

<b>Reference:</b>	FOI.14476.24
<b>Subject:</b>	Cardigan Health Centre GP Surgery
<b>Date of Request:</b>	22 May 2024

**Requested:**

Can you provide me with the following information please? All requests relate to Cardigan Integrated Care Centre *G.P Practice*.

1. How many patients have made formal complaints to the GP Practice and had those complaints satisfactorily dealt with at Practice level since the Cardigan Integrated Care Centre was established?
2. How many patients have lodged complaints about the GP Practice with Hywel Dda since the Cardigan Integrated Care Centre was established?
3. How many patients have transferred from the practice to other practices in the Hywel Dda area of responsibility since the Cardigan Integrated Care Centre was established?
4. How many of those transfers were instigated by the GP Practice rather than the patient?
5. How many times has Hywel Dda imposed sanctions or penalties on the GP Practice as a result of patient complaints?
6. How many GPs work full-time at the practice and how many are part-time?
7. How many GP 'face to face' consultation hours are available to patients in a five day working week?
8. What percentage of patients who telephone the surgery to see a GP - have 'face to face' appointments, have telephone consultations with a GP, are referred by the GP to a Practice Nurse, are directed elsewhere by the GP, are directed elsewhere without any GP contact?

**Response:**

Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold all of the information requested. Cardigan Health Centre GP Surgery holds its own information and consequently, the UHB does not have access to all of the details you require. Therefore, this information would need to be requested directly from the individual GP Surgery. Contact details can be found via the following link:

[Contact us – Cardigan Health Centre](#)

However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance and provides the accessible information it holds for questions 2 and 5 below.

2. The UHB confirms it has received twenty-one (21) patient complaints relating to Cardigan Health Centre GP Surgery and managed through the UHB's Putting Things Right process, as recorded on the UHB's Datix Incident Reporting system, during the 2018 to 2023 financial years. However,

the GP surgery may have received complaints directly, and can be contacted via the link attached above.

5. The UHB confirms that no sanctions or penalties have been imposed on Cardigan Health Centre GP Surgery as a result of patient complaints, during the requested period.