefore considered proportionate.

Argymhelliad / Recommendation

The Quality, Safety and Experience Committee is asked to approve the extension of Policy 004, Claims Management Policy, from 5 October 2026 until 31 January 2027.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Cyfeirnod Cylch Gorchwyl y Pwyllgor:
Committee ToR Reference:

.3.12 Ensure that the organisation is meeting the requirements of the NHS Concerns, Complaints and Redress Arrangements (Wales) Regulations.

Cyfeirnod Cofrestr Risg Datix, Teitl a
Sgôr Risg Cyfredol:
Datix Risk Register Reference and
Score:

No specific Datix risk is cited in this report.

Parthau Ansawdd:
Domains of Quality
[Quality and Engagement Act](#)
[\(sharepoint.com\)](#)

Safe; Effective; Efficient; Person-centred.

Galluogwyr Ansawdd:
Enablers of Quality:
[Quality and Engagement Act](#)
[\(sharepoint.com\)](#)

6. All Apply

Amcanion Strategol y BIP:
UHB Strategic Objectives:

1. Striving teams
3. Great care

Nodau Cynllunio 2026/27 Planning Goals 2026/27	2. Customer Service Excellence 6. Safe, Timely, High Quality Care
Hypergyswllt i Amcanion Llesiant HDdUHB 2026 Hyperlink to HDdUHB Well-being Objectives 2026	7. Improve health and well-being by focusing on prevention and early intervention, while working in partnership to ensure everyone has equal access to care and opportunities for good health.
Model Cymdeithasol ar gyfer lechyd a Llesiant : (wedi'i gwblhau ar gyfer newid strategol a/neu newidiadau sylweddol i wasanaethau) A Social Model for Health and Wellbeing : (complete for strategic change and/or significant service changes)	6. A culture of testing and learning will be encouraged, enabled, supported and celebrated.
Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Policy 004, Claims Management Policy; Listening to People Regulations; Welsh Risk Pool requirements and the awaited Management of Concerns Assessment Report 2025–26.
Rhestr Termau: Glossary of Terms:	Contained in the policy.
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y cyfarfod hwn: Parties / Committees consulted prior to this meeting:	Listening and Learning Sub-Committee. Further consultation will be undertaken as part of the policy review, where required.

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	No direct financial impact arises from the requested deferral. The review will consider any relevant Welsh Risk Pool recommendations, including matters affecting claims and redress governance or reimbursement requirements.
Ansawdd / Gofal Claf: Quality / Patient Care:	The current approved policy will remain in force during the short deferral period. The updated policy will support alignment between claims, redress and the Listening to People arrangements.
Gweithlu: Workforce:	Staff will continue to follow the current policy until the revised version is approved. Any changes arising from the

	review will be communicated through the implementation arrangements for the updated policy.
Tegwch lechyd: Health Equity:	No specific health equity impact arises from the deferral. Relevant impacts will be considered through the policy review and Equality Impact Assessment process.
Risg: Risk:	The principal risk is that the current policy will pass its scheduled review date. This is mitigated by the short, time-limited deferral, continuation of the existing approved policy and completion of the review by December 2026. Completing the review before the assessment findings are known may result in omissions or an immediate need for further amendment.
Cyfreithiol: Legal:	The review is required to ensure that the policy reflects the Listening to People Regulations and remains aligned with applicable claims, redress and Welsh Risk Pool requirements.
Enw Da: Reputational:	The controlled deferral supports a complete and evidence-informed policy review. Failure to reflect relevant regulatory changes or assessment recommendations could create reputational and governance risk.
Gyfrinachedd: Privacy:	No additional privacy impact arises from the deferral. Information governance, confidentiality, disclosure and legal professional privilege requirements will continue to apply under the existing policy and will be reviewed as part of the update.
Cydraddoldeb: Equality:	The Equality Impact Assessment will be reviewed and updated, where required, alongside the revised policy.