



AGENDA ITEM

3.2.4

CTM BOARD

Annual Letter 2020/2021 – Public Services Ombudsman for Wales

Date of meeting	25/11/2011
FOI Status	Open/Public
If closed please indicate reason	Not Applicable - Public Report
Prepared by	Stephanie Muir – Head of Concerns, Redress & Claims
Presented by	Georgina Galletly – Director of Corporate Governance
Approving Executive Sponsor	Director of Corporate Governance / Board Secretary
Report purpose	FOR NOTING

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals	Date	Outcome
(Insert Name)	(DD/MM/YYYY)	Choose an item.

ACRONYMS

PSOW	Public Services Ombudsman for Wales
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1. SITUATION/BACKGROUND

1.1 The Public Services Ombudsman for Wales (PSOW) sends Health Boards and Trusts annual letters concerning complaints they have received and considered during this year. The aim is to provide Health Boards and Trusts with information to assist in improving complaint handling and the services that they provide.

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING (ASSESSMENT)

- 2.1 The annual letter reports that the PSOW is pleased with the level of engagement by CTM University Health Board staff with the PSOW complaints staff, as well as the Health Board engaging in training offered by the PSOW.
- 2.2 The PSOW intervened in 20% of complaints in 2020/2021 about public bodies, which is the same as the previous year.
- 2.3 There was a 22% reduction in new complaints about Health Boards, this is likely to be a direct correlation to the pandemic. However, there is a slight increase in interventions in complaints involving Health Boards at 33% compared to 31% of the previous year.
- 2.4 It was reported in the PSOW Annual letter to CTM University Health Board that during 2020/2021:
- The PSOW received **86** complaints in respect of the CTM University Health Board, this equates to 0.19 per 1000 residents.
 - **64%** of complaints received by the PSOW were in relation to clinical treatment in hospital.
 - Of the 83 complaints received by PSOW, **77%** were either out of jurisdiction, premature, closed after initial consideration, discontinued or not upheld.
 - CTM University Health Board had the **lowest** percentage of interventions at **23%** in Wales. Interventions being an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement by the PSOW.

3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

- 3.1 The Ombudsman has asked the Health Board to:
- Present the Annual Letter to the Board to assist Board members in their scrutiny of the Health Board's complaints performance and their consideration of any actions to be taken as a result.
 - Engage with the PSOW Complaints Standards work, accessing training for staff and provide complaints data.
 - Inform PSOW the outcome of the Health Boards considerations and proposed actions following the letter.

- 3.2 They should note that the Chair has acknowledged the Annual Letter and a copy of the response is appended, noting the receipt of the Annual Letter by the Board at the meeting today (25 November 2021).

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	Yes (Please see detail below)
	Learning from complaints is essential in the continuous improvement of quality, safety and patient experience.
Related Health and Care standard(s)	Individual Care
	If more than one Healthcare Standard applies please list below:
Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	No (Include further detail below)
	If yes, please provide a hyperlink to the location of the completed EIA or who it would be available from in the box below.
	If no, please provide reasons why an EIA was not considered to be required in the box below.
	Published by an external partner.
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications / Impact	There is no direct impact on resources as a result of the activity outlined in this report.
Link to Strategic Goals	Improving Health

5. RECOMMENDATION

- 5.1 The Board is asked to receive and **NOTE** the Ombudsman's Annual Letter and the Health Board's response.