

Reference:	FOI.9646.22
Subject:	Copy of a report that was requested by the Public Service Ombudsman for Wales (PSOW)
Date of Request:	12 August 2022

Requested:

On 29th September 2021, the Public Services Ombudsman for Wales issued a section 23 report for complaint ref 202002558 re Mrs B's formal complaint to your organisation. The recommendations in that report are stated as accepted by Hywel Dda University Health Board.

The recommendations are:

"55. I recommend that, within 1 month of this report being issued the Health Board: a) Provides Ms B with a written apology for the clinical, communication and complaint handling failings identified in this report. This apology should refer to the impact of the failings on both Mr C and his family. Remind the relevant staff in the importance of investigating complaints and producing complaint responses in line with the PTR Regulations and Guidance.

56. I further recommend that, within 3 months of this report being issued, the Health Board: c) Undertakes a review to identify any other patients with an unmet clinical need as a result of the closure of the Specialist Service and ensures that steps are being taken to meet those needs either by the Health Board or other agencies.

57. I further recommend that, within 6 months of this report being issued, the Health Board: d) Commissions and completes its planned review of the Health Board's child psychology services and reports the findings back to the Ombudsman."

I would like a copy of the 6 month report outlined in point 57.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with the information requested as the report has yet to be finalised, due to the ongoing service review. The UHB is in regular contact with the PSOW to provide updates on the progress of the review and the subsequent report.