



Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref VG/08940/20

Mr Nick Bennett
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ



26 November 2020

Dear Nick,

Thank you for your letter of 27 October. I am pleased that work to implement the recommendation for consistent and robust complaints data in NHS Wales, as set out in the Evans Review 'Using the Gift of Complaints', is nearing completion.

I understand you raised the need for consistent, robust complaints data in NHS Wales when you attended the 21 September meeting of the Senedd Equality, Local Government and Communities Committee and the 5 October meeting of the Senedd Finance Committee.

The Once for Wales Concerns Management System (OfWCMS) programme is being led by NHS Wales Shared Services Partnership (NWSSP) Legal and Risk Services. The aim of the programme is to achieve consistency in data management and work flow design in respect of how health bodies in Wales work across the concerns sector.

The OfWCMS programme team have been working with NHS Wales to develop a national NHS Wales complaints dataset. Workshops were held with representatives from concerns teams across NHS Wales. The workshops and data analysis highlighted wide variation in the interpretation of the Concerns, Complaints and Redress Arrangements (Wales) Regulations 2011. The workshops agreed a revised pro forma for recording and reporting complaints with supporting definitions and guidance in order to reduce variation in practice. The revised pro forma and definitions was used for health bodies to submit 2019-20 complaints data quarterly and is currently being used for 2020-21 quarterly complaints data. The data is validated by the OfWCMS programme team who continue to provide support to health bodies ensure the data is robust.

We acknowledge it has taken longer than we would have hoped to fully implement the Evans Review recommendation relating to consistent complaints data, but, as a Government, we remain fully committed to ensuring that NHS Wales produces a consistent, comparable and robust dataset for complaints.

Welsh Government and NHS officials are best placed to explain in more detail the work that is being undertaken and the timescales for delivery of the programme. I have asked that they meet with you in the first instance. If you would find this useful please contact Teresa Bridge: Teresa.Bridge@gov.wales.

Yours sincerely,

A handwritten signature in black ink, reading "Vaughan Gething". The signature is written in a cursive style with a large initial 'V'.

Vaughan Gething AS/MS

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

cc: Llyr Gruffydd MS, Chair - Finance Committee
John Griffiths MS, Chair - Equality, Local Government & Communities