

<b>Reference:</b>	FOI.6370.21
<b>Subject:</b>	Complaints against receptionists
<b>Date of Request:</b>	2 July 2021

**Requested:**

I would like to please request the following information:

1. How many complaints has the health board received about receptionists in the past 5 years? With figures for each calendar year?
2. Where possible, can you please tell me what the nature of the complaints were? If the complaints are split into categories for example and what they are if so?
3. What action was taken following the complaints?

If all of the questions will take us over the allotted time period for answering the FOI request can I please just have the answer to the first question or first and second?

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested as it is estimated that the cost of answering your request would exceed the "appropriate level" as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The "appropriate level" represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the information requested, the UHB would need to undertake a manual search of all complaint records involving receptionists for the time period requested, to identify the detail of the complaint and any action taken following the complaint, as this information is not held centrally.

I can confirm that there were 257 complaints identified that mentioned 'reception' recorded on the UHB's Datix incident reporting system within the requested time period. However, not all of these records are complaints specifically made against receptionists. Therefore, conducting the search would far exceed the 'appropriate level', costing the UHB the following:

$$\begin{aligned} 257 @ 15 \text{ minutes per patient record} &= 64.25 \text{ hours} \\ 64.5 \text{ hours} @ £25 \text{ per hour} &= £1,606.25 \end{aligned}$$

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under section 16 of the FoIA, we are required, as a public authority, to provide advice and assistance so far as it is reasonable, to individuals who have made a request under FoIA. Therefore, the UHB can provide the information it holds for its Managed GP Practices, as this information is recorded on a different system.

The UHB provides, within the table below, the number of concerns raised against receptionists in its Managed GP Practices, during the calendar years requested.

Calendar year	Number
2016	6
2017	4
2018	9
2019	10
2020	7
2021 (to date)	7

The UHB confirms that thirty six (36) of the concerns raised were regarding attitude, four (4) concerns raised were regarding the wrong information given and then the following had one (1) concern each; conflicting information from receptionists, breach of confidentiality, fraudulent statements made by receptionist and receptionists making clinical decisions.