

Finance Committee
Draft Public Services Ombudsman (Wales) Bill
DB PSOW 02 National Clinical Assessment Service (NCAS)

Dear Sir/Madam

Please find below a response from the National Clinical Assessment Service (NCAS)

Consultation on the draft Public Services Ombudsman (Wales) Bill

NCAS contributes to patient safety by helping to resolve concerns about the professional practice of doctors, dentists and pharmacists. We provide expert advice and support, clinical assessment and training to the NHS in Wales and other healthcare partners.

In general we would welcome the proposals in the draft Bill to improve the effectiveness of the role of the Ombudsman. In particular the proposal to extend powers to investigate on its own initiative, investigate complaints to cover those receiving a combination of public and private treatment and the proposal to extend the definition of “family health service provider in Wales” to include a GP practice rather than an individual GP.

NCAS is aware of the increasing complexity of the patient journey through public and private providers and that in almost all scenarios health care is delivered through a whole team approach. The measures will encourage wider public protection and assist with the resolving of professional practice concerns.

Dr. Steve Boyle
Senior Adviser /Uwch Ymgynghorydd

Tel: [REDACTED]
Mobile: [REDACTED]
Other: [REDACTED]