



Mark Drakeford AM
Minister for Health and Social Services

02 December 2014

Dear Mark,

The NHS complaints process in Wales

The Health and Social Care Committee considered your response to its work on the NHS complaints process and your written statement of the 24 November at its meeting on 26 November. The Committee would like to thank you for your response and for the additional information provided to the Assembly in your written statement.

In your statement you outline that action to take forward the review's recommendations are grouped in three ways: action that can be taken immediately, action that can be taken in the medium term, and action that will need to be considered over the longer term if the improvements set in train are not achieved. The Committee would welcome further information about the timescales you envisage for the delivery of the first two phases, with particular reference to:

- the iWantGreatCare pilots underway in Wrexham Maelor Hospital and the Princess of Wales Hospital, Bridgend;
- the work of the National Quality and Safety Forum at a national level on:
 - developing a national complaints dataset;
 - revising the Putting Things Right guidance and communication;
 - developing a model for learning from - and sharing - lessons from complaints; and
 - ensuring that the needs of patients are taken into account within this work via a public engagement reference group; and
- the role of Community Health Councils in the complaints process, particularly in relation to advocacy and sharing information with health boards and HIW.

Furthermore, the Committee would welcome an initial indication, if possible, of which existing regulations may require amendment, and in what areas new legislation may be needed, in order to deliver the improvements to the NHS complaints process in Wales identified as necessary.

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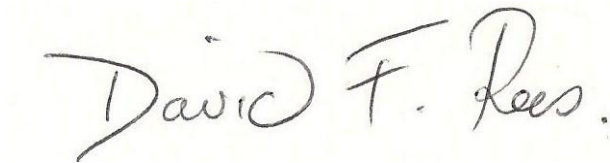
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Croesewir gohebiaeth yn y Gymraeg a'r Saesneg / We welcome correspondence in both English and Welsh

The Committee would welcome a response to the points raised above by 5 January 2015.

Yours sincerely,

A handwritten signature in black ink on a light yellow background. The signature reads "David F. Rees." with a period at the end. The letters are cursive and fluid.

David Rees AM
Chair, Health and Social Care Committee