



Our ref: NB

Ask for: Communications

 01656 641150

Date: 7 September 2020

 Communications
@ombudsman-wales.org.uk

Ms Ann Lloyd
Chair of the Board
Aneurin Bevan University Health Board

By Email Only
ann.lloyd@wales.nhs.uk

Dear Ms Lloyd

Annual Letter 2019/20

I am pleased to provide you with my Annual Letter (2019/20) for Aneurin Bevan 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.

There has been a slight increase in the number of complaints received this year. This means that Aneurin Bevan received the second highest number of complaints per 1000 people in Wales.

Of the complaints closed, Aneurin Bevan has the highest percentage of all of the Health Boards in respect of interventions by PSOW, i.e. cases which are either upheld or addressed via early resolution or voluntary settlement. The number of complaints upheld is similar to last year, which showed a significant rise on the previous year.

I am pleased to note that the Health Board has already met with my Complaint Standards colleagues and has strongly expressed a desire to receive support, such as complaint handling training. It is unfortunate that this work has had to be delayed due to the Covid 19 pandemic, but my Complaints Standards colleagues will make contact with the Health Board as soon as they are in a position to provide this training.

The Health Board continues to work with an Improvement Officer and now has quarterly meetings. At the start of the lockdown, the Improvement Officer noted that PSOW had received a small number of complaints which had not been fully addressed by the Health Board's complaints handling. This was discussed with the Health Board and I am pleased to note that they were acted upon immediately. The Improvement Officer will continue to work with the Health Board to help identify areas where we can provide support.

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 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 my Complaints Standards colleagues 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: Judith Paget, Chief Executive
Anita Davies, Contact Officer

Factsheet

A. Complaints Received

Health Board	Complaints Received	Complaints received per 1000 people (population)
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

Aneurin Bevan University Health Board	Complaints Received	
Complaint Handling- Health	11	7.86%
Health - Appointments/admissions/discharge and transfer procedures	11	7.86%
Health - Clinical treatment in hospital	92	65.71%
Health - Clinical treatment outside hospital	9	6.43%
Health - Continuing care	3	2.14%
Health - Funding	1	0.71%
Health - Medical records/standards of record-keeping	2	1.43%
Health - Medication> Prescription dispensing	3	2.14%
Health - Other	4	2.86%
Various Other - Other Miscellaneous	2	1.43%
Various Other - Rudeness/inconsiderate behaviour/staff attitude	2	1.43%

140

C. Complaint Outcomes (* denotes intervention)

Complaints Closed	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 Report *	Grand Total
Aneurin Bevan UHB	5	19	73	23	2	11	32	0	165
Percentage Share	3.03%	11.52%	44.24%	13.94%	1.21%	6.67%	19.39%	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%
Former Health Boards			
Abertawe Bro Morgannwg University Health Board	26	36	72%
Cwm Taf University Health Board	9	21	43%
Grand Total	242	782	31%

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