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Finance Committee
National Assembly for Wales
Pierhead Street
Cardiff
CF99 1NA

SENT VIA EMAIL TO SeneddFinance@Assembly.Wales

18th January 2016

Dear Sir/Madam,

Re: Consultation: Draft Public Services Ombudsman (Wales) Bill

I write on behalf of Velindre NHS Trust in response to the invitation to offer comment on the above consultation.

This has been distributed widely across Velindre Trust and I am writing to provide you with the specific comments received following the consultation process which is outlined below:

Section 4 – Power to investigate on own initiative

This power allows the Ombudsman to investigate a matter whether the Ombudsman has received a complaint or not, so it allows the Ombudsman to initiate an investigation. This power raises the following queries for Velindre NHS Trust:

- If the PSOW has powers to initiate an investigation, how does this support the current Concerns Regulations in NHS Wales whereby a health body can investigate concerns locally before being considered by the PSOW
- How will the PSOW apply the principle of Redress within their investigation
- How will this power work alongside the powers of Healthcare Inspectorate Wales and their ability to initiate an investigation

Section 5 – Criteria for own initiative investigations

The Ombudsman must establish and publish criteria that have to be satisfied before the power in section 4 can be used to investigate a matter. When deciding whether to use the power in section 4, the Ombudsman must satisfy the criteria

- Clarity on the appeal process for the authority should the PSOW decide to initiate an investigation

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This Trust welcomes correspondence in Welsh



Section 34 - Model complaints-handling procedure

This section enables the Ombudsman to publish model complaints-handling procedures (“model CHPs”) for listed authorities, and

Section 36 - Declarations of non-compliance

This section enables the Ombudsman to declare that a complaints-handling procedure of a specified listed authority does not comply with the relevant model CHP, and if not specified, that the procedure does not comply with the statement of principles.

- Clarification or reference as to how the model complaints handling procedure works alongside other Complaints regulations or legislation

Please do not hesitate to contact me should you wish to discuss this response further.

Yours Sincerely

Lisa Heydon-Mann

Quality & Safety Manager

cc Mr. Steve Ham, Chief Executive

Professor Sue Morgan, Executive Director of Nursing & Service Improvement

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