



Ombwdsmon Ombudsman

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Ask for:

Communications



01656 641150

Date: 9 September 2024



Caseinfo@ombudsman.wales

Jonathan Morgan
Cwm Taf Morgannwg University Health Board

By email only

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Annual Letter 2023/24

Dear Jonathan

Role of PSOW

As you know, the role of the Public Services Ombudsman for Wales is to consider complaints about public services, to investigate alleged breaches of the councillor Code of Conduct, to set standards for complaints handling by public bodies and to drive improvement in complaints handling and learning from complaints. I also undertake investigations into public services on my own initiative.

Purpose of letter

This letter is intended to provide an update on the work of my office, to share key issues for health boards in Wales and to highlight any particular issues for your organisation, together with actions I would like your organisation to take.

Overview of 2023/24

This letter, as always, coincides with my Annual Report – “A New Chapter Unfolds” – and comes at a time when public services continue to be in the spotlight, and under considerable pressures. My office has seen another increase in the number of people asking for our help – a 17% increase in overall contacts compared to the previous year, with nearly 10,000 enquiries and complaints received. Our caseload has increased substantially - by 37% - since 2019.

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to correspondence in Welsh.

During 2023/24 we considered and closed more enquiries and complaints than we ever have done before, and we reduced the average cost for each case and investigation. We started the year with a focus on reducing our aging cases, those over 12 months old, by 50% by the end of the year. These cases are often the most complex and distressing for the people making the complaint. I am extremely pleased to say we exceeded this target, reducing our aged investigations by over 70%. We are now well on track to meeting our objective to complete investigation of complaints within 12 months.

Public Service Complaints and compliance with recommendations

We received 939 complaints about health boards last year – roughly the same number as the previous year. During this period, we intervened in (upheld, settled or resolved at an early stage) 31% of health board complaints - a similar proportion to previous years.

Last year, we received 109 complaints about Cwm Taf Morgannwg University Health Board, we closed 129 (some complaints were carried over from the previous year) and intervened in 30% of cases. Further information on the complaints we dealt with last year can be found in the appendices.

We published one public report in the public interest relating to your Health Board in October 2023. As you will be aware, this case concerned treatment delivered at the Princess of Wales Hospital's Emergency Department and I am pleased that compliance with our recommendations is complete.

Also, we have raised our serious concerns about the Health Board's handling of complaints and responses to my office with your Chief Executive. As we have outlined, the Health Board's performance is affecting my office's ability to handle complaints and undermining the trust and confidence of service users who have complained about the Health Board. We are continuing to engage closely with the Chief Executive on this and ask that you ensure the Board considers this matter to scrutinise the Health Board's performance on complaint handling.

In total, we made 123 recommendations to your health board during the year. To ensure that our investigations and reports drive improvement, we follow up compliance with the recommendations agreed with your organisation. In 2023/24, 121 recommendations were due and 60% were complied with in the timescale agreed. The remainder were complied with, but outside the timescales agreed, or remained outstanding as at 9 April 2024.

Recommendations and timescales for complying with recommendations are always agreed with the public body concerned before being finalised, and we therefore expect organisations to comply within the timescales agreed.

Further to the report my office issued in June 2023, [Groundhog Day 2: An opportunity for cultural change in complaint handling?](#) I wish to thank the Health Board for its consideration of the report and recommendations. I trust that it has ensured that lessons learned from the PSOW's findings and recommendations on cases we considered last year are included in your Health Board's Annual Report on the Duty of Candour and Quality.

Supporting improvement of public services

We continued our work on supporting improvement in public services last year and worked on our second wider Own Initiative investigation. The investigation considers carers' needs assessments undertaken by local authorities in Wales. My report on this work will be finalised and published in the near future.

We have continued our work on complaints handling standards for public bodies in Wales and now have 56 public bodies following our model complaints handling policy. These public bodies account for around 85% of the complaints we receive.

We continued our work to publish complaints statistics into a third year with data, gathered from public bodies, now published twice a year. This data allows us to see information with greater context – for example, last year 4% of complaints made to Cwm Taf Morgannwg University Health Board's complaints went on to be referred to PSOW. I would encourage all Health Boards to use this data to better understand their performance on complaints and ensure that all complaints are appropriately logged.

Colleagues from my Improvement Team continue to meet regularly with Cwm Taf Morgannwg University Health Board to discuss compliance with our recommendations and our complaints standards work. We have seen real benefit come from these conversations, as well as improved working relationships, and we would like to pass on our thanks to Kellie Jenkins-Forrester and their team for their work with our officers.

Action we would like your organisation to take

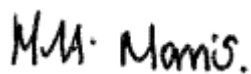
Further to this letter can I ask that Cwm Taf Morgannwg University Health Board takes the following actions:

- Present my Annual Letter to the Board at the next available opportunity and notify me of when these meetings will take place.
- Consider the data in this letter, alongside your own data, to understand more about your performance on complaints, including any patterns or trends and your organisation's compliance with recommendations made by my office.
- Ensure that Board members consider the Health Board's performance on complaint handling and considers whether any further action needs to be taken to improve its performance.

- Provide my office with a copy of the Health Board's Annual Report for 2023/24 on the Duty of Candour and Quality.
- Inform me of the outcome of the Board's considerations and proposed actions on the above matters at your earliest opportunity.

Finally, I would like to thank you, and your teams, for your work with my officers in the last year. Their work is important in ensuring that patients and families receive timely and thorough responses to complaints, and in improving outcomes for all service users – not just those who complain.

Yours sincerely,

Handwritten signature of Michelle Morris in black ink.

Michelle Morris
Public Services Ombudsman

Cc. Paul Mears, Chief Executive, Cwm Taf Morgannwg University Health Board.



Factsheet

Appendix A - Complaints Received

| Health Board | Complaints Received | Received per 1,000 residents |
|---|----------------------------|-------------------------------------|
| Aneurin Bevan University Health Board | 175 | 0.30 |
| Betsi Cadwaladr University Health Board | 214 | 0.31 |
| Cardiff and Vale University Health Board | 150 | 0.30 |
| Cwm Taf Morgannwg University Health Board | 109 | 0.25 |
| Hywel Dda University Health Board | 138 | 0.36 |
| Powys Teaching Health Board | 21 | 0.16 |
| Swansea Bay University Health Board | 132 | 0.35 |
| Total | 939 | 0.30 |



Appendix B - Received by Subject

| Cwm Taf Morgannwg University Health Board | Complaints Received | % share |
|--|----------------------------|----------------|
| Admissions/discharge and transfer procedures | 1 | 1% |
| Adult Mental Health | 4 | 2% |
| Ambulance Services | 0 | 0% |
| Appointment procedures (including outpatients) | 6 | 3% |
| Child and Adolescent Mental Health | 0 | 0% |
| Clinical treatment in hospital | 63 | 58% |
| Clinical treatment outside hospital* | 7 | 6% |
| Complaints Handling | 15 | 14% |
| Covid-19 | 0 | 0% |
| Continuing care | 0 | 0% |
| De-Registration | 0 | 0% |
| Disclosure of personal information / data loss | 0 | 0% |
| Funding | 1 | 1% |
| Independent Health Care providers | 0 | 0% |
| Medical records/standards of record-keeping | 0 | 0% |
| Medication > Prescription dispensing | 0 | 0% |
| Non-medical services | 1 | 1% |
| Nosocomial* | 0 | 0% |
| Other* | 6 | 6% |
| Out of Hours GP care | 0 | 0% |
| Parking (including enforcement and bailiffs) | 0 | 0% |
| Patient list issues | 2 | 2% |
| Poor/No communication or failure to provide information | 1 | 1% |
| Prisoner Care | 0 | 0% |
| Recruitment and appointment procedures | 0 | 0% |
| Referral to Treatment Times | 0 | 0% |
| Regulation and Inspection (including private sector provision) | 0 | 0% |
| Rudeness/inconsiderate behaviour/staff attitude | 0 | 0% |
| Services for people with a disability inc DFGs | 0 | 0% |
| Service for vulnerable Adults (eg with learning difficulties or mental health issues) | 0 | 0% |
| Total | 109 | |



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Appendix C - Complaint Outcomes (* denotes intervention)

| Cwm Taf Morgannwg University Health Board | | % Share |
|--|------------|----------------|
| Out of Jurisdiction | 29 | 22% |
| Premature | 14 | 11% |
| Other cases closed after initial consideration | 38 | 29% |
| Early Resolution/ voluntary settlement* | 16 | 12% |
| Discontinued | 4 | 3% |
| Other Reports - Not Upheld | 5 | 4% |
| Other Reports Upheld* | 22 | 17% |
| Public Interest Reports* | 1 | 1% |
| Special Interest Reports* | 0 | 0% |
| Total | 129 | |



Appendix D - Cases with PSOW Intervention

| | No. of Interventions | No. of Closures | % of Interventions |
|---|-----------------------------|------------------------|---------------------------|
| Aneurin Bevan University Health Board | 73 | 195 | 37% |
| Betsi Cadwaladr University Health Board | 81 | 256 | 32% |
| Cardiff and Vale University Health Board | 34 | 158 | 22% |
| Cwm Taf Morgannwg University Health Board | 39 | 129 | 30% |
| Hywel Dda University Health Board | 55 | 154 | 36% |
| Powys Teaching Health Board | 3 | 21 | 14% |
| Swansea Bay University Health Board | 41 | 141 | 29% |
| Total | 326 | 1054 | 31% |



Appendix E – Compliance performance comparison

| Health Board | Number of recommendations made in 2023-24 | Number of Recommendations falling due in 2023-24 | % of recommendations, complied with on time |
|---|---|--|---|
| Aneurin Bevan University Health Board | 209 | 208 | 75% |
| Cardiff and Vale University Health Board | 104 | 95 | 81% |
| Cwm Taf Morgannwg University Health Board | 123 | 121 | 60% |
| Swansea Bay University Health Board | 119 | 127 | 62% |
| Hywel Dda University Health Board | 160 | 151 | 81% |
| Betsi Cadwaladr University Health Board | 253 | 246 | 58% |
| Powys Teaching Health Board | 10 | 12 | 67% |



Information Sheet

Appendix A shows the number of complaints received by PSOW for all Health Boards in 2023/24. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Health Board.

Appendix C shows outcomes of the complaints which PSOW closed for the Health Board in 2023/24. This table shows both the volume, and the proportion that each outcome represents for the Health Board.

Appendix D shows Intervention Rates for all Health Boards in 2023/24. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

Appendix E shows compliance performance for all Health Boards.