

Yr Adran Iechyd a Gwasanaethau Cymdeithasol
Cyfarwyddwr Cyffredinol • Prif Weithredwr, GIG Cymru

Department for Health and Social Services
Director General • Chief Executive, NHS Wales



Llywodraeth Cymru
Welsh Government

Darren Millar AM
Chair
Public Accounts Committee
National Assembly for Wales
Cardiff Bay
Cardiff

Our Ref: DS/LD/TLT

22 October 2013

Dear Darren

PUBLIC ACCOUNTS COMMITTEE – CONTINUING NHS HEALTHCARE

Following the Public Accounts Committee on 8 October, there were two specific actions requiring the provision of information on:

- A detailed breakdown of retrospective cases logged both before and since 2010.
- Cumulative data identifying the number of claims being processed, clearance levels and the number of challenges made to outcomes.

Retrospective claims received prior to/on 15 August 2010

Of the 1,983 claims to be processed, 600 were completed at July 2012, rising to 1,350 at October 2013. The proportion of claims cleared has therefore increased from 30% to 68% between July 2012 and October 2013.

Retrospective claims received post 15 August 2010

At July 2012 1,555 claims had been received, of which 226 claims were completed (a 15% clearance level). At September 2013 a total of 1,572 claims had been received. The total claims completed at end September 2013 were 339 (a 22% clearance level).



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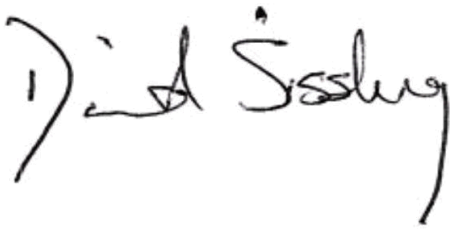
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Challenges to outcomes

There have been 12 complaints which were settled by Local Health Boards. These are a mix of voluntary settlements (which were resolved at investigation stage) or resolved without the need for investigation.

There were 4 complaints investigated by the Public Service Ombudsman for Wales in the last financial year. One complaint was not upheld, 2 complaints were upheld and one partly upheld.

Yours sincerely

A handwritten signature in black ink, appearing to read 'David Sissling'. The signature is written in a cursive style with a large initial 'D'.

DAVID SISSLING

cc Mark Drakeford AM, Minister for Health and Social Services
Albert Heaney, Director of Social Services and Integration