

## Written evidence from A1 (PHS01)

### Public Administration and Constitutional Affairs Committee Parliamentary and Health Service Ombudsman Scrutiny 2021-22

Unfortunately, it seems nothing has improved with the PHSO since an independent review was carried out in 2013 that found it '**not fit for purpose**'. It remains not fit for purpose.

Feedback from the public whom the PHSO is set up to serve says it all and need no further evidence:

<https://uk.trustpilot.com/reviews/6348e3a69b12f67dfce0af15>

Based upon the voluminous evidence the Ombudsman:

1. is no value for money . In fact, it is wasting precious public funds to serve as nothing more than a window dressing exercise and to protect the state's institutions and not serve the public or protect them from harm
2. Casework performance continues to fail with extortionate delays all blamed on covid, although the significant delays were there before covid
3. Staff are poorly trained and unequipped to deal with the complaints they are meant to investigate with little or no knowledge in these specialist areas
4. Impact on other organisations eg the NHS is positive as the Ombudsman simply serves as a protective body for them and to shut down any legal action by protecting the institutions and leaving the public at risk

*October 2022*