

DP 1027/07-11

25471-1001

Edwina Hart AM MBE

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

Our ref:
Your ref:

Jenny Randerson AM
National Assembly for Wales
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January 2008

I am writing to respond to some of the points you raised at the debate on the Public Services Ombudsman for Wales's Annual report 2006/07, held on 12th December.

You asked whether the Ombudsman would continue to have a role in NHS complaints once the arrangements provided for in the NHS Redress Measure are put in place. As you know, we are looking to develop a holistic approach to the handling of complaints in the NHS, part of which is to empower NHS organisations to settle locally certain issues where there may have been negligence, and without making people take the legal route.

The Ombudsman provides a valuable service when people are unhappy with the way in which the NHS deals with their concerns. This will continue under any new arrangements for NHS complaints and redress. My officials are currently considering the potential impact this may have on the number of Ombudsman's investigations and how this should be provided for.

I am copying this letter to Andrew Davies, Minister for Finance and Public Service Delivery, who led the debate.

To: Edwina Hart AM MBE

From: Pat Vernon
DHSS-QSSID

Ext 5537
Fax 3116

CC:
Mrs A Lloyd
Mrs W Chatham
Mrs J Davies
Ms E Tallis
Mrs C Clarke

Date: 3rd January 2008

RESPONSE TO POINTS RAISED BY JENNY RANDERSON AM DURING THE DEBATE ON THE PUBLIC SERVICE OMBUDSMAN FOR WALES'S ANNUAL REPORT – 12TH DECEMBER 2007

1. I attach a letter to send to Jenny Randerson AM, who asked what impact the NHS Redress arrangements might have on the number of Ombudsman's investigations.
2. This is something that we are currently considering as part of the financial impact arising out of the three interim reports from the working groups, which will come to you next week.
3. If you are content with the response, then the final version should be copied to the Minister for Finance and Public Service Delivery and to Elizabeth Tallis, Office of the Leader of the House, to whom I am also copying this draft as requested by OLH.

Pat Vernon
DHSS-QSSID