

<b>Reference:</b>	FOI.20499.26
<b>Subject:</b>	Complaints system
<b>Date of Request:</b>	21 May 2026

**Requested:**

I am making a Freedom of Information Request, pertaining to information surrounding the search terms which are allowed be used in that software, to find a person and their medical record/s on the Hywel Dda complaints section database.

Also, does the Hywel Dda complaints section use a different program or software then most of the rest of the hospital, and if so, then what are the search terms that can be used, or are allowed to be used by the software in these other parts of the hospital.

**Response:**

Hywel Dda University Health Board (UHB) confirms that it uses the Datix Cymru system to capture, process and manage complaints. The system is also used across the UHB for incident management purposes.

As details of how to search within the Datix Cymru system is already in the public domain and accessible by another means, the UHB has applied an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA). A copy of the Datix Cymru Incident Reporting User Guide is available on the NHS Wales Shared Services partnership (NWSSP) website.

A link to the website has been provided below:

[Primary Care Wales Incident Reporting - NHS Wales Shared Services Partnership](#)

For ease, a link has been provided below which will take you directly to the to the user guide:

[Datix Cymru Incident Reporting User Guide](#)

Additionally, the UHB does have the Welsh Patient Administration System (WPAS), which is a digital platform that securely manages secondary care administrative and clinical data. Individual departments such as Radiology and Pathology may also utilise other digital systems to process diagnostics and results.

The UHB continues to utilise paper based medical records which are not digitally searchable, though opportunities for digitisation are currently being explored.