



Ask for: Communications

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Annual Letter 2021/22

Dear Paul

I am pleased to provide you with the Annual letter (2021/22) for Cwm Taf Morgannwg University Health Board which deals with complaints relating to maladministration and service failure and the actions being taken to improve public services

This is my first annual letter since taking up the role of Public Services Ombudsman in April 2022, and I appreciate that the effects of the pandemic are still being felt by all public bodies in Wales. Our office has not been immune from this, with records numbers of cases being referred to us over the last two years. The strong working relationships between my Office and Health Boards continues to deliver improvements in how we are dealing with complaints and ensuring that, when things go wrong, we are learning from that and building stronger public services.

Complaints relating to Maladministration & Service Failure

Last year the number of complaints referred to us regarding health boards increased by 30% (compared to 20/21 figures) and are now well above pre-pandemic levels. It is likely that complaints to my office, and public services in general, were suppressed during the pandemic, and we are now starting to see the expected 'rebound' effect.

During this period, we intervened in (upheld, settled or resolved at an early stage) a similar proportion of complaints about public bodies, 18%, when compared with recent years. Intervention rates (where we have investigated complaints) for health boards also remained at a similar level – 30% compared to 33% in recent years.

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We will be liaising closely with Health Boards, Welsh Government and the Community Health Councils to monitor likely caseloads over the coming year, including in relation to any cases of Nosocomial transmission of Covid which may reach my office after the Board's local investigations under the national framework have been completed.

Supporting improvement of public services

Improvement Work

The Public Services Ombudsman (Wales) Act 2019 formalised our work with public bodies to improve complaints handling and learning from complaints. This work has now been consolidated within our Improvement Team who are engaging with a wide range of organisations to support better complaints handling in public bodies.

Proactive Powers

In addition to managing record levels of complaints, we also continued our work using our proactive powers in the Public Services Ombudsman (Wales) Act 2019. Specifically undertaking our first Own Initiative Investigation and continuing our work on the Complaints Standards Authority.

October 2021 saw the publication of the first own initiative investigation in Wales: [Homelessness Reviewed](#). The investigation featured three Local Authorities and sought to scrutinise the way Homelessness assessments were conducted. The report made specific recommendations to the investigated authorities, as well as suggestions to all other Local Authorities in Wales and Welsh Government. Some of these recommendations will bring about immediate change – updating factsheets and letter and assessment templates to ensure that key equality and human rights considerations are routinely embedded into processes for example – all the recommendations were designed to bring about tangible change to people using homelessness services in Wales.

The Complaints Standards Authority (CSA) continued its work with public bodies in Wales last year. The model complaints policy has already been adopted by local authorities and health boards in Wales, we have now extended this to an initial tranche of Housing Associations and Natural Resources Wales. The aim being to implement this work across the Welsh public sector.

In addition to this, the CSA published information on complaints handled by local authorities for the [first time](#) – a key achievement for this work. The CSA receives similar data from Health Boards on a quarterly basis in line with Welsh Government reporting responsibilities, and will look to publish this data for the first time later in 2022.

The CSA has now implemented a model complaints policy with nearly 50 public bodies, and delivered 140 training sessions, completely free of charge, during the

last financial year. The feedback has been excellent, and the training has been very popular - so I would encourage Cwm Taf Morgannwg University Health Board to engage as fully as possible.

Complaints made to the Ombudsman

A summary of the complaints of maladministration/service failure received relating to your Health Board is attached.


Finally, can I thank you and your officials for the positive way that health boards have engaged with my Office to enable us to deliver these achievements during what has been a challenging year for everyone. I very much look forward to continuing this work and collaboration to ensure we further improve public services across Wales.

Further to this letter can I ask that your Health Board takes the following actions:

- Present my Annual Letter to the Board and share any feedback from the with my office.
- 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 Board's considerations and proposed actions on the above matters by 30 September.

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,



Michelle Morris
Public Services Ombudsman

Cc. Paul Mears, Chief Executive, Cwm Taf Morgannwg University Health Board
By Email only: paul.mears@wales.nhs.uk

Factsheet

Appendix A - Complaints made to PSOW

| Health Board | Complaints Received | Received per 1000 residents |
|---|----------------------------|------------------------------------|
| Aneurin Bevan University Health Board | 142 | 0.24 |
| Betsi Cadwaladr University Health Board | 213 | 0.30 |
| Cardiff and Vale University Health Board | 89 | 0.18 |
| Cwm Taf Morgannwg University Health Board | 113 | 0.25 |
| Hywel Dda University Health Board | 88 | 0.23 |
| Powys Teaching Health Board | 10 | 0.08 |
| Swansea Bay University Health Board | 110 | 0.28 |
| Total | 765 | 0.24 |

Appendix B – Complaints made to PSOW by subject

| Cwm Taf Morgannwg University Health Board | Complaints Received | % share |
|---|----------------------------|----------------|
| Ambulance Services | 0 | 0% |
| Appointments/admissions/discharge and transfer procedures | 4 | 4% |
| Clinical treatment in hospital | 75 | 66% |
| Clinical treatment outside hospital | 8 | 7% |
| Complaints Handling | 7 | 6% |
| Confidentiality | 3 | 3% |
| Continuing care | 1 | 1% |
| COVID19 | 1 | 1% |
| De-registration | 0 | 0% |
| Disclosure of personal information / data loss | 0 | 0% |
| Funding | 0 | 0% |
| Medical records/standards of record-keeping | 1 | 1% |
| Medication> Prescription dispensing | 2 | 2% |
| Mental Health | 4 | 4% |
| NHS Independent Provider | 0 | 0% |
| Non-medical services | 0 | 0% |
| Other | 4 | 4% |
| Out Of Hours | 0 | 0% |
| Parking (including enforcement and bailiffs) | 0 | 0% |
| Patient list issues | 1 | 1% |
| Poor/No communication or failure to provide information | 0 | 0% |
| Prisoner Care | 0 | 0% |
| Referral to Treatment Time | 1 | 1% |
| Rudeness/inconsiderate behaviour/staff attitude | 1 | 1% |
| | 113 | |

Appendix C – Complaints closed by PSOW - Outcomes
 (* denotes intervention)

| 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* | Public Interest Report* | Total |
|---|---------------------|-----------|--|--|--------------|---------------------------|-------------------------|-------------------------|-------|
| Cwm Taf Morgannwg University Health Board | 23 | 10 | 31 | 11 | 0 | 5 | 18 | 1 | 99 |
| % share | 23% | 10% | 31% | 11% | 0% | 5% | 18% | 1% | |

Appendix D - Cases with PSOW Intervention

| | No. of Interventions | No. of Closures | % Of Interventions |
|---|----------------------|-----------------|--------------------|
| Aneurin Bevan University Health Board | 42 | 125 | 34% |
| Betsi Cadwaladr University Health Board | 61 | 193 | 32% |
| Cardiff and Vale University Health Board | 18 | 81 | 22% |
| Cwm Taf Morgannwg University Health Board | 30 | 99 | 30% |
| Hywel Dda University Health Board | 23 | 82 | 28% |
| Powys Teaching Health Board | 3 | 6 | 50% |
| Swansea Bay University Health Board | 29 | 105 | 28% |
| Total | 206 | 691 | 30% |

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Health Boards in 2021/2022. 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 2021/2022. 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 2021/2022. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.