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Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

**Executive Headquarters / Pencadlys Gweithredol**

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Ein cyf/Our ref: CJ-ce-09-24-12  
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**Charles (Jan) Janczewski  
Chair**

23 September 2024

Ms M Morris  
Public Services Ombudsman for Wales  
1Ffordd yr Hen Gae  
PENCOED  
CF35 5LJ

[Communications@Ombudsman.wales](mailto:Communications@Ombudsman.wales)

Dear Ms Morris

Thank you for your annual letter dated 9 September 2024.

I have noted your comments regarding the rise in contacts to your office since 2017. At the Health Board, we are also seeing an increase in enquiries and concerns.

For the 2023/2024 period, the Patient Experience Team has received:

- 4,260 complaints/concerns
- 1,016 enquiries
- 80 compliments

It is encouraging to see a reduction in ageing cases, and we hope that the changes to the PTR (Putting Things Right) Regulations will help to provide bereavement support from the outset in Health Boards, giving people the opportunity to address their concerns early on. While individuals will still have the option to raise concerns if needed, we believe that a more compassionate, person-centred approach will be beneficial to those experiencing bereavement.

I trust the attached revised paper reflects the compliance requirements. The paper is scheduled to be presented at the Quality, Safety, and Experience (QSE) Committee on 7 October 2024 and to the Board in November 2024.

I acknowledge your remarks on compliance with recommendations and would like to assure you that this remains a key area of focus for our Ombudsman Liaison Officer and our Clinical Boards.

We fully agree that, as recommendations are shared pre-publication and discussed with your officers as necessary, we expect compliance to be 100%. We are utilizing AMAT, an audit management and clinical tracking system, to

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monitor adherence to recommendations and escalate any issues to the weekly Executive meetings. We are optimistic this will lead to improved compliance.

In line with the actions you wish the Health Board to take

“Further to this letter can I ask that Cardiff and Vale 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”  
**Board Meeting on 28<sup>th</sup> November 2024**
- “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”

**To be discussed at the QSE-Quality. Safety and Experience Committee  
October 7<sup>th</sup> 2024**

- “Provide my office with a copy of the Health Board’s Annual Report for 2023/24 on the Duty of Candour and Quality”

**We provide a regular Quality Indicators report to the QSE-Quality. Safety and Experience Committee. Some examples are linked below**

[Quality Indicators to QSE August 23](#)

[Quality Indicators to QSE October 23](#)

[Quality Indicators to QSE March 24](#)

The recent AGM-Annual General ,meeting held on 11 September 2024 presented the [Annual report 23/24](#) and the [Annual Quality Report 23/24](#)

As a Health Board, we appreciate the independent scrutiny provided by your office and the publications that assist us in reviewing our services. I would also like to express my gratitude to your team for their willingness to engage with our corporate patient experience team in addressing any concerns.

Yours sincerely



**Charles (Jan) Janczewski**  
**Chair**

Cc Suzanne Rankin – Chief Executive Officer  
Jason Roberts – Executive Nurse Director  
Angela Hughes – Assistant Director of Patient Experience

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