



ISCAS

INDEPENDENT SECTOR
COMPLAINTS ADJUDICATION SERVICE

Finance Committee
Consideration of powers: Public Services Ombudsman for Wales
PSOW 01c – Independent Sector Complaints Adjudication Service Action Points

18 March 2015

Sent by email and post

Jocelyn Davies AM
Chair of the Finance Committee
National Assembly for Wales
Cardiff Bay
Cardiff
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Dear Ms Davies

ISCAS information on Private Patient Units

During the Oral Evidence session I had with the Finance Committee, I stated that I would provide the Committee with a paper produced by the Department of Health about how complaints made by patients in private patient units (PPUs) in England are regulated.

Unfortunately I have subsequently learnt that this paper has not in fact been produced due to the workload of the civil servant concerned and therefore I am unable to provide this to the Committee.

However, the Independent Sector Complaints Adjudication Service's understanding of the Department of Health's position is that PPUs fall within the definition of NHS Trust's 'functions' bringing them within the scope of the complaints regulations, and this covers healthcare staff supporting PPU activity on NHS terms and conditions. However, if a consultant or other healthcare staff have entered into a direct arrangement with the patient or representative, it falls outside the regulations.

I hope that is helpful and I look forward to receiving a copy of the Committee's final report.

Yours sincerely

Sally Taber
Director

