

**PUBLIC SERVICES OMBUDSMAN
(WALES) ACT 2019**

Notice pursuant to s.24(3) of the above Act.

The Public Services Ombudsman for Wales has investigated a complaint and found maladministration/service failure. The Ombudsman has sent a report on the results of her investigation to Cardiff and Vale University Health Board. The complaint related to the care Mr Y received in the University Hospital of Wales in 2020. The report notes an inappropriate discharge and missed opportunities to diagnose a bowel obstruction/strangulated hernia sooner. The patient subsequently died following surgery.

The Health Board has extended sincere apologies and condolences to the family of Mr Y and will implement the recommendations from the Ombudsman's report.

A copy of the report will be available on the Cardiff and Vale University Health Board's website <https://cavuhb.nhs.wales/> and for inspection by the public without charge during normal office hours at Woodland House Maes y Coed Road, Llanishen, Cardiff CF14 4HH for a period of 3 weeks from 20th January 2023. Anyone who wishes may take a copy of this report or make extracts thereof. Photocopies of the report or parts thereof will be provided on payment of 10 pence per sheet.

Date 20/01/23

Suzanne Rankin
Chief Executive