



Our ref: NB

Ask for: Communications

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Date: 7 August 2019

 communications  
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Professor Vivienne Harpwood  
Chair of the Board  
Powys Teaching Health Board

**By Email Only**  
vivienne.harpwood@wales.nhs.uk

Dear Professor Harpwood

### **Annual Letter 2018/19**

I am pleased to provide you with the Annual letter (2018/19) for Powys Teaching University Health Board. This year I am publishing my Annual Letters as part of my Annual Report and Accounts. I hope the Board finds this helpful and I trust this will enable it to review its own complaint handling performance in the context of other public bodies performing similar functions across Wales.

You will note that I have presented the data so that you can clearly see the number of cases considered in respect of complaints for which the Health Board is responsible, separately from the data relating to All-Wales Continuing Health Care cases. You will note that there has been a significant increase in the number of complaints closed which have required my intervention for the Health Board, from just 13% of complaints closed last year, to 59% of complaints closed this year. There has also been a rise in the number of Continuing Health Care cases requiring intervention, from 14% of complaints closed last year, to 44% of complaints closed this year. Both rises are of concern.

I issued one public interest report relating to delays in the Health Board's handling of retrospective claims for NHS funded continuing healthcare.

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The Public Services Ombudsman (Wales) Act 2019 has now been introduced. I am delighted that the Assembly has approved this legislation giving the office new powers aimed at:

- Improving access to my office
- Providing a seamless mechanism for complaint handling when a patient's NHS care is inextricably linked with private healthcare
- Allowing me to undertake own initiative investigations when required in the public interest
- Ensuring that complaints data from across Wales may be used to drive improvement in public services for citizens in Wales.

I am very much looking forward to implementing these new powers over the coming year.

**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
- Reflect upon the findings in the Public Interest report I issued and positively act upon my recommendations to improve services
- Work to reduce the number of cases which require intervention by my office
- Inform me of the outcome of the Health Board's considerations and proposed actions on the above matters by **31 October 2019**.

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  
Public Services Ombudsman for Wales

CC: Carol Shillabeer, Chief Executive  
Wendy Morgan, Contact Officer

## Factsheet

### A. Complaints Received and Investigated with Health Board average adjusted for population distribution

Health Board	Complaints Received	Average	Complaints Investigated	Average
Powys Teaching Health Board 2018/19	26	33	3	8
Powys Teaching Health Board 2017/18	42	32	8	11
Abertawe Bro Morgannwg University Health Board	139	132	35	32
Aneurin Bevan University Health Board	134	146	38	36
Betsi Cadwaladr University Health Board	194	173	44	42
Cardiff and Vale University Health Board	102	123	28	30
Cwm Taf University Health Board	75	74	22	18
Hywel Dda University Health Board	109	96	20	23

### B. Complaints Received by Subject with Health Board average

Powys Teaching Health Board	Complaints Received	Average
Health - Complaint Handling	6	12
Health - Appointments/admissions/discharge and transfer procedures	2	4
Health - Clinical treatment in hospital	7	70
Health - Continuing care	8	4
Health – Medical records/standards of record-keeping	1	1
Health - Other	1	5
Health - Patient list issues	1	3

**C. Comparison of complaint outcomes with average outcomes for health bodies, adjusted for population distribution**

Local Health Board/NHS Trust	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution / voluntary settlement	Discontinued	Other Reports - Not Upheld	Other Reports - Upheld in whole or in part	Public Interest Reports	Grand Total
<b>2018/19</b>									
Powys Teaching Health Board	2	4	9	11	-	1	3	3	33
Health Board average (adjusted)	5	4	9	6	-	3	6	0	33
<b>2017/18</b>									
Powys Teaching Health Board	1	7	19	4	-	-	-	-	31
Health Board average (adjusted)	5	3	8	5	-	2	5	0	28

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

Health Board	No. of complaints with PSOW intervention	Total number of closed complaints	% intervention
Powys Teaching Health Board 2018/19	10	17	59%
Powys Teaching Health Board 2017/18	1	9	12%
Powys Teaching Health Board - All-Wales Continuing Health Care cases 2018/19	7	16	44%
Powys Teaching Health Board - All-Wales Continuing Health Care cases 2017/18	3	22	14%
Abertawe Bro Morgannwg University Health Board	54	139	39%
Aneurin Bevan University Health Board	49	128	38%
Betsi Cadwaladr University Health Board	86	210	41%
Cardiff and Vale University Health Board	37	107	35%
Cwm Taf University Health Board	27	82	33%
Hywel Dda University Health Board	48	115	42%

## **Appendix**

### **Explanatory Notes**

Section A compares the number of complaints against the Health Board which were received and investigated by my office during 2018/19, 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 2018/19 with the Health Board average for the same period. The figures are broken down into subject categories.

Section C compares the complaint outcomes for the Health Board during 2018/19, 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 D provides the numbers and percentages of cases received by our office 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)