



Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board

Your Ref/Eich cyf:
Our Ref/Ein cyf: SM/GG
Date/Dyddiad: 14 October 2021
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Dept/Adran: Chair

Private & Confidential

Mr Nick Bennett
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

Dear Nick,

Annual Letter 2020/21

Thank you for your letter received on 1st October 2021 relating to the above matter. The Health Board is grateful for the opportunity to respond.

The impact of the pandemic has understandably affected the Health Board's ability to meet some deadlines over the past eighteen months and I would like to thank your staff once again for their perseverance and understanding whenever we have hit these difficulties. I hope you will be reassured that although the service continues to deal with pressures resulting from the pandemic, staff are working hard to ensure that deadlines are achieved and our Liaison Officer will communicate regularly with your office in this regard.

I can confirm that the Board will receive your Annual Letter at our Board meeting on 25th November 2021 for the purposes of monitoring the Health Board's performance for cases received from your office and associated actions.

It is disappointing that your office has received a high number of complaints against the Health Board during 2020/21 compared to the figures shown for the previous year. As you are aware, three Integrated Locality Groups (ILGs) that hold responsibility for each of the three Cwm Taf Morgannwg areas were introduced in July 2020 during the pandemic response, and the complaint processes took time to fully embed.

As referenced in your letter, there has been much interest expressed by staff in attending the complaints handling training offered by your complaints standards colleagues. Sessions were held in February and March 2021 for staff across the Health Board in a variety of the modules on offer. The Health Board recognises that communication is a consistent theme in complaints, and in healthcare in general, and we have therefore arranged for the Communications Skills training to be offered to all staff with sessions planned over three days in November.

The Concerns Team attended the Communications Skills module on 16th September 2021, all of whom found it beneficial for their particular job roles and reinforced the importance of keeping the lines of communication open. We are committed to continuous improvement and will ensure attendance at relevant training continues to be encouraged and attendance

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Cadeirydd/Chair: Mr. Emrys Elias

Prif Weithredwr/Chief Executive : Mr. Paul Mears

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monitored for all key staff. Given the demand for the training to date, we will be liaising with your colleagues to arrange further sessions in the near future.

It is pleasing to note that the number of interventions from your office for the Health Board is considerably low. The Governance Teams at each of the ILGs will continue to regularly communicate and work closely with patients and families to ensure that where possible, any outstanding issues are addressed at local resolution level and will hopefully decrease any escalation to your office.

The Patient Experience Manager will continue to report our complaints data for each quarter to your complaints standards colleagues which I hope has provided a good overview of our complaints activity to date. The Feedback module of the new Once for Wales Concerns Management system (RL Datix), went live in July 2021, and although it is still in its infancy across Welsh Health Boards, it will prove valuable in the analysis of complaints data at a national level once fully implemented.

Yours sincerely

A handwritten signature in black ink, appearing to read 'E. Elias', written over a horizontal dashed line.

Emrys Elias
Cadeirydd/Chair

