

Jeremy Miles AS/MS
Ysgrifennydd y Cabinet dros Iechyd a Gofal Cymdeithasol
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Llywodraeth Cymru
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Mike Hedges MS
Chair
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4 April 2025

Dear Russell,

Thank you for your letter of 6 March asking for an update about actions to improve the handling of complaints about NHS Wales.

As you referred to in your letter, significant work is underway to redesign and refresh the complaints process which focuses on:

- Placing the patient at the centre of the complaints process
- Improving the focus on compassionate, patient-centred communication
- Improving the *Putting Things Right* process, to be more inclusive
- Including an escalation process for urgent concerns of deliberate abuse or harm
- Facilitating swifter provision of answers after someone dies
- Refreshing the arrangements to provide free legal advice and medical expert reports

This complex programme of work consists of amendments to the NHS Wales Concerns, Complaints and Redress Arrangements Regulations 2011; an overhaul of the guidance; the development of a people's charter and a set of standards for the NHS to adhere to; the development of modern training and education; co-design development work on children and young people's support materials and detailed support for the NHS to implement these changes.

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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 work is being overseen by officials in close collaboration with NHS stakeholders, stakeholders from the Public Services Ombudsman for Wales and Llais. Additionally, a strategic implementation delivery group will be formed by the NHS Executive to oversee preparations for the commencement of these regulations in early 2026.

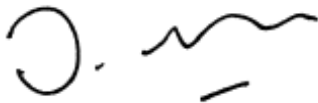
The current proposed timetable is for the regulations to be laid in the Senedd in the spring 2025, with a Plenary debate in early summer 2025.

I would therefore like to offer members of the Health and Social Care Committee a technical briefing from my officials about the detail of the scope of the changes.

I am copying this letter to the chair of the Legislation, Justice and Constitution Committee and the Finance Committee, as I would also like to offer members of these committees the same opportunity for a technical briefing.

I look forward to hearing from you about this offer.

Yours sincerely,

A handwritten signature in black ink, consisting of a large 'J' followed by a series of wavy lines and a short horizontal stroke at the end.

Jeremy Miles AS/MS

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Cabinet Secretary for Health and Social Care