

**Written statement of how Manx Care proposes to give effect to any recommendation made by the Health and Social Care Ombudsman Body**

In accordance with Regulation 25 (Department’s assurance of the implementation of recommendations):

- (1) *On receiving a report under Regulation 24(5), Manx Care must prepare a written statement of –*
  - (a) *how it proposes to give effect to any recommendations made in the report; and*
  - (b) *any other action which it proposes to take in response to the report, and the period within which it proposes to do so.*
- (2) *Manx Care must send the written statement to the Department.*
- (3) *Manx Care must publish the written statement on its website excluding any information from which the identity of a living individual could be ascertained.*

HSCOB Complaint Reference	Manx Care Complaint Reference	Date Original Complaint Made	Date Report Received by Manx Care from HSCOB
HSCOB / 2023 / 154	COM4908	25/10/2023	03/04/2024

HSCOB Recommendation	Actions by Manx Care	Action Owner	Target Date
1. Issue a genuine apology for the failure to acknowledge the impact of the surgery on the patients quality of life	Letter written to complainant acknowledging impact of surgery on quality of life	Clinician	Completed April 2024
2. Require the clinician to offer a genuine apology for his attitude at the follow up appointment and the lack of discussion about a coherent management plan for your ongoing care/treatment	The clinician has written to the complainant apologising for attitude and lack of discussion.	Clinician	Completed April 2024
3. Acknowledge its failure to correctly identify and address the nature and substance of your complaint	Letter acknowledges failure to correctly identify and address complaint	CQS Team	Completed April 2024
4. Ensure complaint handling is fully compliant with the NHS (Complaints) Regulations 2022 specifically that correspondence includes a summary of the nature and substance of a complaint; investigations are undertaken independently of the person/service complained about, and an investigation report is prepared by the person	Templates to be checked prior to use. Investigation is undertaken by member of CQS team with oversight from care group, letter to acknowledge this. To ensure letters state if complaint is upheld	CQS Team	Completed April 2024

**National Health Service (Complaints) Regulations 2022**

<p>named as responsible; letters of response confirming the outcome include whether the complaint is upheld wholly, in part, or not upheld.</p>			
<p>5. Ensure clarification is sought at an early stage as to the remedy sought by the complainant</p>	<p>All members of CQS team to ascertain remedy sought by complainant</p>	<p>CQS Team</p>	<p>Completed April 2024</p>