



Our ref: NB

Ask for: Communications

 01656 641150

Date: 7 September 2020

 Communications  
@ombudsman-wales.org.uk

Ms Judith Hardisty  
Interim Chair of the Board  
Hywel Dda University Health Board

**By Email Only**  
judith.hardisty@wales.nhs.uk

Dear Ms Hardisty

### **Annual Letter 2019/20**

I am pleased to provide you with my Annual Letter (2019/20) for Hywel Dda University Health Board.

I write this at an unprecedented time for public services in Wales and those that use them. Most of the data contained in this correspondence relates to the period before the rapid escalation in Covid-19 spread and before restrictions on economic and social activity had been introduced. However, I am only too aware of the impact the pandemic continues to have on us all.

I am pleased to note that 2019/20 saw a fall in the overall number of complaints made to my office about your Health Board (92 as opposed to 109 in 2018/19) and in particular that there was a reduction in complaints received where the main topic of the complaint was how the Health Board had dealt with the person's original complaint (11 as opposed to 19 in 2018/19). The percentage of cases requiring intervention by my office also fell from 42% to 32%.

I am also pleased to report that the concerns raised in my last annual letter about the Health Board's timeliness in implementing settlements agreed with my office have not been repeated this year. Whilst there is always scope for improvement, I have been pleased by the constructive way the Health Board has responded to the concerns raised in my previous annual letter, and I very much hope that will continue.

I am delighted to report that during the past financial year, we had to intervene in (uphold, settle or resolve early) a smaller proportion of complaints about public bodies in Wales: 20% compared to 24% last year.

With regard to new complaints about public bodies, 1020 or 45% related to NHS bodies— an increase of 1.3% compared to 2018/19.

Complaints about NHS bodies related predominantly to health (88%). However, as in previous years, a significant proportion of these complaints related to complaint handling (8%). We will continue to work with NHS bodies on reducing the number of these complaints, including as part of our new Complaints Standards role.

Work has already started as part of our Complaints Standards role for Wales, so far predominantly with Local Authorities. We have already seen great benefits already from this work, including the standardisation of complaints data recording. We look forward to working more closely with you in the coming months to help embed the new 'Once For Wales' system and, for the first time in Wales, provide complaints handling training to Health Boards free of charge.

**Action for the Health Board to take:**

- Present my Annual Letter to the Board to assist Board Members in their scrutiny of the Board's performance.
- Work with my Improvement Officer and Complaints Standards Authority to improve complaint handling practices and standardise complaints data recording.
- Inform me of the outcome of the Health Board's considerations and proposed actions on the above matters by **30 November**.

This correspondence is copied to the Chief Executive of your Health Board and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely



Nick Bennett  
Ombudsman

CC: Steve Moore, Chief Executive  
Roger Smith, Contact Officer

## Factsheet

### A. Complaints Received

<b>Health Board</b>	<b>Complaints Received</b>	<b>Complaints received per 1000 people (population)</b>
Aneurin Bevan University Health Board	140	0.24
Betsi Cadwaladr University Health Board	227	0.33
Cardiff and Vale University Health Board	100	0.20
Cwm Taf Morgannwg University Health Board	80	0.18
Hywel Dda University Health Board	92	0.24
Powys Teaching Health Board	23	0.17
Swansea Bay University Health Board	91	0.23
	753	0.24

**B. Complaints Received by Subject with Percentage Share**

<b>Hywel Dda University Health Board</b>	<b>Complaints Received</b>	
Adult Social Service - Services for older people	1	1.09%
Complaint Handling- Health	11	11.96%
Health - Appointments/admissions/discharge and transfer procedures	3	3.26%
Health - Clinical treatment in hospital	60	65.22%
Health - Clinical treatment outside hospital	7	7.61%
Health - Continuing care	3	3.26%
Health - Funding	1	1.09%
Health - Medical records/standards of record-keeping	1	1.09%
Health - Medication> Prescription dispensing	1	1.09%
Health - Other	2	2.17%
Health - Patient list issue	2	2.17%

**C. Complaint Outcomes** (\* denotes intervention)

<b>Complaints Closed</b>	<b>Out of Jurisdiction</b>	<b>Premature</b>	<b>Other cases closed after initial consideration</b>	<b>Early Resolution/voluntary settlement*</b>	<b>Discontinued</b>	<b>Other Reports-Not Upheld</b>	<b>Other Reports Upheld - in whole or in part*</b>	<b>Public Interest Report *</b>	<b>Grand Total</b>
Hywel Dda UHB	2	13	41	17	0	7	12	0	92
Percentage Share	2.17%	14.13%	44.57%	18.48%	0.00%	7.61%	13.04%	0.00%	

#### D. Number of cases with PSOW intervention

	No. of Interventions	No. of Complaints Closed	% Of Interventions
Aneurin Bevan University Health Board	55	165	33%
Betsi Cadwaladr University Health Board	67	217	31%
Cardiff and Vale University Health Board	29	104	28%
Cwm Taf Morgannwg University Health Board	9	59	15%
Hywel Dda University Health Board	29	92	32%
Powys Teaching Health Board	7	13	54%
Powys Teaching Health Board - All Wales Continuing Health Care cases	4	13	31%
Swansea Bay University Health Board	7	62	11%
<b>Former Health Boards</b>			
Abertawe Bro Morgannwg University Health Board	26	36	72%
Cwm Taf University Health Board	9	21	43%
<b>Grand Total</b>	<b>242</b>	<b>782</b>	<b>31%</b>

## **Appendix**

### **Explanatory Notes**

Section A compares the number of complaints against the Health Board which were received by my office during 2019/20, and the number of complaints per 1,000 residents (population).

Section B provides a breakdown of the number of complaints about the Health Board which were received by my office during 2019/20 with the percentage share.

Section C compares the complaint outcomes for the Health Board during 2019/20, with the percentage share.

Section D provides the numbers and percentages of cases received by the PSOW in which an intervention has occurred. This includes all upheld complaints, early resolutions and voluntary settlements.

### **Feedback**

We welcome your feedback on the enclosed information, including suggestions for any information to be enclosed in future annual summaries. Any feedback or queries should be sent via email to [communications@ombudsman-wales.org.uk](mailto:communications@ombudsman-wales.org.uk)