
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**

Interpretation of this Part

- 34.**—(1) For the purposes of this Part, “an English NHS body” (*“corff GIG Lloegr”*) means—
- (a) a Strategic Health Authority, established under section 13 of the National Health Service Act 2006⁽¹⁾;
 - (b) a Primary Care Trust, established under section 18 of the National Health Service Act 2006;
 - (c) an NHS Trust, established under section 25 of the National Health Service Act 2006;
 - (d) a Special Health Authority, established under section 28 of the National Health Service Act 2006; or
 - (e) an NHS Foundation Trust authorised under Chapter 5 of the National Health Service Act 2006,

that is providing, or arranging for the provision of, services whose provision is the subject of arrangements with a Welsh NHS body.

- (2) For the purposes of this Part, “a Scottish NHS body” (*“corff GIG yr Alban”*) means—
- (a) a Health Board constituted under section 2(1)(a) of the National Health Service (Scotland) Act 1978⁽²⁾;
 - (b) a Special Health Board constituted under section 2(1)(b) of the National Health Service (Scotland) Act 1978; or
 - (c) the Common Services Agency constituted under section 10 of the National Health Service (Scotland) Act 1978,

providing, or arranging for the provision of services whose provision is the subject of arrangements with a Welsh NHS body.

- (3) For the purposes of this Part, “a Northern Irish NHS body” (*“corff GIG Gogledd Iwerddon”*) means—

(1) 2006 c. 41.
(2) 1978 c. 29.

- (a) a Health and Social Services Trust established under the Health and Personal Social Services (Northern Ireland) Order 1991⁽³⁾;
- (b) the Regional Health and Social Care Board established under the Health and Social Care (Reform) Act (Northern Ireland) 2009⁽⁴⁾;
- (c) the Northern Ireland Blood Transfusion Service established under the Health and Personal Social Services (Special Agencies) (Northern Ireland) Order 1990⁽⁵⁾;
- (d) the Regional Business Services Organisation established under the Health and Social Care (Reform) Act (Northern Ireland) 2009; or
- (e) the Regional Agency for Public Health and Social Well-Being established under the Health and Social Care (Reform) Act (Northern Ireland) 2009,

providing or arranging for the provision of services whose provision is the subject of arrangements with a Welsh NHS body.

(4) “Relevant complaints procedure” (“*gweithdrefn gwynion berthnasol*”) means a complaints procedure that an English NHS body must follow on receipt of a concern.

(5) “Person who notified a concern” (“*person a ddatganodd bryder*”) means, depending on the context, the person who notified a concern to an English NHS body, a Scottish NHS body or a Northern Irish NHS body.

⁽³⁾ S.I.1991/194 (N.I.1).

⁽⁴⁾ 2009 c. 1.

⁽⁵⁾ S.I. 1990/247 (N.I. 3).