

Health and Social Care Committee

Meeting Venue: **Committee Room 1 – Senedd**

Meeting date: **Wednesday, 16 July 2014**

Meeting time: **08.45 – 13.00**

This meeting can be viewed on Senedd TV at:

<http://www.senedd.tv/archiveplayer.jsf>

Cynulliad
Cenedlaethol
Cymru

National
Assembly for
Wales



Concise Minutes:

Assembly Members:

David Rees AM (Chair)
Leighton Andrews AM
Andrew RT Davies AM
Ann Jones AM
Elin Jones AM
Darren Millar AM
Lynne Neagle AM
Gwyn R Price AM
Lindsay Whittle AM
Kirsty Williams AM

Witnesses:

Keith Evans
The Rt Hon Ann Clwyd MP, Review of the NHS Hospitals
Complaints System (NHS England)
Mr Phil Banfield, BMA Wales
Tina Donnelly, Royal College of Nursing
Rory Farrelly, Abertawe Bro Morgannwg University Health
Board
Dr Chris Jones, Cwm Taf Health Board
Carol Shillabeer, Powys Teaching Health Board
Nicola Williams, Abertawe Bro Morgannwg University Health
Board

Committee Staff:

Llinos Madeley (Clerk)
Helen Finlayson (Second Clerk)
Rhys Morgan (Deputy Clerk)
Victoria Paris (Researcher)
Philippa Watkins (Researcher)

1 Introductions, apologies and substitutions

1.1 Apologies were received from Rebecca Evans and Janet Finch–Saunders. Ann Jones acted as a substitute for Rebecca Evans and Andrew RT Davies acted as a substitute for Janet Finch–Saunders.

2 Motion under Standing Order 17.42(vi) to resolve to exclude the public from the meeting for the following business:

2.1 The motion was agreed

3 Inquiry into progress made to date on implementing the Welsh Government's Cancer Delivery Plan: consideration of the key issues

3.1 The Committee considered the key issues that have arisen from the inquiry.

3.2 The Committee agreed to write to the Ministry of Justice in relation to the European Data Protection Regulations.

4 Inquiry into the NHS complaints process: evidence session 1

4.1 The witness responded to questions from Members.

5 Inquiry into the NHS complaints process: evidence session 2

5.1 The witness responded to questions from Members.

6 Inquiry into the NHS complaints process: evidence session 3

6.1 The witnesses responded to questions from Members.

6.2 The witnesses agreed to provide more information on the following:

- of the total complaints received, the proportion which related to primary and to secondary care within the NHS in Wales for every local health board in Wales; and
- more information about the methods adopted by local health board(s) to measure patient experience, including patient feedback and views about the complaints process.

7 Inquiry into the NHS complaints process: evidence session 4

7.1 The witnesses responded to questions from Members.

8 Papers to note

8.1a The Committee noted the minutes of the 26 June and 2 July meetings.

8.1 The Committee's forward work programme: September – December 2014

8.2 The Committee noted the forward work programme for September to December 2014

9 Motion under Standing Order 17.42(vi) to resolve to exclude the public from the remainder of the meeting and for item 1 of the meeting on 18 September 2014

9.1 The motion was agreed

10 Inquiry into the NHS complaints process: private consideration of evidence received

10.1 The Committee considered the evidence received on the inquiry.