

**Y Pwyllgor Iechyd a
Gofal Cymdeithasol**

**Health and Social Care
Committee**

Jeremy Miles MS
Cabinet Secretary for Health and Social Care

6 March 2025

Dear Jeremy

The Committee has received correspondence from a representative of the Keeping the NHS Honest Campaign calling for an independent service to be established to investigate complaints about care provided by the NHS.

We are, of course, aware that the current process for raising and handling complaints in NHS Wales is the Putting Things Right process. You ran a consultation on proposed changes to this process last year and published a summary of responses in December which said that feedback received was "clear in that the current process either in its design or its operation is not working for a great many of those who have reason to raise a complain". You said that the Welsh Government will work on developing amending regulations and guidance, and developing an NHS implementation plan to improve the system.

With this in mind, I would be grateful if you would update us on the actions being taken to improve complaints handling by NHS Wales.

I look forward to hearing from you.

Yours sincerely



Russell George MS
Chair, Health and Social Care Committee

Croesewir gohebiaeth yn Gymraeg neu Saesneg. We welcome correspondence in Welsh or English.

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