



**CYFARFOD BWRDD PRIFYSGOL IECHYD
UNIVERSITY HEALTH BOARD MEETING**

| | |
|--|--|
| DYDDIAD Y CYFARFOD: DATE OF MEETING: | 28 September 2023 |
| TEITL YR ADRODDIAD: TITLE OF REPORT: | Public Services Ombudsman for Wales Annual Letter 2022-2023 |
| CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR: | Mandy Rayani, Director of Nursing, Quality & Patient Experience |
| SWYDDOG ADRODD: REPORTING OFFICER: | Louise O'Connor, Assistant Director, Legal Services / Patient Experience |

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

The attached letter provides a summary of cases received by the Public Services Ombudsman relating to complaints of maladministration and service failures, for the period 2022-23.

Cefndir / Background

The Board is asked to note the contents of the report, which includes links to the Ombudsman's recently issued 'Groundhog Day 2 – an opportunity for cultural change' report; and the Ombudsman's Annual Report 2023/23. The following recommendations are made:

- Review the resources available to your complaints team
- Review arrangements for accurately compiling complaints data
- Consider whether the option to provide staff investigating complaints with independent medical advice, is considered on a case by case basis
- Reflect upon the lessons highlighted in this report when scrutinising performance on complaint handling
- Ensure that lessons learned from the PSOW's findings and recommendations are included in their Health Board's annual report on the Duty of Candour and Quality

In addition to the above, the Board is asked to:

- Update the Ombudsman's office on compliance with the recommendations in Groundhog Day 2 report - an opportunity for cultural change;
- Continue to engage with the Complaints Standards Authority work, by accessing appropriate training; implementing the model policy and providing complaints data.

A response to the above recommendations is required by 1 December 2023.

Asesiad / Assessment

The above recommendations will form the basis of an action plan, which will be presented to the Listening and Learning Sub-Committee in October 2023, and reported through the Quality, Safety and Experience Committee for assurance.

This will be reviewed at the same time as the Welsh Risk Pool Assessment Report 2022-23 on concerns handling against the Putting Things Right Process and a compliance update to the Internal Audit Report on Lessons Learnt issued earlier this year. The basis of this inclusive assessment will inform the Health Board's response to the Ombudsman in November 2023.

Ongoing monitoring of the action plan will be undertaken by the Listening and Learning Sub-Committee.

Argymhelliad / Recommendation

The Board is asked to **RECEIVE** the attached report, and **AGREE** to the proposed process for responding to the findings and recommendations.

| Amcanion: (rhaid cwblhau) Objectives: (must be completed) | |
|---|--|
| Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score: | Risk 581 Health Board wide risk of not learning from events in a timely manner (current score 8). |
| Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com) | 7. All apply |
| Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com) | 6. All Apply |
| Amcanion Strategol y BIP: UHB Strategic Objectives: | All Strategic Objectives are applicable |
| Amcanion Cynllunio Planning Objectives | All Planning Objectives Apply |
| Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022 | 2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS 8. Transform our communities through collaboration with people, communities and partners |

| Gwybodaeth Ychwanegol: Further Information: | |
|---|--|
| Ar sail tystiolaeth: Evidence Base: | NHS (Concerns, Complaints and Redress Arrangements) (Wales) 2011 Ombudsman for Wales Act 2019 |
| Rhestr Termau: Glossary of Terms: | Included within the main body of the report |
| Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board: | Not applicable |

| Effaith: (rhaid cwblhau) Impact: (must be completed) | |
|---|--|
| Ariannol / Gwerth am Arian: Financial / Service: | All concerns have a potential financial implication: whether this is by way of financial redress, following an admission of qualifying liability, or an ex-gratia payment for poor management of a process; or an award made by the Ombudsman following review of a concern. |
| Ansawdd / Gofal Claf: Quality / Patient Care: | Improving the patient experience and outcomes for patients is a key priority for the UHB. All concerns received from patients, public and staff alike are taken seriously and investigated in accordance with the procedures. Information from concerns raised, highlights a number of clinical and service risks which should be reflected in Directorate Risk Registers. All Directorates are required to have in place arrangements for ensuring lessons are learnt as a result of investigation findings regarding concerns and that appropriate action is taken to improve patient care. |
| Gweithlu: Workforce: | The 'Putting Things Right' process is designed to support staff involved in concerns and incidents. All managerial staff have a responsibility to ensure staff are appropriately supported and receive appropriate advice throughout the process. The success of the process is dependent upon the commitment and support from staff across the organisation, not only as part of the investigation process and transparency arrangements, but in the encouragement of patients and their families to provide feedback, both positive and negative, to support organisational learning. |
| Risg: Risk: | Information from concerns raised highlights a number of clinical and service risks which should be reflected in Directorate and Corporate Risk Registers. There are financial and reputational risks associated with complaints that are upheld or not managed in accordance with the Regulations or where there is non-compliance with recommendations made by the Public Services Ombudsman. The UHB also has a duty to consider redress as part of the management of concerns, which |

| | |
|------------------------------------|---|
| | carries financial risks associated with obtaining expert reports and redress packages. |
| Cyfreithiol: Legal: | The UHB has a duty under the Concerns and Redress Regulations to consider redress where this is deemed to be a qualifying liability. The Regulations also incorporate formal claims, including clinical negligence and personal injury claims. |
| Enw Da: Reputational: | There are ongoing reputational risks for the UHB in relation to media, press and social media regarding any concerns, and outcomes from published Ombudsman Reports and non-compliance reports; and any external investigations/inquiries. |
| Gyfrinachedd: Privacy: | Only relevant information is reviewed as part of the concerns process and this is carried out with the explicit consent of the patient or authorised representative. Information is recorded and treated sensitively and only shared with individuals relevant to the investigation process. |
| Cydraddoldeb: Equality: | The process is established to learn from concerns: it is designed to ensure that it is fully accessible to patients and their families. The aim is to involve patients throughout the process and to offer meetings with relevant clinicians, with the required support depending upon individual needs. Advocacy is offered in the form of Community Health Council (CHC) advocates, and specialist advocacy is also arranged where necessary, e.g. in the areas of Mental Health, Learning Disability or Children/Young People's Services. Concerns literature is accessible in a range of languages and formats and translation services are available, as required. |



**Ombwdsmon
Ombudsman**
Cymru · Wales

Gofynnwch am: Cyfathrebu



01656 641150



Cyfathrebu

@ombwdsmon.cymru

Dyddiad: 17 Awst 2023

Maria Battle
Bwrdd Iechyd Prifysgol Hywel Dda
Trwy E-bost yn unig: Maria.Battle2@wales.nhs.uk

Llythyrau Blynyddol 2022/23

Annwyl Maria

Mae'n falch gennyf gyflwyno'r Llythyr Blynyddol (2022/23) i chi ar gyfer Bwrdd Iechyd Prifysgol Hywel Dda sy'n ymdrin â chwynion yn ymwneud â chamweinyddu a methiant gwasanaeth, a'r camau sy'n cael eu cymryd i wella gwasanaethau cyhoeddus.

Mae'r llythyr hwn yn cyd-daro â'm Hadroddiad Blynyddol - "[Blwyddyn o newid - blwyddyn o her](#)" - teimlad a fydd, heb os, yn atseinio â chyrrff cyhoeddus ledled Cymru. Mae fy swyddfa wedi gweld cynnydd arall yn nifer y bobl sy'n gofyn am ein cymorth - cynydd o 3% o'i gymharu â'r flwyddyn flaenorol, ac mae fy swyddfa bellach yn derbyn dwywaith nifer yr achosion a gawsom ddegawd yn ôl.

Yn ystod y flwyddyn ddiwethaf, cyfarfûm â chyrrff cyhoeddus ledled Cymru - gan siarad am ein gwaith achosion, ein hargymhellion, a'n pwerau rhagweithiol. Bydd yr hinsawdd bresennol yn parhau i gyflwyno heriau i wasanaethau cyhoeddus, ond rwy'n ddiolchgar am y ffordd gadarnhaol a chynhyrchiol y mae'r byrddau iechyd wedi cyfathrebu â'm swyddfa.

Mae cydweithwyr o'm Tîm Gwella yn cwrdd yn rheolaidd gydag Bwrdd Iechyd Prifysgol Hywel Dda i drafod cydymffurfiaeth â'n hargymhellion a'n gwaith safonau cwynion, a hoffwn ddiolch i Mandy Rayani a'u tîm am y modd adeiladol a didwyll y cynhelir y trafodaethau hyn.

Y llynedd, cyfeiriwyd 926 o gwynion atom ynglŷn â byrddau iechyd - cynnydd o 21% o gymharu â'r flwyddyn flaenorol. Yn ystod y cyfnod hwn, gwnaethom ymyrryd (cadarnhau, setlo neu ddatrys yn gynnar) mewn perthynas â 30% o gwynion byrddau iechyd - cyfran debyg i flynyddoedd blaenorol. Eich Bwrdd Iechyd oedd â'r gyfradd ymyrraeth uchaf yng Nghymru, sef 41% - mae hyn

ombwdsmon.cymru
holwch@ombwdsmon.cymru
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
Rydym yn hapus i dderbyn ac
ymateb i ohebiaeth yn y Gymraeg.

ombudsman.wales
ask@ombudsman.wales
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
We are happy to accept and respond
to correspondence in Welsh.

Tudalen 1 o 8

yn golygu ein bod wedi canfod bod rhywbeth wedi mynd o'i le ac wedi gwneud argymhellion neu gytuno ar setliadau mewn 41% o'r cwynion a gawsom am Fyrddau lechyd. Mae'r gyfradd ymyrraeth uchel hon (a chynnydd o 13% ar 2021/22) yn peri pryder ac mae fy swyddfa yn edrych ymlaen at ymgysylltu â chi i wella'r sefyllfa dros y flwyddyn i ddod.

Cefnogi gwella gwasanaethau cyhoeddus

Amlygodd ein hadroddiad [*Rhoi Diwedd ar yr Un Hen Gân Beunyddiol 2: Cyfle i Newid y Ffordd Rydym yn Delio â Chwynion?*](#) a gyhoeddwyd ym Mehefin, y methiannau ymdrin â chwynion a welsom mewn achosion yn ymwneud â byrddau ieuchyd ledled Cymru yn ystod y 12 mis blaenorol. Roedd ein hargymhellion i'r Bwrdd lechyd wedi'u hanelu at sicrhau, wrth i'r Dyletswyddau Gonestrwydd ac Ansawdd newydd gael eu cyflwyno o fewn eich sefydliad, y manteisir ar y cyfle ar gyfer newid diwylliannol - i hyrwyddo didwyllledd a gonestrwydd ymhlith defnyddwyr gwasanaeth a sicrhau bod dysgu systemig pan fydd pethau wedi mynd o chwith.

Yn unol â'n hargymhellion i'r Bwrdd lechyd, hyderaf fod eich Pwyllgor Ansawdd a Diogelwch Claf wedi ystyried yr adroddiad, neu y bydd yn ei ystyried yn fuan, a bydd yn:

- adolygu'r adnoddau sydd ar gael i'ch tîm cwynion
- adolygu trefniadau ar gyfer casglu data cwynion yn gywir
- ystyried a yw'r dewis i roi cyngor meddygol annibynnol i staff sy'n ymchwilio i gwynion yn cael ei ystyried fesul achos
- myfyrio ar y gwersi sydd wedi'u hamlygu yn yr adroddiad hwn wrth graffu ar eu perfformiad o ran ymdrin â chwynion
- sicrhau bod y gwersi a ddysgwyd o ganfyddiadau ac argymhellion OGCC yn cael eu cynnwys yn adroddiad blynyddol y Bwrdd lechyd ar y Ddyletswydd Gonestrwydd ac Ansawdd.

Er gwaethaf heriau'r llynedd, rydym wedi bwrw ymlaen â'n gwaith gwella rhagweithiol ac wedi lansio proses Ansawdd Gwasanaeth newydd i sicrhau ein bod yn cyflawni'r safonau a ddisgwyliwn.

Y llynedd, dechreuom hefyd weithio ar ein hail Ymchwiliad Ehangach ar ein Liwt ein Hun - y tro hwn, yn edrych ar asesiadau gofalwyr o fewn Awdurdodau Lleol. Bydd yr ymchwiliad hwn yn cael ei gynnal drwy gydol y flwyddyn i ddod, ac edrychwn ymlaen at rannu ein canfyddiadau.

Parhaodd yr Awdurdod Safonau Cwynion ei waith â chyrrff cyhoeddus yng Nghymru'r llynedd, gyda mwy na 50 o gyrff cyhoeddus bellach yn gweithredu ein polisi enghreifftiol. Rydym hefyd wedi darparu mwy na 400 o sesiynau hyfforddi ers i ni ddechrau ym Medi 2020.

Gwnaethom barhau â'n gwaith i gyhoeddi ystadegau cwynion am ail flwyddyn, gyda data bellach yn cael eu cyhoeddi ddwywaith y flwyddyn. Gwnaethom gynnwys gwybodaeth am Fyrddau lechyd am y tro cyntaf yn 22/23. Mae'r data hwn yn ein galluogi i weld gwybodaeth gyda mwy o gyd-destun - er enghraifft, y llynedd, cyfeiriwyd 4% o gwynion Hywel Dda University Health Board at OGCC.

Byddwn yn annog Hywel Dda University Health Board i ddefnyddio'r data hwn i ddeall eich perfformiad ar gwynion yn well.

Ymhellach i'r llythyr hwn, a gaf ofyn i Hywel Dda University Health Board gymryd y camau canlynol:

- Cyflwyno fy Llythyr Blynyddol i'r Bwrdd yn ystod y cyfle nesaf sydd ar gael a rhoi gwybod i mi pryd y cynhelir y cyfarfodydd hyn.
- Rhoi diweddariad i'm swyddfa ynghylch sut mae'r Bwrdd lechyd wedi cydymffurfio â'r argymhellion yn ein hadroddiad: *Rhoi Diwedd ar yr Un Hen Gân Beunyddiol 2: Cyfle i Newid y Ffordd Rydym yn Delio â Chwynion?* erbyn **1 Rhagfyr 2023**.
- Parhau i ymgysylltu â'n gwaith Safonau Cwynion, rhoi hyfforddiant i'ch staff, gweithredu'r polisi enghreifftiol yn llawn a darparu data cwynion cywir ac amserol.
- Rhoi gwybod i mi am ganlyniad ystyriaethau a chamau gweithredu arfaethedig y cyngor yng nghyswllt y materion uchod erbyn cyn gynted â phosibl.

Yn gywir,

Michelle Morris

Michelle Morris

Ombwdsmon Gwasanaethau Cyhoeddus

cc. Steve Moore, Prif Weithredwr, Bwrdd lechyd Prifysgol Hywel Dda.

Trwy Ebst yn unig: steve.moore2@wales.nhs.uk

ombwdsmon.cymru
holwch@ombwdsmon.cymru
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
Rydym yn hapus i dderbyn ac
ymateb i ohebiaeth yn y Gymraeg.

ombudsman.wales
ask@ombudsman.wales
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
We are happy to accept and respond
to correspondence in Welsh.

Tudalen 3 of 8



Taflen Ffeithiau

Atodiad A - Cwynion a Gafwyd

| Bwrdd lechyd | Cwynion a Gafwyd | Derbyniwyd fesul 1000 o drigolion |
|--|-------------------------|--|
| Bwrdd lechyd Prifysgol Aneurin Bevan | 166 | 0.28 |
| Bwrdd lechyd Prifysgol Betsi Cadwaladr | 225 | 0.33 |
| Bwrdd lechyd Prifysgol Caerdydd a'r Fro | 137 | 0.28 |
| Bwrdd lechyd Prifysgol Cwm Taf Morgannwg | 134 | 0.30 |
| Bwrdd lechyd Prifysgol Hywel Dda | 104 | 0.27 |
| Bwrdd lechyd Addysgu Powys | 23 | 0.17 |
| Bwrdd lechyd Prifysgol Bae Abertawe | 137 | 0.36 |
| Cyfanswm | 926 | 0.30 |



Atodiad B - Cwynion a Gafwyd yn ôl Pwnc

| Bwrdd Iechyd Prifysgol Hywel Dda | Complaints Received | % share |
|--|----------------------------|----------------|
| Gwasanaethau Ambiwylans | 0 | 0% |
| Apwyntiadau/derbyniadau/rhyddhau a gweithdrefnau trosglwyddo | 7 | 7% |
| Triniaeth glinigol yn yr ysbyty | 45 | 43% |
| Triniaeth glinigol y tu allan i ysbyty | 3 | 3% |
| Ymdrin â Chwynion | 27 | 26% |
| Cyfrinachedd | 0 | 0% |
| Gofal Parhaus | 0 | 0% |
| COVID19 | 7 | 7% |
| Dadgofrestru | 0 | 0% |
| Datgelu gwybodaeth bersonol / colli data | 0 | 0% |
| Cyllid | 0 | 0% |
| Cofnodion meddygol/safonau cadw cofnodion | 0 | 0% |
| Meddyginiaeth> Dosbarthu presgripsiynau | 0 | 0% |
| Iechyd Meddwl | 3 | 3% |
| Darparwr Annibynnol y GIG | 0 | 0% |
| Gwasanaethau anfeddygol | 0 | 0% |
| Covid nosocomiaidd | 0 | 0% |
| Arall | 4 | 4% |
| Tu Allan I Oriau | 0 | 0% |
| Parcio (gan gynnwys gorfodi a beiliaid) | 0 | 0% |
| Materion rhestr cleifion | 2 | 2% |
| Cyfathrebu gwael/dim cyfathrebu neu fethiant i ddarparu gwybodaeth | 0 | 0% |
| Gofalu am garcharorion | 0 | 0% |
| Amser rhos rhwng atgyfeirio a thriniaeth | 2 | 2% |
| Anghwrteisi/ymddygiad anystyriol/agwedd staff | 1 | 1% |
| Cyfanswm | 104 | |



Ombwdsmon Ombudsman

Cymru · Wales

Atodiad C - Canlyniadau Cwynion (* yn dynodi ymyrraeth)

| Bwrdd Iechyd Prifysgol Hywel Dda | | % Share |
|--|------------|----------------|
| Tu hwnt i Awdurdodaeth | 16 | 16% |
| Cynamserol | 21 | 21% |
| Achosion eraill wedi'u cau ar ôl ystyriaeth gychwynnol | 16 | 16% |
| Datrys yn Gynnar/Setliad Gwirfoddol* | 33 | 33% |
| Wedi rhoi'r gorau iddi | 1 | 1% |
| Adroddiadau Eraill – Ni Chadarnhawyd | 5 | 5% |
| Adroddiadau eraill a gadarnhawyd* | 8 | 8% |
| Adroddiadau er Budd y Cyhoedd* | 0 | 0% |
| Adroddiadau Diddordeb Arbennig | 0 | 0% |
| Cyfanswm | 100 | |



Atodiad D - Achosion lle ymyrodd OGCC

| | Nifer yr ymyriadau | nifer y cwynion a gaewyd | % o ymyriadau |
|---|--------------------|-----------------------------|---------------|
| Bwrdd Iechyd Prifysgol Aneurin Bevan | 48 | 160 | 30% |
| Bwrdd Iechyd Prifysgol Betsi Cadwaladr | 80 | 231 | 35% |
| Bwrdd Iechyd Prifysgol Caerdydd a'r Fro | 30 | 129 | 23% |
| Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg | 37 | 141 | 26% |
| Bwrdd Iechyd Prifysgol Hywel Dda | 41 | 100 | 41% |
| Bwrdd Iechyd Addysgu Powys | 5 | 23 | 22% |
| Bwrdd Iechyd Prifysgol Bae Abertawe | 33 | 134 | 25% |
| Cyfanswm | 274 | 918 | 30% |



**Ombwdsmon
Ombudsman**
Cymru · Wales

Taflen Wybodaeth

Mae Atodiad A yn dangos nifer y cwynion a dderbyniwyd gan OGCC ar gyfer pob Bwrdd Iechyd yn 2022/23. Caiff y cwynion hyn eu rhoi mewn cyd-destun yn seiliedig ar nifer y bobl y mae pob bwrdd iechyd yn eu gwasanaethu yn ôl pob sôn.

Mae Atodiad B yn dangos categori pob cwyn a dderbyniwyd, a pha gyfran o'r cwynion a dderbyniwyd sy'n cynrychioli ar gyfer y Bwrdd Iechyd.

Mae Atodiad C yn dangos canlyniadau'r cwynion a gaeodd OGCC mewn cysylltiad â'r Bwrdd Iechyd yn 2022/23. Mae'r tabl hwn yn dangos y niferoedd, a'r gyfran y mae pob canlyniad yn ei chynrychioli ar gyfer y Bwrdd Iechyd.

Mae Atodiad D yn dangos Cyfraddau Ymyrru ar gyfer pob Bwrdd Iechyd yn 2022/23. Mae ymyrraeth yn cael ei gategoreiddio naill ai gan gŵyn a gadarnhawyd (naill ai cadarnhawyd er budd y cyhoedd neu cadarnhawyd nid er budd y cyhoedd), penderfyniad cynnar, neu setliad gwirfoddol.

ombwdsmon.cymru
holwch@ombwdsmon.cymru
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
Rydym yn hapus i dderbyn ac
ymateb i ohebiaeth yn y Gymraeg.

ombudsman.wales
ask@ombudsman.wales
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
We are happy to accept and respond
to correspondence in Welsh.



**Ombwdsmon
Ombudsman**
Cymru · Wales

Ask for: Communications



01656 641150



Communications

@ombudsman.wales

Date: 17 August 2023

Maria Battle
Hywel Dda University Health Board
By Email only: Maria.Battle2@wales.nhs.uk

Annual Letter 2022/23

Dear Maria

I am pleased to provide you with the Annual letter (2022/23) for Hywel Dda University Health Board which deals with complaints relating to maladministration and service failure, and the actions being taken to improve public services.

This letter coincides with my Annual Report – “[A year of change – a year of challenge](#)” – a sentiment which will no doubt resonate with public bodies across Wales. My office has seen another increase in the number of people asking for our help – up 3% overall compared to the previous year, and my office now receives double the number of cases we received a decade ago.

Last year, I met with public bodies across Wales last year – speaking about our casework, our recommendations, and our proactive powers. The current climate will continue to provide challenges for public services, but I am grateful for positive and productive way which Health Boards communicate with my office.

Colleagues from my Improvement Team meet regularly with Hywel Dda University Health Board to discuss compliance with our recommendations and our complaints standards work, and we would like to pass on our thanks to Mandy Rayani and their team for the constructive and candid way these discussions are conducted.

926 complaints were referred to us regarding Health Boards last year – an increase of 21% compared to the previous year. During this period, we intervened in (upheld, settled or resolved at an early stage) 30% of Health Board complaints - a similar proportion to previous years. Your Health Board had the highest intervention rate in Wales of 41% – this means that we decided that because something went wrong we made recommendations or agreed settlements in 41% of the complaints we received about the Health Board. This high intervention rate (and increase of

ombwdsmon.cymru
holwch@ombwdsmon.cymru
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
Rydym yn hapus i dderbyn ac
ymateb i ohebiaeth yn y Gymraeg.

ombudsman.wales
ask@ombudsman.wales
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
We are happy to accept and respond
to correspondence in Welsh.

13% on 2021/22) is of concern and my office looks forward to engaging with you to improve the position over the coming year.

Supporting improvement of public services

Our [Groundhog Day 2: An opportunity for cultural change in complaint handling?](#) report issued in June, highlighted the complaint handling failings we identified in cases involving health boards across Wales during the preceding 12 months. Our recommendations to the Health Board were aimed at ensuring that, as the new Duties of Candour & Quality are introduced within your organisation, that the opportunity for a cultural change is taken - to promote openness and candour with service users and ensure there is systemic learning when things have gone wrong.

I trust that, in line with our recommendations to the Health Board, the report has or will soon be considered by your Quality & Patient Safety Committee and it will:

- review the resources available to your complaints team
- review arrangements for accurately compiling complaints data
- consider whether the option to provide staff investigating complaints with independent medical advice, is considered on a case by case basis
- reflect upon the lessons highlighted in this report when scrutinising their performance on complaint handling
- ensure that lessons learned from the PSOW's findings and recommendations are included in their Health Board's annual report on the Duty of Candour and Quality.

Despite the challenges of last year, we have pushed forward with our proactive improvement work and launched a new Service Quality process to ensure we deliver the standards we expect.

Last year, we also began work on our second wider Own Initiative investigation – this time looking into carers assessments within Local Authorities. This investigation will take place throughout the coming year, and we look forward to sharing our findings.

The Complaints Standards Authority (CSA) continued its work with public bodies in Wales last year, with more than 50 public bodies now operating our model policy. We've also now provided more than 400 training sessions since we started in September 2020.


We continued our work to publish complaints statistics into a second year, with data now published twice a year and we included information about Health Boards for the first time in 22/23. This data allows us to see information with greater context – for example, last year 4% of Hywel Dda University Health Board's complaints were referred to PSOW.

I would encourage Hywel Dda University Health Board, to use this data to better understand your performance on complaints.

Further to this letter can I ask that Hywel Dda University Health Board takes the following actions:

- Present my Annual Letter to the Board at the next available opportunity and notify me of when these meetings will take place.
- Update my office on how the Health Board has complied with the recommendations in our report: *Groundhog Day 2: an opportunity for cultural change?* by **1 December 2023**.
- Continue to engage with our Complaints Standards work, accessing training for your staff, fully implementing the model policy, and providing complaints data.
- Inform me of the outcome of the Council's considerations and proposed actions on the above matters at your earliest opportunity.

Yours sincerely,

Handwritten signature of Michelle Morris in black ink.

Michelle Morris
Public Services Ombudsman

cc. Steve Moore, Chief Executive, Hywel Dda University Health Board.
By Email only: steve.moore2@wales.nhs.uk



Factsheet

Appendix A - Complaints Received

| Health Board | Complaints Received | Received per 1000 residents |
|---|----------------------------|------------------------------------|
| Aneurin Bevan University Health Board | 166 | 0.28 |
| Betsi Cadwaladr University Health Board | 225 | 0.33 |
| Cardiff and Vale University Health Board | 137 | 0.28 |
| Cwm Taf Morgannwg University Health Board | 134 | 0.30 |
| Hywel Dda University Health Board | 104 | 0.27 |
| Powys Teaching Health Board | 23 | 0.17 |
| Swansea Bay University Health Board | 137 | 0.36 |
| Total | 926 | 0.30 |



Appendix B - Received by Subject

| Hywel Dda University Health Board | Complaints Received | % share |
|---|----------------------------|----------------|
| Ambulance Services | 0 | 0% |
| Appointments/admissions/discharge and transfer procedures | 7 | 7% |
| Clinical treatment in hospital | 45 | 43% |
| Clinical treatment outside hospital* | 3 | 3% |
| Complaints Handling | 27 | 26% |
| Confidentiality | 0 | 0% |
| Continuing care | 0 | 0% |
| COVID19 | 7 | 7% |
| De-registration | 0 | 0% |
| Disclosure of personal information / data loss | 0 | 0% |
| Funding | 0 | 0% |
| Medical records/standards of record-keeping | 0 | 0% |
| Medication> Prescription dispensing | 0 | 0% |
| Mental Health | 3 | 3% |
| NHS Independent Provider | 0 | 0% |
| Non-medical services | 0 | 0% |
| Nosocomial COVID | 0 | 0% |
| Other | 4 | 4% |
| Out Of Hours | 0 | 0% |
| Parking (including enforcement and bailiffs) | 0 | 0% |
| Patient list issues | 2 | 2% |
| Poor/No communication or failure to provide information | 0 | 0% |
| Prisoner Care | 0 | 0% |
| Referral to Treatment Time | 2 | 2% |
| Rudeness/inconsiderate behaviour/staff attitude | 1 | 1% |
| Total | 104 | |



Ombwdsmon Ombudsman

Cymru · Wales

Appendix C - Complaint Outcomes (* denotes intervention)

| Hywel Dda University Health Board | | % Share |
|--|------------|----------------|
| Out of Jurisdiction | 16 | 16% |
| Premature | 21 | 21% |
| Other cases closed after initial consideration | 16 | 16% |
| Early Resolution/ voluntary settlement* | 33 | 33% |
| Discontinued | 1 | 1% |
| Other Reports - Not Upheld | 5 | 5% |
| Other Reports Upheld* | 8 | 8% |
| Public Interest Reports* | 0 | 0% |
| Special Interest Reports* | 0 | 0% |
| Total | 100 | |

ombwdsmon.cymru
holwch@ombwdsmon.cymru
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
Rydym yn hapus i dderbyn ac
ymateb i ohebiaeth yn y Gymraeg.

ombudsman.wales
ask@ombudsman.wales
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
We are happy to accept and respond
to correspondence in Welsh.



Appendix D - Cases with PSOW Intervention

| | No. of Interventions | No. of Closures | % Of Interventions |
|---|-----------------------------|------------------------|---------------------------|
| Aneurin Bevan University Health Board | 48 | 160 | 30% |
| Betsi Cadwaladr University Health Board | 80 | 231 | 35% |
| Cardiff and Vale University Health Board | 30 | 129 | 23% |
| Cwm Taf Morgannwg University Health Board | 37 | 141 | 26% |
| Hywel Dda University Health Board | 41 | 100 | 41% |
| Powys Teaching Health Board | 5 | 23 | 22% |
| Swansea Bay University Health Board | 33 | 134 | 25% |
| Total | 274 | 918 | 30% |



**Ombwdsmon
Ombudsman**
Cymru · Wales

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Health Boards in 2022/23. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Health Board.

Appendix C shows outcomes of the complaints which PSOW closed for the Health Board in 2022/23. This table shows both the volume, and the proportion that each outcome represents for the Health Board.

Appendix D shows Intervention Rates for all Health Boards in 2022/23. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

ombwdsmon.cymru
holwch@ombwdsmon.cymru
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
Rydym yn hapus i dderbyn ac
ymateb i ohebiaeth yn y Gymraeg.

ombudsman.wales
ask@ombudsman.wales
0300 790 0203
1 Ffordd yr Hen Gae, CF 35 5LJ
We are happy to accept and respond
to correspondence in Welsh.