

Ein cyf/Our ref: CM/CW/ag  
Gofynnwch am/Please ask for: Chris Martin, Chairman  
Rhif Ffôn /Telephone: 01437 771247  
Ffacs/Facsimile: 01437 771222  
E-bost/E-mail: chris.martin@wales.nhs.uk

5th December 2013

Mr David Rees AM  
Chair  
Health and Social Care Committee  
Welsh Government  
National Assembly for Wales  
Cardiff Bay  
Cardiff  
CF99 1N

Dear David

At a recent meeting with the Minister he raised a number of issues and I thought it would be helpful to provide you with an update on a few of the areas we discussed.

Firstly, in relation to communications, we are in the process of compiling a tender to commission external media and communications expertise to review our systems and processes in order to help us improve in the areas where the Minister had concerns.

You will be aware, the Minister met with a delegation of AMs where issues in relation to quality and safety were raised. We are in discussion with the CMO for further advice and support on the way forward and we intend to appoint the Good Governance Institute to help us with "Ward to Board" reporting. We will also be asking them to provide advice on improving our processes for systematically collecting and using patient experiences at an operational level.

My Vice Chair will be speaking to all our local AMs every two weeks to ensure that any issues they might have are understood and promptly addressed. I had already instructed my IMs to increase their regular programme of announced and unannounced walk-about in our hospitals over the coming months. Their observations will be considered at future Board meetings.

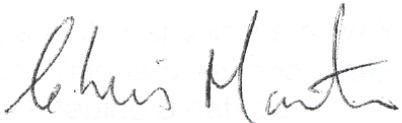
I continue to meet regularly with AMs and have personally spoken to those who saw the Minister. My discussions with Elin Jones were interesting since her concerns appeared not to relate to quality and safety but were more about the stability of the leadership team in Ceredigion and clinical engagement both of which we have now addressed.

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In relation to Angela Burns, she presented the Minister with a list of complaints she had received at her office from local constituents. Further investigations have been undertaken on the list and whilst I recognise that these patients felt they had a legitimate concern about their care it would appear that many of these complaints were not upheld as the care provided was clinically appropriate. I will be replying direct to Angela on this and I have also asked her to provide me with any additional concerns she may have on specific clinical areas.

I hope this is helpful and I will of course keep the Minister and the Health and Social Care Committee informed of progress.

Yours sincerely



**Chris Martin**  
**Chairman**