

# Health and Social Care Committee

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Meeting Venue:

**Committee Room 1 – Senedd**

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Meeting date:

**Wednesday, 16 July 2014**

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Meeting time:

**08.45**

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Cynulliad  
Cenedlaethol  
Cymru

National  
Assembly for  
Wales



For further information please contact:

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Committee Clerk

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## Agenda

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- 1 Introductions, apologies and substitutions**
- 2 Motion under Standing Order 17.42(vi) to resolve to exclude the public from the meeting for the following business: (08.45)**  
Item 3
- 3 Inquiry into progress made to date on implementing the Welsh Government's Cancer Delivery Plan: consideration of the key issues (08.45 – 9.15) (Pages 1 – 11)**

**Public Meeting (9:15 – 12:30)**

- 4 Inquiry into the NHS complaints process: evidence session 1 (9.15 – 10.00) (Pages 12 – 24)**
  - Keith Evans, Author of the Report 'A Review of Concerns (Complaints)

Handling in NHS Wales – “Using the Gift of Complaints”.

Keith Evans’s report [\*A Review of Concerns \(Complaints\) Handling in NHS Wales – “Using the Gift of Complaints”\*](#) was published on 2 July 2014

## **5 Inquiry into the NHS complaints process: evidence session 2 (10.00 – 10.45) (Pages 25 – 36)**

- The Rt Hon Ann Clwyd MP, Co-Chair, Review of the NHS Hospitals Complaints System (NHS England).

(Break – 10.45 – 11.00)

## **6 Inquiry into the NHS complaints process: evidence session 3 (11.00 – 11.45) (Pages 37 – 42)**

- **Rory Farrelly, Director of Nursing and Patient Experience, Abertawe Bro Morgannwg University Health Board**
- **Nicola Williams, Assistant Director of Nursing and Lead on Transformation of Complaints and Concerns, Abertawe Bro Morgannwg University Health Board**
- **Maria Battle, Chair of Cardiff and Vale University Health Board**
- **Dr Chris Jones, Chair of Cwm Taf University Health Board**
- **Carol Shillabeer, Director of Nursing/Deputy Chief Executive, Powys Teaching Health Board**

## **7 Inquiry into the NHS complaints process: evidence session 4 (11.45 – 12.30) (Pages 43 – 55)**

- Dr Phil Banfield, Chairman of BMA Welsh Council
- Tina Donnelly, Director of the Royal College of Nursing Wales
- Jessica Turner, Regional Organiser of UNISON Cymru/Wales

## **8 Papers to note (12.30) (Pages 56 – 60)**

**The Committee's forward work programme: September – December 2014 (Pages 61**

- 65)

**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 (12.30)**

**10 Inquiry into the NHS complaints process: private consideration of evidence received (12.30 – 12.45)**