



AGENDA ITEM

3.2.7

CTM BOARD

Annual Letter 2021/2022 – Public Services Ombudsman for Wales

Date of meeting	29/09/2022
FOI Status	Open/Public
If closed please indicate reason	Not Applicable - Public Report
Prepared by	Stephanie Muir, Assistant Director of Concerns & Legal Services
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
Quality & Safety Committee	20/09/2022	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 has seen a 30% increase in complaints referred to them regarding Health Boards in the last year, which was now above pre-pandemic levels. This is thought to be a rebound affect following lower referral numbers during the pandemic period.
- 2.2 It is reported that PSOW intervened in 18% of complaints about public bodies, which is comparable with previous years. Intervention rates where PSOW have investigated complaints for Health Boards was 30%, which is also comparable to previous years.
- 2.3 The PSOW intend on linking closely with Health Boards over any caseloads, including any cases which are referred in relation to nosocomial transmission of covid.
- 2.4 The PSOW's Improvement Team are engaging with a wide range of organisations to support better complaints handling in public bodies.
- 2.5 The PSOW have been using their proactive powers and have undertaken their first Own Initiative Investigation into homelessness in Wales. They have also continued work in the Complaints Standards Authority with information on complaints handled by local authorities published for the first time. Health Board Data is already received by the CSA on a quarterly basis and it is intended that this will be published for the first time later in 2022.
- 2.6 It was reported in the PSOW Annual letter to CTM University Health Board that during 2021/2022:
- The PSOW received **113** complaints in respect of the CTM University Health Board, this equates to 0.25 per 1000 residents. This is an increase from 0.19 per 1000 residents from 2020/2021. This is thought to be a rebound effect following the pandemic.
 - **66%** of complaints received by the PSOW were in relation to clinical treatment in hospital.
 - 99 complaints have concluded by PSOW with **64%** being either out of jurisdiction, premature, closed after initial consideration, discontinued or not upheld.

- CTM University Health Board had **30%** interventions by PSOW. This is an increase from **23%** for the previous year, however this is comparable with other Health Boards. 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 Health Board are asked to:

- Present the Annual Letter to the Board, sharing feedback with the PSOW's office.
- Continue to engage with our Complaints Standards work, accessing training for your staff, fully implementing the model policy, and providing complaints data.
- Inform the PSOW of the outcome of the Board's considerations and proposed actions on the above matters by 30 September.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	There are no specific quality and safety implications related to the activity outlined in this report.
Related Health and Care standard(s)	Governance, Leadership and Accountability 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 no, please provide reasons why an EIA was not considered to be required in the box below. Not required.
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 formally **NOTE** the annual letter from the PSOW.