

November 2015.

Tawel Fan update: Donna Ockenden is now looking more broadly at the governance systems and processes within the organisation. How did the assurance systems work, who did what and when and addressing how things need to be changed in order to result in great improvements.

It's important that any lessons from what happened at Tawel Fan, and elsewhere in north Wales, are properly learned. There's been a reduction in the number of long outstanding complaints, there is a mental health improvement group, which is reviewing all of the complaints alongside other aspects of performance and quality standards, and is really focused on making sure that there are improvements. The area directors and the hospital management teams are also taking ownership of the complaints that relate to services within their areas of responsibility, and are making sure that they're tackling the backlog.

There is still a backlog; and it has been acknowledged that it is still taking too long to respond to complaints. A culture is needed in which issues are dealt with before they become complaints. The aim is to clear the longstanding complaints by the end of March 2016. Critically, it's important to have the right systems in place that deal with things quickly and appropriately, so that The Health Board are responsive to patients and their concerns and do not build up a process that becomes governed by the system, rather than by the issue that's at the heart of the anxiety.

For full transcript of the National Assembly for Wales meeting: <http://senedd.tv/Meeting/Archive/71f399d0-ed98-43b2-a6ec-fb4606ee2fa1?autostart=True#>