



Ein cyf / Our ref - WQ86106

Andrew R.T. Davies MS

Member of the Senedd for South Wales Central
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12 October 2022

Dear Andrew,

Thank you for your recent Written Question asking me to provide an update on what steps the Welsh Government is taking to prevent clinical negligence.

It is important to remember that every year hundreds of thousands of people receive high-quality, safe healthcare in Wales and clinical negligence pay-outs represent a small number of people being treated on the NHS. The reasons for the rise in the value of these claims are complex and include issues such as increased life expectancy and no win no fee lawyers. With an increasingly complicated and modern healthcare system, problems can unfortunately happen.

In Wales, we encourage people to use the Putting Things Right process for complaints about NHS healthcare or treatment. Putting Things Right is a fair, quick and straightforward way for people to raise concerns. The NHS redress scheme that operates as part of the Putting Things Right complaints procedure provides a cost effective and timely way of resolving low value clinical negligence claims against the NHS in Wales. Patients who have a potential clinical negligence claim against the NHS worth less than £25,000 are given the opportunity to follow the Redress process.

The Welsh Risk Pool works with NHS colleagues across Wales to promote and facilitate opportunities to learn and support the development and implementation of improvements to enhance patient safety and outcomes. It ensures that learning is in place for each claim and themes and trends are identified and addressed. Their safety & learning team undertake a range of clinical assessments in areas of NHS Wales promote improvement through a range of focussed programmes which are designed to address the causes of negligence claims. The Welsh Risk Pool also undertakes a periodic assessment of the arrangements in health bodies in relation to the management of concerns, claims and learning from events.

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

The NHS workforce and patients are encouraged to report all incidents so they can be lessons learnt.

From 1 April 2023 we intend to bring into force the duty of candour in NHS Wales, the aim of which is to promote a culture of openness and transparency. The focus will be on learning and improvement so people who have unfortunately suffered harm can be reassured that learning identified will prevent such harm happening again.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'M. E. Morgan'.

Eluned Morgan AS/MS

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services