

Our ref: PT/jm

Ask for: James Merrifield

Your ref:



01656 644 200

Date: 9 July 2013



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Mr Simon Dean  
Chief Executive  
Velindre NHS Trust  
Unir 2 Charnwood Court  
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Cardiff  
CF15 7QZ

Dear Mr Dean

### **Annual Letter 2012-2013**

Following the recent publication of my Annual Report, I am pleased to provide you with the Annual Letter (2012-2013) for Velindre NHS Trust.

As outlined in my Annual Report, the number of new complaints to my office increased by 12% compared with 2011/12. Health complaints continue to be the most numerous type of complaint and now account for more than a third of all complaints received. Whilst some of the increase can be attributed to changes brought about under the Putting Things Right redress arrangements, the increase almost certainly reflects a greater dissatisfaction with the health service.

In reference to the overall performance of Health Boards in Wales, there has been a 35% increase in the number of investigation reports issued by my office during 2012/13 compared with 2011/12. I have also again had cause to issue a number of Public Interest Reports identifying serious concerns and failings, all of which have concerned health bodies. Whilst the average number of 'not upheld' reports issued against health bodies has remained the same as last year, I am disappointed to note such a large increase in the average number of 'upheld' reports from 11 to 21 reports.

It is worth noting a further year-on-year increase in the levels of 'Quick Fixes' and 'Voluntary Settlements' achieved by this office, from 13 to 16 cases. In order to maximise the opportunities to learn lessons from these types of cases, you can now find the summaries of quick fixes and voluntary settlements included in my quarterly publication, The Ombudsman's Casebook.

However, I am disappointed to note that the amount of time taken by public bodies in Wales in responding to requests for information from my office has not improved. I am concerned that 45% of all responses took longer than five weeks, with 28% of responses taking in excess of 6 weeks. Whilst I appreciate that resources are stretched at this time, such delays obstruct me from providing complainants with the level of service which they should rightly expect to receive and I urge all Welsh public bodies to review their performance.

In reference to your Trust, whilst the number of complaints received has decreased, my office has taken one complaint into investigation. The figures indicate that both complaints received during 2012/13 related to 'clinical treatment in hospital'. The figures indicate that your Trust's response in relation to the complaint taken into investigation, was received within five weeks of the date it was requested.

As with previous exercises, I have copied this correspondence to the Chair of your Health Board with the intention that it be considered by the Board. I would also welcome the opportunity to meet and my office will be in contact shortly to make the necessary arrangements. Finally, a copy of this letter will be published on my website.

Yours sincerely

Peter Tyndall  
Ombudsman

Copy: Chair, Velindre NHS Trust

## **Appendix**

### **Explanatory Notes**

Sections A and B provide a breakdown of the number of complaints against Velindre NHS Trust which were received and investigated by my office during 2012-2013. The tables also contain the figures for 2011-2012.

Section C compares the number of complaints against Velindre NHS Trust received by my office during 2012-2013, with the equivalent figures for 2011-2012. These figures are broken down into subject categories

Section D compares the number of complaints against Velindre NHS Trust which were received and investigated by my office during 2012-2013, with the equivalent figures for 2011-2012.

Section E compares the complaint outcomes for Velindre NHS Trust during 2012-2013, with the equivalent outcomes during 2011-2012. Public Interest reports issued under section 16 of the Public Services Ombudsman (Wales) Act 2005 are recorded as 'Section 16'.

Section F illustrates the response times for those complaints which were taken into investigation during 2011-2012. Where no response times have been recorded, the graph contains an illustration of the average response times for health bodies, and the average for all public bodies in Wales during the same period.

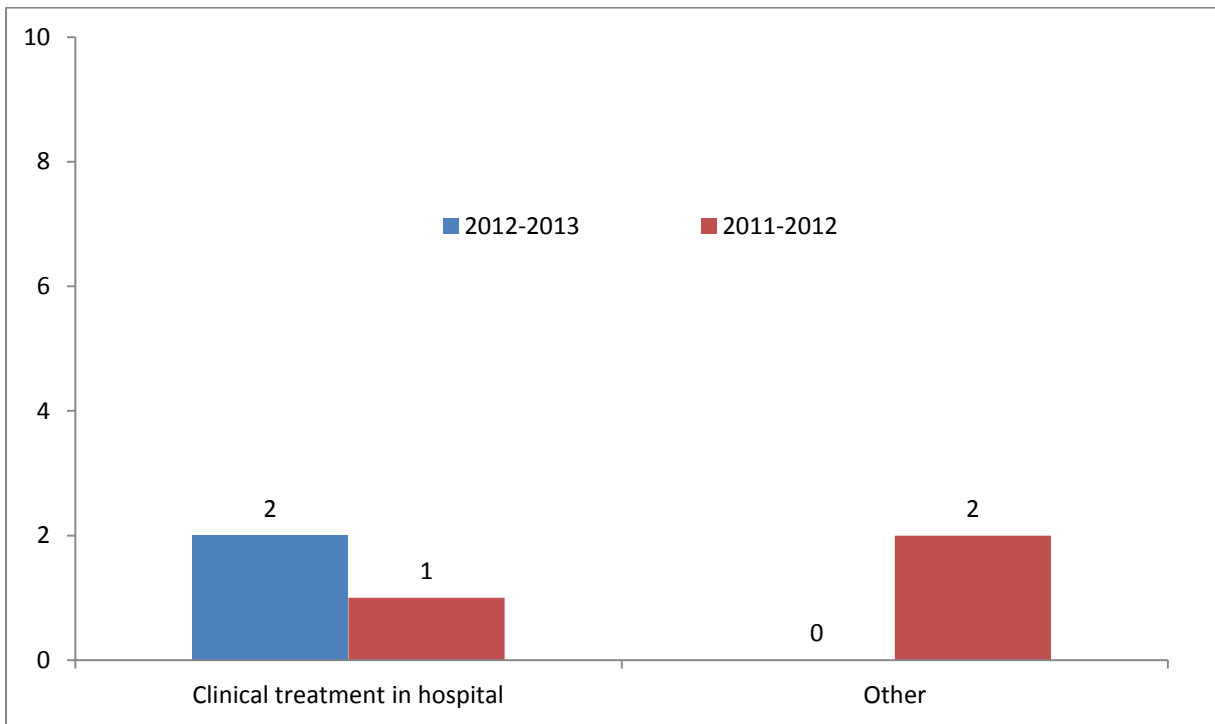
**A: Complaints received by my office**

<b>Subject</b>	<b>2012-2013</b>	<b>2011-2012</b>
Clinical treatment in hospital	2	1
Other	0	2
<b>TOTAL</b>	<b>2</b>	<b>3</b>

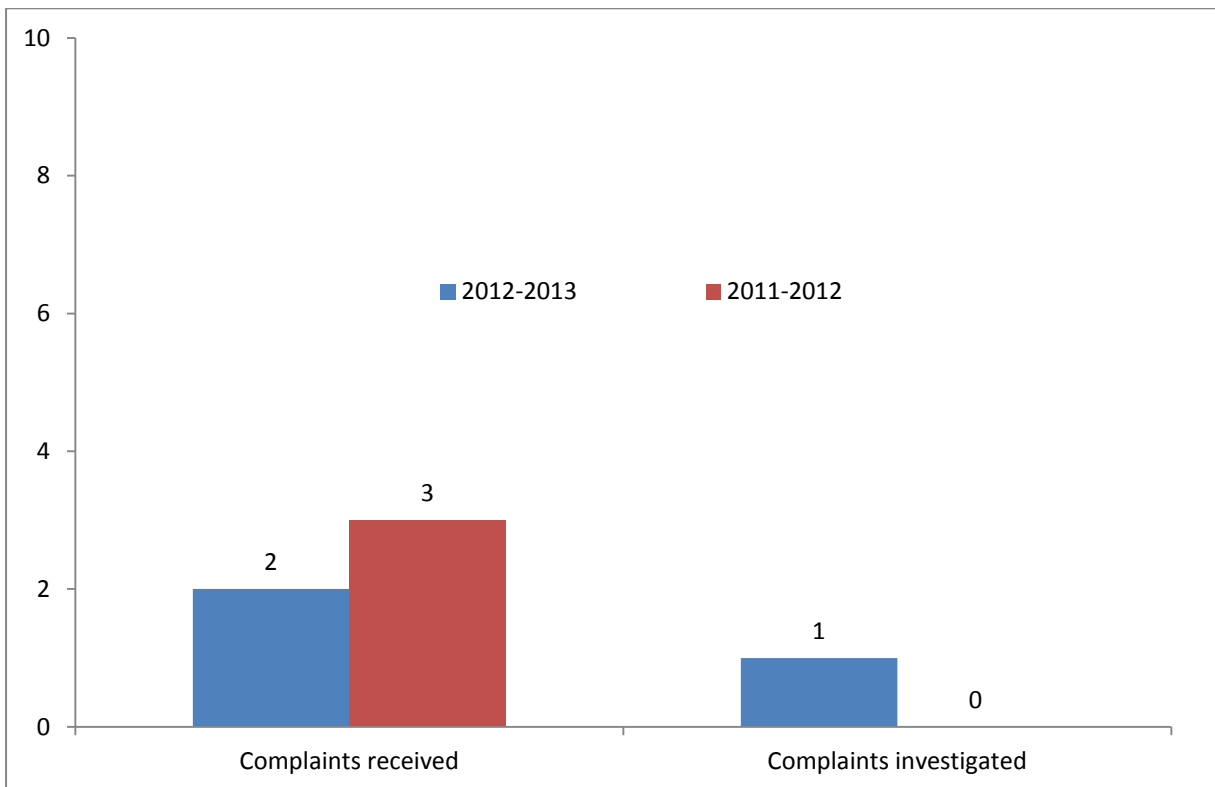
**B: Complaints taken into investigation by my office**

	<b>2012-2013</b>	<b>2011-2012</b>
Number of complaints taken into investigation	1	0

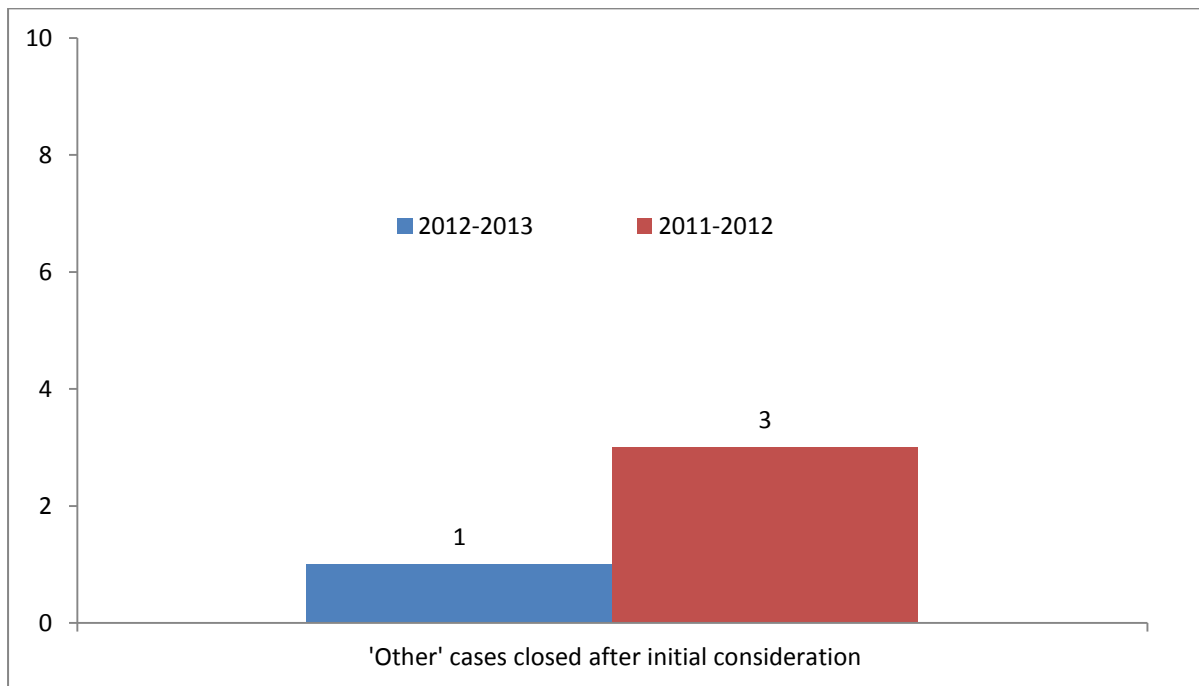
**C: Comparison of complaints by subject category**



**D: Comparison of complaints received and investigated during 2012-2013 with the figures for 2011-2012**



**E: Comparison of complaints by outcome during 2012-2013 with 2011-2012 figures**



**F: Response times, 2012-2013 (%)**

