

Reference:	FOI.20609.26
Subject:	Chaperone incident reporting
Date of Request:	5 June 2026

Requested:

Follow up to FOI.19949.26 - Please search Datix by using the key word chaperone.

1. Datix reports:
 - a. Number of Datix reports raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field in Datix.
 - b. If you record this data by gender, please disclose the Number of Datix reports raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field in Datix.
2. Concerns:
 - a. Number of concerns raised by chaperones, if not recorded via Datix, in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field.
 - b. If you record this data by gender, please disclose the number of concerns raised by chaperones in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field.
3. Complaints:
 - a. Number of complaints raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by sex of patient and chaperone & definition of sex field in your complaints system.
 - b. If you record this data by gender, please disclose the number of complaints raised related to chaperoning in 2024, 2025 and 2026 Jan & Feb, by gender of patient and chaperone and definition of gender field in your complaints system.
 - c. Number of Freedom to Speak Up reports related to chaperones in 2024, 2025 and 2026 Jan & Feb by sex of the reporter.

Clarified

Both complaints and incidents.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested, due to the low number of cases (less than 5), as there is a potential risk of identifying individuals if this was disclosed. Therefore, the UHB is withholding these details under Section 40(2) of the Freedom of Information Act 2000 (FoIA).

This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations (UK GDPR), as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

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 can confirm that a total of five (5) complaints/incidents were recorded on the Datix Incident and Risk Reporting system that contained the word 'chaperone', during the period 1 January 2024 to 28 February 2026.

Additionally, for question 3c, no Freedom to Speak Up reports relating to chaperones have been recorded by the UHB's Workforce Teams, during the period 1 January 2024 to 28 February 2026.