

Mr Mark Isherwood MS
Chair
Public Accounts and Public Administration
Committee
Welsh Parliament
Cardiff Bay
Cardiff
CF99 1SN

24 Cathedral Road / 24 Heol y Gadeirlan
Cardiff / Caerdydd
CF11 9LJ
Tel / Ffôn: 029 2032 0500
Fax / Ffacs: 029 2032 0600
Textphone / Ffôn testun: 029 2032 0660
info@audit.wales / post@archwilio.cymru
www.audit.wales / www.archwilio.cymru

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Dear Mark

Correspondence regarding Betsi Cadwaladr University Health Board

Further to your question regarding Betsi Cadwaladr University Health Board (BCUHB) at the Public Accounts and Public Administration Committee on Wednesday 25th May 2022, I am pleased to provide you with some further information on the work our local audit team are undertaking in response to correspondence received.

The correspondence has raised concerns that the Health Board are not accurately reporting the number of complaints that the Public Service Ombudsman has received about BCUHB. In addition, concerns have been raised about the number of nationally reportable incidents being recorded at the Health Board and the relative severity of the incidents that have been reported.

In response to the issues raised, my team have held initial discussions with Healthcare Inspectorate Wales and have made or are in process of making inquiries with the NHS Wales Delivery Unit, the Public Service Ombudsman and the Health Board itself to seek a fuller understanding of the issues highlighted in the correspondence. We expect to conclude these inquiries fairly swiftly and will decide on the most appropriate way to share our findings at that point. I will write to you again to let you know the outcome of our work once it is complete.

I trust that is helpful by way of an update. Please do not hesitate to get in touch if you have any queries.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Adrian Crompton', with a long horizontal stroke underneath.

ADRIAN CROMPTON
Auditor General for Wales