

# Health and Social Care Committee

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Meeting Venue: **Committee Room 1 – Senedd**

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Meeting date: **Wednesday, 16 July 2014**

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Meeting time: **08.45 – 13.00**

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This meeting can be viewed on Senedd TV at:

<http://www.senedd.tv/archiveplayer.jsf>

Cynulliad  
Cenedlaethol  
Cymru

National  
Assembly for  
Wales



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## Concise Minutes:

### Assembly Members:

David Rees AM (Chair)  
Leighton Andrews AM  
Andrew RT Davies AM  
Ann Jones AM  
Elin Jones AM  
Darren Millar AM  
Lynne Neagle AM  
Gwyn R Price AM  
Lindsay Whittle AM  
Kirsty Williams AM

### Witnesses:

Keith Evans  
The Rt Hon Ann Clwyd MP, Review of the NHS Hospitals  
Complaints System (NHS England)  
Mr Phil Banfield, BMA Wales  
Tina Donnelly, Royal College of Nursing  
Rory Farrelly, Abertawe Bro Morgannwg University Health  
Board  
Dr Chris Jones, Cwm Taf Health Board  
Carol Shillabeer, Powys Teaching Health Board  
Nicola Williams, Abertawe Bro Morgannwg University Health  
Board

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Committee Staff:

Llinos Madeley (Clerk)  
Helen Finlayson (Second Clerk)  
Rhys Morgan (Deputy Clerk)  
Victoria Paris (Researcher)  
Philippa Watkins (Researcher)

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## **1 Introductions, apologies and substitutions**

1.1 Apologies were received from Rebecca Evans and Janet Finch–Saunders. Ann Jones acted as a substitute for Rebecca Evans and Andrew RT Davies acted as a substitute for Janet Finch–Saunders.

## **2 Motion under Standing Order 17.42(vi) to resolve to exclude the public from the meeting for the following business:**

2.1 The motion was agreed

## **3 Inquiry into progress made to date on implementing the Welsh Government's Cancer Delivery Plan: consideration of the key issues**

3.1 The Committee considered the key issues that have arisen from the inquiry.

3.2 The Committee agreed to write to the Ministry of Justice in relation to the European Data Protection Regulations.

## **4 Inquiry into the NHS complaints process: evidence session 1**

4.1 The witness responded to questions from Members.

## **5 Inquiry into the NHS complaints process: evidence session 2**

5.1 The witness responded to questions from Members.

## **6 Inquiry into the NHS complaints process: evidence session 3**

6.1 The witnesses responded to questions from Members.

6.2 The witnesses agreed to provide more information on the following:

of the total complaints received, the proportion which related to primary and to secondary care within the NHS in Wales for every local health board in Wales; and

more information about the methods adopted by local health board(s) to measure patient experience, including patient feedback and views about the complaints process.

## **7 Inquiry into the NHS complaints process: evidence session 4**

7.1 The witnesses responded to questions from Members.

## **8 Papers to note**

8.1a The Committee noted the minutes of the 26 June and 2 July meetings.

8.1 The Committee's forward work programme: September – December 2014

8.2 The Committee noted the forward work programme for September to December 2014

## **9 Motion under Standing Order 17.42(vi) to resolve to exclude the public from the remainder of the meeting and for item 1 of the meeting on 18 September 2014**

9.1 The motion was agreed

## **10 Inquiry into the NHS complaints process: private consideration of evidence received**

10.1 The Committee considered the evidence received on the inquiry.