

Our ref: PT/SMH

Ask for: Peter Tyndall

Your ref:



01656 641150

Date: 8 October 2012



Ms Jocelyn Davies
Chair of the Finance Committee
National Assembly for Wales
Cardiff Bay
CARDIFF
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Dear Chair

Finance Committee – 3 October 2012
Item 3 – Scrutiny of Public Services Ombudsman for Wales’s Draft Estimate

Thank you for the opportunity to give evidence to the Committee on my draft estimate for 2013/14. I welcomed being able to discuss my estimate submission and I hope that Committee Members found this useful.

I gave an undertaking to the Committee that I would provide further information on the rise and proportion of health complaints to my office and any budgetary implications associated with this. This information is set out below.

The number of complaints made against health bodies from the time that the office of the Public Services Ombudsman for Wales came into existence and the proportion of the caseload of complaints about public bodies that these represent is set out in the table below.

Year	Number of complaints against health bodies	Health complaints as a percentage of all complaints received about public bodies
2006/07	191	16%
2007/08	232	16%
2008/09	292	21%
2009/10	308	23%
2010/11	340	25%
2011/12	527	32%
2012/13*	620	37%

* Projected to the end of 2012/13 on the basis of complaints about health bodies received this year to date.

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Therefore the percentage increase in health complaints since 2006/07 against the number projected for 2012/13 is a 225% increase.

With regard to financial implications, details of the cost of clinical advice for health cases are as follows:

2006/07: £ 46,000

2011/12: £104,000

[Note: the 2011/12 figure is lower than that shown for advisory fees under the 'Actual' column at Appendix A of my paper to the Finance Committee because that provision includes all types of professional advice taken by my office.]

The rise in the cost of clinical advice for health complaints would have been greater if the changes made to contain costs, as explained to the Finance Committee on 3 October, had not been made.

I still expect to be able to contain the additional costs anticipated from the continuing rise in health complaints within my estimate submission for 2013/14.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Tyndall', written in a cursive style.

Peter Tyndall
Ombudsman