

**PE1844/H**

Cabinet Secretary for Health and Sport submission of 19 March 2021

Thank you for notification of 15 March on the outcome of this petition. I welcome the Committee's decision to close the petition under Rule 15.7 of standing orders on the basis that:

- the Scottish Public Services Ombudsman provides the role of an external independent regulatory body for the NHS;
- the Scottish Public Services Ombudsman is seeking additional powers, which have been welcomed by the Scottish Government, to allow it to investigate complaints on its own initiative; and
- changes to NHS oversight are already underway, with the Scottish Government committing to introduce a Patient Safety Commissioner which would amplify the patient voice.

I have noted the matters raised by the Patient Advice and Support Service (PASS) in their submission around the centralised collation and review of complaints received by both Health Boards and Care Opinion, and an independent review of these complaints.

As the Committee are aware, the Complaints Handling Procedures are set out in legislation. The procedures will be reviewed by the Complaints Standard Authority in 2022/23 in consultation with a wide range of stakeholders, including PASS.

The Committee may also be interested to note that the public consultation asking for views on the role of the [Patient Safety Commissioner](#) for Scotland opened on 5 March with a closing date of 28 May 2021.