

Mark Drakeford AC / AM  
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services



Llywodraeth Cymru  
Welsh Government

Ein cyf/Our ref: MB/MD/5414/14

David Rees AM  
Chair  
Health and Social Care Committee  
National Assembly for Wales  
Cardiff Bay

[HSCCommittee@wales.gov.uk](mailto:HSCCommittee@wales.gov.uk)

6 January 2015

Dear David,

### **The NHS Complaints Process in Wales**

I write further to your letter of 2 December requesting further information for the Health and Social Care Committee about the timescales for the delivery of a number of pieces of work.

You specifically requested information on the following:

The pilots of iWantGreatCare, currently underway in Wrexham Maelor Hospital and the Princess of Wales Hospital, Bridgend are due to be completed by mid February 2015. An evaluation of the pilot schemes will then follow. Both Abertawe Bro Morgannwg University Health Board and Betsi Cadwaladr University Health Board have published information based on the feedback received from patients during the pilot. The feedback so far, which is openly available through the iWantGreatCare website, is showing overall positive reactions from patients and their families.

The work of the subgroups of the National Quality and Safety Forum is well underway. It is planned that this work will be drawn together for consideration by the Forum at its meeting in April 2015. This process will enable any potential changes required to The National Health Service (Concerns, Complaints and Redress Arrangements) (Wales) Regulations 2011 to be identified. Any possible amendments to the regulations would be subject to public consultation.


The Community Health Councils are also fully engaged in this process. Work is already well underway on the development of a formal protocol to improve liaison and joint working with Healthcare Inspectorate Wales, involving the exchange of intelligence on NHS services including complaints. This will provide the basis for a more structured approach to joint working between the organisations. In addition the proposals to amend the Regulations set out in the current CHC consultation exercise, to give the Board of CHCs the power to set standards are relevant in this context. It is envisaged such a standard would be developed in relation to the operation of the Independent Advocacy Service.

The Evans Review cited a number of areas which he felt would benefit from taking a national approach. In my written statement I outlined the need for further work to be undertaken to determine this. It will become clearer as the work progresses and proposals are developed, whether any future changes might not be possible under the current legislative framework and may need new legislation.

I will publish further updates about the work in due course.

I hope this information is helpful to the Committee.

Yours sincerely,

A handwritten signature in black ink that reads "Mark Drakeford". The signature is written in a cursive, slightly slanted style.

**Mark Drakeford AC / AM**

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