

<b>Reference:</b>	FOI.6471.21
<b>Subject:</b>	Complaints relating to Llangennech Surgery
<b>Date of Request:</b>	15 July 2021

**Requested:**

I'd like to request information regarding Llangennech surgery located at Park Lane, Llangennech, SA14 8TU, specifically:

1. Number of complaints made to Hywel Dda Health Board.
2. Number of complaints made against Dr Z. Rafique
3. Number of complaints made against surgery staff i.e., receptionists asking patients for medical information/symptoms/blocked from seeing or making appointments with ANY GP in attendance at above surgery.
4. Complaints made from 2017 to the present time
5. If possible, any statistics to be broken down to number of complaints rejected and upheld.

**Clarified:**

For clarity, could you please confirm what is meant by 'rejected'?

Could you also please confirm are you requesting the following information between 1 January 2017 and present date?

1. Number of complaints made to Hywel Dda Health Board.
2. Number of complaints made against Dr Z. Rafique
3. Number of complaints made against surgery staff i.e., receptionists asking patients for medical information/symptoms/blocked from seeing or making appointments with ANY GP in attendance at above surgery.
4. Whether complaints were upheld or not?

*I can confirm the questions you stated are correct. Also, to confirm, 'rejected' means complaints that were made but were not followed up on.*

**Response:**

1. Hywel Dda University Health Board (UHB) can confirm that it has received 20 complaints against Llangennech Surgery between 1 January 2017 and 15 July 2021.
2. The UHB can confirm that it has received 7 complaints against Dr Z Rafique between 1 January 2017 and 15 July 2021.
3. The UHB can confirm that it has received 4 complaints against other staff at Llangennech Surgery between 1 January 2017 and 15 July 2021.
4. As specified in question 1, the UHB can confirm that it has received 20 complaints against Llangennech Surgery between 1 January 2017 and 15 July 2021.

5. The UHB can confirm that none of the complaints made were upheld and none of the complaints made were rejected.