



Our ref: NB

Ask for: Communications

 01656 641150

Date: 7 August 2019

 communications
@ombudsman-wales.org.uk

Emma Woollett
Chair of the Board
Swansea Bay University Health Board

By Email Only
emma.woollett@wales.nhs.uk

Dear Ms Woollett

Annual Letter 2018/19

I am pleased to provide you with the Annual letter (2018/19) for Swansea Bay University Health Board. This year I am publishing my Annual Letters as part of my Annual Report and Accounts. I hope the Board finds this helpful and I trust this will enable it to review its own complaint handling performance in the context of other public bodies performing similar functions across Wales.

As you will note from my Annual Report, Swansea Bay UHB (referred to as Abertawe Bro Morgannwg UHB) is one of the four health boards in Wales which has continued to receive the highest number of complaints. Whilst the number of complaints received has increased, the number of complaints investigated by my office has remained consistent. The number of fully investigated complaints which were upheld (in whole or in part) has increased from 15 to 22. I am concerned that the percentage of cases requiring intervention by my office has increased from 27% to 39%. However, I am pleased that following engagement with my Improvement Officer the Health Board has increased the number of cases which were resolved at an early stage. This has been a positive development and I encourage the Health Board to continue its improvement in this area.

As you are aware, as a result of our concerns about the Health Board's ability to meet response timescales set by my office, my Improvement Officer has been working closely with your staff to improve this. I am pleased that some progress

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has been made. We will continue to monitor progress in this area this year and I and my staff will continue to provide support and guidance if that would be helpful.

The Public Services Ombudsman (Wales) Act 2019 has now been introduced. I am delighted that the Assembly has approved this legislation giving the office new powers aimed at:

- Improving access to my office
- Providing a seamless mechanism for complaint handling when a patient's NHS care is inextricably linked with private healthcare
- Allowing me to undertake own initiative investigations when required in the public interest
- Ensuring that complaints data from across Wales may be used to drive improvement in public services for citizens in Wales.

I am very much looking forward to implementing these new powers over the coming year.

Action for the Health Board to take:

- Present my Annual Letter to the Board to assist Board Members in their scrutiny of the Board's performance
- Work to reduce the number of cases which require intervention by my office
- Continue to work with my Improvement Officer to improve complaint handling and the Health Board's response times to my office
- Inform me of the outcome of the Health Board's considerations and proposed actions on the above matters by **31 October 2019**.

This correspondence is copied to the Chief Executive of your Health Board and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely



Nick Bennett
Public Services Ombudsman for Wales

CC: Tracey Myhill, Chief Executive
Susan Ford, Contact Officer

Factsheet

A. Complaints Received and Investigated with Health Board average adjusted for population distribution

Health Board	Complaints Received	Average	Complaints Investigated	Average
Abertawe Bro Morgannwg University Health Board 2018/19	139	132	35	32
Abertawe Bro Morgannwg University Health Board 2017/18	121	127	37	44
Aneurin Bevan University Health Board	134	146	38	36
Betsi Cadwaladr University Health Board	194	173	44	42
Cardiff and Vale University Health Board	102	123	28	30
Cwm Taf University Health Board	75	74	22	18
Hywel Dda University Health Board	109	96	20	23
Powys Teaching Health Board	26	33	3	8

B. Complaints Received by Subject with Health Board average

Abertawe Bro Morgannwg University Health Board	Complaints Received	Average
Health - Complaint Handling	14	12
Health - Appointments/admissions/discharge and transfer procedures	6	4
Health - Clinical treatment in hospital	93	70
Health - Clinical treatment outside hospital	6	8
Health - Confidentiality	1	1
Health - Continuing care	5	4
Health - Other	5	5
Health - Patient list issues	7	3
Adult Social Services – Services for vulnerable adults (e.g. with learning difficulties. or with mental health issues)	1	0

C. Comparison of complaint outcomes with average outcomes for health bodies, adjusted for population distribution

Local Health Board/NHS Trust	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution / voluntary settlement	Discontinued	Other Reports - Not Upheld	Other Reports - Upheld in whole or in part	Public Interest Reports	Grand Total
2018/19									
Abertawe Bro Morgannwg University Health Board	26	13	34	32	3	9	22	-	139
Health Board average (adjusted)	21	16	34	26	2	11	26	2	138
2017/18									
Abertawe Bro Morgannwg University Health Board	20	14	33	12	-	7	15	-	101
Health Board average (adjusted)	20	13	30	20	1	9	18	1	111

D. Number of cases with PSOW intervention

Health Board	No. of complaints with PSOW intervention	Total number of closed complaints	% intervention
Abertawe Bro Morgannwg UHB 2018/19	54	139	39%
Abertawe Bro Morgannwg UHB 2017/18	27	101	27%
Aneurin Bevan University Health Board	49	128	38%
Betsi Cadwaladr University Health Board	86	210	41%
Cardiff and Vale University Health Board	37	107	35%
Cwm Taf University Health Board	27	82	33%
Hywel Dda University Health Board	48	115	42%
Powys Teaching Health Board	10	17	59%
Powys Teaching Health Board – All-Wales Continuing Health Care cases	7	16	44%

Appendix

Explanatory Notes

Section A compares the number of complaints against the Health Board which were received and investigated by my office during 2018/19, with the Health Board average (adjusted for population distribution) during the same period.

Section B provides a breakdown of the number of complaints about the Health Board which were received by my office during 2018/19 with the Health Board average for the same period. The figures are broken down into subject categories.

Section C compares the complaint outcomes for the Health Board during 2018/19, with the average outcome (adjusted for population distribution) during the same period. Public Interest reports issued under section 16 of the Public Services Ombudsman (Wales) Act 2005 are recorded as 'Section 16'.

Section D provides the numbers and percentages of cases received by my office in which an intervention has occurred. This includes all upheld complaints, early resolutions and voluntary settlements.

Feedback

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent via email to communications@ombudsman-wales.org.uk