
WELSH STATUTORY INSTRUMENTS

2011 No. 704

**The National Health Service (Concerns, Complaints
and Redress Arrangements) (Wales) Regulations 2011**

PART 7

**REQUIREMENT FOR NHS BODIES, OTHER THAN WELSH NHS BODIES,
TO CONSIDER REDRESS AND PROCEDURE TO BE FOLLOWED BY
A WELSH NHS BODY WHEN IT RECEIVES NOTIFICATION OF A
CONCERN IN ACCORDANCE WITH THE PROVISIONS OF THIS PART**

**Action to be taken by a Welsh NHS body on receipt of a notification from a Scottish NHS
body or a Northern Irish NHS body**

38.—(1) A Welsh NHS body must, within five working days of receipt of a notification from a Scottish NHS body or a Northern Irish NHS body acknowledge receipt of the notification.

(2) It must also, within five working days of receipt of the notification, advise the person who notified the concern that the concern has been passed to it to consider whether or not a qualifying liability exists.

(3) A Welsh NHS body must determine whether or not a qualifying liability exists and it must determine whether or not an offer of redress should be made to the patient.