



Our ref: NB

Ask for: Communications

 01656 641150

Date: 7 August 2019

 communications  
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Mr Mark Polin OBE QPM  
Chair of the Board  
Betsi Cadwaladr University Health Board

**By Email Only**  
mandy.williams7@wales.nhs.uk

Dear Mr Polin

### **Annual Letter 2018/19**

I am pleased to provide you with the Annual letter (2018/19) for Betsi Cadwaladr 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, Betsi Cadwaladr 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 by my office is slightly higher than last year, I am pleased that fewer cases required investigation. Also none of the ten public interest healthcare-related reports I issued concerned care and treatment delivered by your Health Board.

As you are aware, I visited the Health Board in April 2018 to learn about actions taken in response to the recommendations I made in public interest reports issued during 2017/18. I was pleased with the Health Board's positive response to the recommendations I had made and I hope that the actions taken will improve services for patients in the future.

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
- Work with my Improvement Officer to improve complaint handling
- 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: Gary Doherty, Chief Executive  
Denise Williams, Contact Officer

## Factsheet

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

Local Health Board	Complaints Received	Average	Complaints Investigated	Average
Betsi Cadwaladr University Health Board 2018/19	186	167	70	58
Betsi Cadwaladr University Health Board 2017/18	194	173	44	42
Abertawe Bro Morgannwg University Health Board	139	132	35	32
Aneurin Bevan University Health Board	134	146	38	36
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

Betsi Cadwaladr University Health Board	Complaints Received	Average
Health - Complaint Handling	25	12
Health - Appointments/admissions/discharge and transfer procedures	7	4
Health - Clinical treatment in hospital	113	70
Health - Clinical treatment outside hospital	23	8
Health - Confidentiality	1	1
Health - Continuing care	4	4
Health - Medical records/standards or record-keeping	2	1
Health - Non-medical services - food, cleanliness etc	2	0
Health - Other	11	5
Health - Patient list issues	3	3
NHS Independent Provider - Care Homes	2	0
Various Other - Poor/No communication or failure to provide information	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
<b>2018/19</b>									
Betsi Cadwaladr University Health Board	32	26	46	38	4	16	48	-	210
Health Board average (adjusted)	28	21	45	34	2	14	34	2	180
<b>2017/18</b>									
Betsi Cadwaladr University Health Board	27	18	44	34	-	16	34	2	175
Health Board average (adjusted)	26	17	40	26	1	11	24	1	145

**D. Number of cases with PSOW intervention**

Health Board	No. of complaints with PSOW intervention	Total number of closed complaints	% intervention
Betsi Cadwaladr University Health Board 2018/19	86	210	41%
Betsi Cadwaladr University Health Board 2017/18	70	175	40%
Abertawe Bro Morgannwg University Health Board	54	139	39%
Aneurin Bevan University Health Board	49	128	38%
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](mailto:communications@ombudsman-wales.org.uk)