

Easy Read



Llywodraeth Cymru
Welsh Government

Putting Things Right

Changes to the process of making a complaint

We want to know what you think



This document was written by the **Welsh Government**. It is an easy read version of ‘**NHS Wales concerns and complaints: proposed changes to the Putting Things Right process. Consultation document**’.

January 2024

How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 27**.



Llywodraeth Cymru
Welsh Government

Where the document says **we**, this means the **Welsh Government**. For more information contact:

Email: QualityAndNursing@gov.wales



Hawdd ei Ddeall Cymru
Easy Read Wales

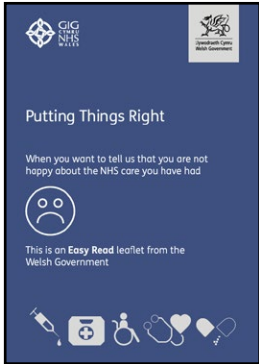
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What this is about



Putting Things Right is the name given to the process of making a complaint about the **NHS** in Wales.



The complaint or concern will be looked into. We will try and make improvements.



We think some changes need to be made about the Putting Things Right process. This is to make sure it can still work well.



Please read through this document and answer the questions.

If you need more information please contact us,
and return your answers to:



Post: Quality and Nursing Division
Welsh Government
Cathays Park
Cardiff
CF10 3NQ



Email: QualityAndNursing@gov.wales

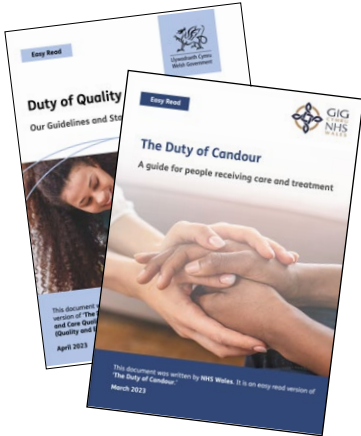


**Please return your answers by: Monday 6 May
2024.**

Improving the care of patients



We have listened to what patients have said about making complaints.



We also have new rules in place to make sure the NHS is open and honest about mistakes they have made.



And rules about making sure patients are put first and improvements are made.

How 'Putting Things Right' works at the moment



At the moment, a concern is put to the NHS organisation responsible for a patient's care.



They then have to respond. If the patient is not happy with what the NHS has said, they can contact an organisation called the **Public Services Ombudsman for Wales (PSOW)**.



There is also an organisation called **Llais**, who support people with making complaints about the NHS.



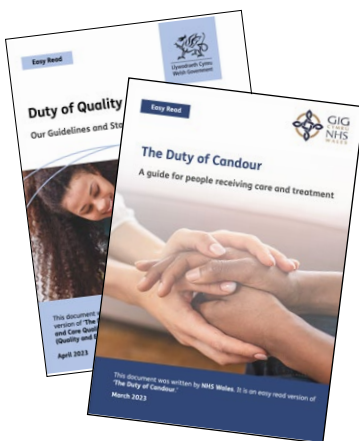
If it is found that the NHS has caused harm, a number of different things might happen. It depends on the situation.



For example, in some situations there might be an apology. In other situations, patients may be given money. Giving money is called **compensation**.



We want to make sure NHS Wales listens to patients and keeps improving. We also want people to feel confident in them.



Some new rules came out in 2023. Now, NHS Wales has to tell patients if they think they have caused them harm. And they must make changes to stop things happening again.



This survey gives people a chance to have a say about what needs to change with how **Putting Things Right** is run.

What we want to see happen



- Patients are put first.



- Patients are listened to.



- Patients feel included.

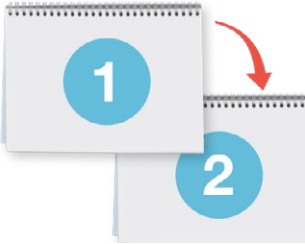


- Urgent concerns are dealt with better.



- Make changes to giving free legal advice and medical reports.

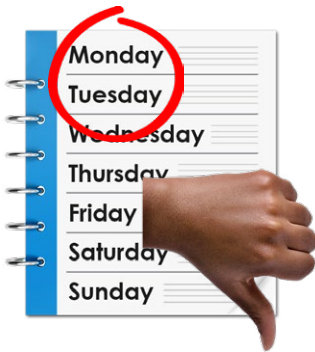
These are the changes we would like to make:



1. There is stage 1 and stage 2 of making a complaint. We want to make it clearer what is being done at each stage.



2. The patient has the chance to meet in person, online or on the phone. And given an offer of how to deal with the problem at stage 1.



3. Now, stage 1 complaints are meant to be dealt with in 2 days. This is not enough time and we think it should be longer.



4. Some complaints are very serious and should move straight to stage 2.



5. The patient should be asked if their complaint has been sorted out.



6. There needs to be more staff training on dealing with complaints. And being kind to patients when they make a complaint.



7. Make sure patients know how long it will take to look into their complaint.



8. Make sure letters sent to patients about complaints can be understood.



9. Offer to meet with the patient after the investigation.



10. Make sure other parts of NHS Wales are included in the **redress** process. For example, doctor's surgeries and chemists.

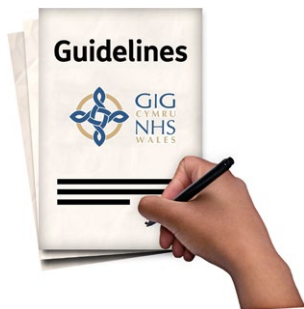
Redress means putting something right. It could mean getting money, called compensation. Or something else.



11. Make sure enough time is given to look into complaints.



12. Increase the amount of money that can be claimed through Putting Things Right. This is instead of going to court. It would increase from £25,000 to £50,000.



13. Update the guidance about getting advice on complaints. For example, legal advice.



14. Make healthcare providers pay higher legal fees.



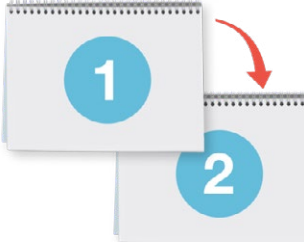
Question 1

Please tell us about any complaint or concern you have raised with NHS Wales.



If you don't want anyone to know your name please tick here:

Question 2



We talked above about stage 1 and stage 2 of the complaints process. And how there are only 2 days to deal with complaints at stage 1.



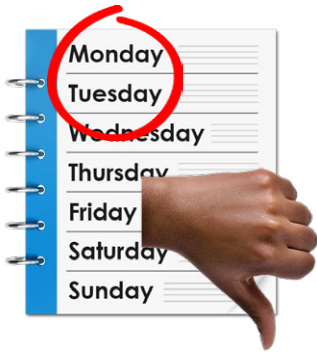
We want to have better rules about how stage 1 and 2 are managed through the law.

Do you agree with this?

Yes

No

Please give your reasons below:



Question 3

Do you think it should be extended to:

10 days

15 days

I do not think it should be extended

Please tell us your reasons:



Question 4

We think it is important for the patient to feel listened to when they first make a complaint. They should be offered a meeting to talk about how they feel.

Do you agree with this?

Yes

No

Please tell us your reasons:



Question 5

Some patients have said the letters sent to them about their complaint have hard words in them. For example, legal terms. They find this confusing.



We would like to include a fact sheet with all letters that explains what they mean.

Do you think a fact sheet would be helpful?

Yes

No

Please tell us your reasons:



Question 6

At the moment the NHS has to follow a number of rules when they write letters to patients about their complaint.



This can mean letters are long and confusing.

Do you think this should be changed to make letters easier to follow and understand?

Yes

No

Please tell us your reasons:



Question 7

Do you think anything else should be included in the letters?

Yes

No

Please tell us your reasons:

Question 8



We want patients to be offered a meeting after the complaint has finished being investigated.



This will talk about what was found. And give the patient the chance to ask questions.

Do you think this is a good idea?

Yes

No

Please tell us your reasons:

Question 9



What do you think needs to be done to make sure children are better included in the Putting Things Right process?

Tell us in the box below:



Question 10

If a patient died, and their loved ones had concerns about their care, do you agree that they should be offered a meeting with the NHS? This would be to solve their concerns quickly.

Yes

No

Please tell us your reasons:

Question 11



Do you think any of the changes we want to make would have any effects on the Welsh language?

For example, it being treated less fairly than the English language?

Yes

No

Please tell us your reasons:



Question 12

Do you think there are any chances to make sure there are positive effects on the Welsh language?

Yes

No

Please tell us your reasons:

Question 13



Do you think there are any ways to reduce any bad effects on the Welsh language?

Yes

No

Please tell us your reasons:



Question 14

Is there anything else you would like to add about the changes we want to make? Tell us in the box below.

Your name:



Organisation (if replying for work):



Email or phone number:



Your address:



Hard words

Redress

This means putting something right. It could mean getting money, called compensation. Or something else.