

Our ref: NB/LG/MM



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Sent by email

Dear Mrs Williams

Annual Letter 2015/16

Following the recent publication of my Annual Report I am pleased to provide you with the Annual Letter (2015/16) for **Cwm Taf University Health Board**.

Overall my office's caseload has increased by 4% this year, but I am pleased to say that public body complaints fell by the same amount; only the second time in a decade this has happened. However, disappointingly the NHS in Wales was the only sector in my jurisdiction that saw a rise in complaints which now count for over a third of all public body complaints; a total increase of 51% in the last five years.

As expected most complaints about the health sector related to clinical treatment in hospital but I'm pleased to see a drop in the number about clinical treatment outside hospital. Complaint handling is one area that saw a significant increase this year – over 60%. This suggests that health boards need to do more to ensure they are adhering to Putting Things Right and correctly implementing their local complaint handling processes.

This year saw an encouraging 20% increase in the number of public body complaints settled voluntarily. Once again there has been a slight drop in the number of complaints upheld by my office and just under half the number of Public Interest Reports issued. Of the seven Public Interest reports issued, five related to health boards. These reports covered a range of themes including poor management of sepsis, incorrect discharge and failure to correctly treat stroke.

Whilst an ageing population and continued austerity is placing greater strain on our health service, we must endeavour to drive up standards to improve patient experience in Wales. One way to do this is by giving patients a voice through learning from complaints. One way I intend to do this is by issuing special reports highlighting particular themes that arise from my investigations. I published the first of these in February focusing on the poor quality of out of hours care in Welsh hospitals, which called for an independent systemic review. If the new Ombudsman legislation comes in to effect this year, I plan to use own initiative powers to drive more of these thematic reports.

Last year I assigned Improvement Officers to five of Wales' Health Boards, along with an overall lead for Health, placing greater emphasis on best practice and corporate cultural development. I hope that through better engagement with these bodies there will be an improvement in complaint handling and learning from complaints; however I believe fresh legislation is required to really have an impact on ending poor service delivery. Now the Fifth Assembly is in place we will be pushing ahead with the new powers and I hope to see the new PSOW Act introduced early next year.

You will find below a factsheet giving a breakdown of complaints data relating to your health board along with explanatory notes.

This correspondence is copied to the Chair of your Health Board for consideration by the board. I will also be sending a copy to your contact officer within your organisation and would again reiterate the importance of this role. Finally, a copy of all annual letters will be published on my website.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Nick Bennett', with a stylized flourish at the end.

Nick Bennett

Ombudsman

Factsheet

In reference to your Health Board, the number of complaints received by my office marginally increased from 56 in 2014/15 to 60 in 2015/16. The majority of cases were regarding clinical treatment in hospital (37). There were 15 complaints taken into investigation compared to 22 in 2014/15.

A) Comparison of complaints received by my office with average for health bodies, adjusted for population distribution.

In total my office received **60** complaints during 2015-16 against **Cwm Taf University Health Board** compared to a health board average of **61**.

B) Complaints received by my office

Subject	Cwm Taf University Health Board 2015/16	Health Board Average 2015/16
Appointments/ Admissions/ Discharge and transfer procedures	3	5
Clinical treatment in hospital	37	51
Clinical treatment outside hospital	4	6
Continuing care	5	8
Medical records/ Standards of record keeping	1	1
Non-medical services	0	1
Services for older people	0	0
Services for vulnerable adults	0	1
Patient list issues	0	2
Complaint-handling	5	10
De-registration	1	0
Rudeness / inconsiderate behaviour / staff attitude	0	0
Poor/no communication or failure to provide information	0	1

Regulation and Inspection	0	0
Recruitment and appointment procedures	0	0
Other	4	7
TOTAL	60	93

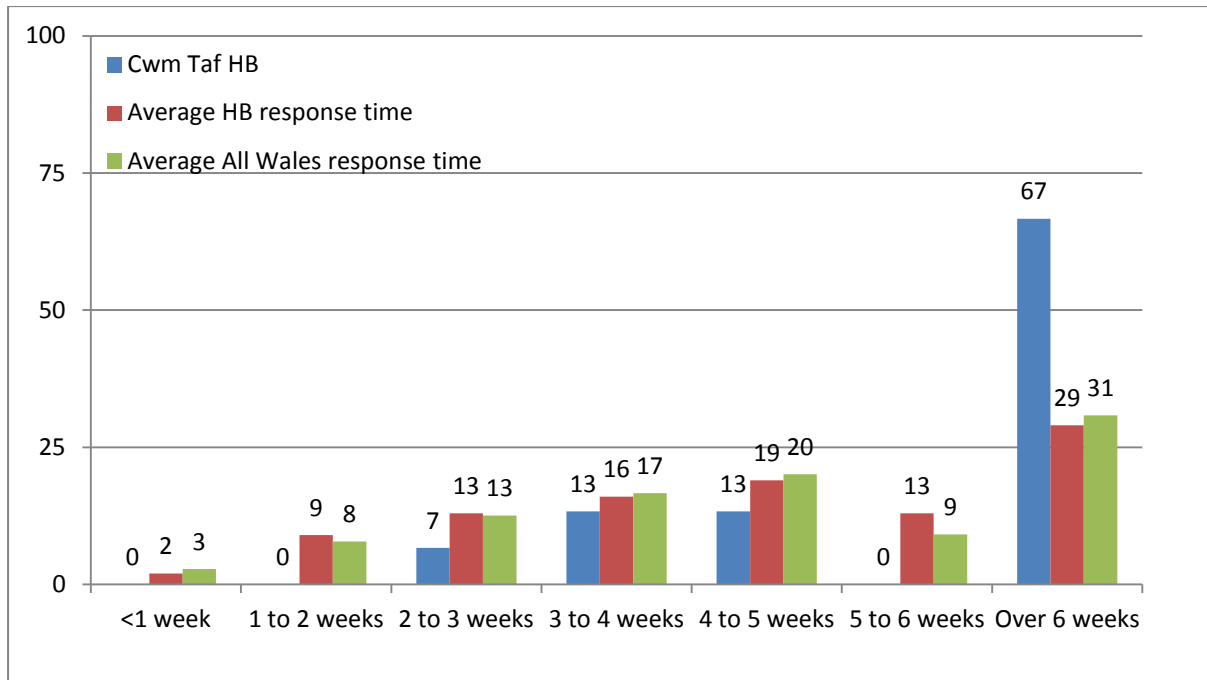
C) Complaints taken into investigation by my office with health board average

	2015/16 Cwm Taf University Health Board	2015/16 Health Board Average
Number of complaints taken into investigation	15	18

D) Comparison of complaint outcomes with average outcomes for health bodies, adjusted for population distribution

Complaint Outcomes	2015/16 Cwm Taf University Health Board	2015/16 Health Board average
Out of jurisdiction	4	5
Premature	12	12
'Other' cases closed after initial consideration	18	17
Discontinued	0	0
Quick fix / Voluntary settlement	12	11
Section 16 – Upheld – in whole or in part	0	0
Other report upheld – in whole or in part	11	9
Other report – not upheld	10	5
Withdrawn	0	2

E) Comparison of Health Board times for responding to requests for information with average for health bodies and All Wales response times, 2015/16 (%)



F) Summaries

[Casebook 21](#)

201402315

201401338

201401186

201402340

201401500

201402859

201407997

201500483

[Casebook 22](#)

201402540

201400079

201306371

201405827

201400712

201401577

201402977

201501846

201503150

Casebook 23

201405980

201403060

201503473

201502712

201504123

201503874

201501809

Casebook 24

201500113

201405015

201501414

201501427

201502262

201504415

201504243

201503624

201504941

Appendix

Explanatory Notes

Section A compares the number of complaints against the Health Board which were received by my office during 2015/16, with the Health Board average (adjusted for population distribution) during the same period.

Section B provides a breakdown of the number of complaints about the Health Board which were received by my office during 2015/16 with the with the Health Board average for the same period. The figures are broken down into subject categories.

Section C provides the number of complaints against the Health Board which were investigated by my office during 2015/16 with the Health Board average (adjusted for population distribution) during the same period.

Section D compares the complaint outcomes for the Health Board during 2015/16, with the average outcome (adjusted for population distribution) during the same period. Public Interest reports issued under section 16 of the Public Services Ombudsman (Wales) Act 2005 are recorded as 'Section 16'.

Section E compares the Health Board's response times during 2015/16 with the average response times for all Health Boards and all public bodies in Wales during the same period. This graph measures the time between the date my office issued an 'investigation commencement' letter, and the date my office receives a full response to that letter from the public body.

Finally, Section F contains the summaries relating to the Health Board appearing in the Ombudsman's Casebook during 2015/16.

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 to lucy.geen@ombudsman-wales.org.uk or matthew.aplin@ombudsman-wales.org.uk