

Reference:	FOI.7269.21 & FOI.7280.21
Subject:	Complaints
Date of Request:	28 and 29 October 2021

Requested:

FOI 7269

1. Please forward a copy of the written response to complaint reference 17036 that was issued in July 2020.
2. Please forward the date that complaint reference 17036 was logged on HDUHB's Datix system.

FOI 7280

3. Would HDUHB please log complaint reference number 17036 (which I recall was forwarded to Professor Phil Klerk as a concern not a complaint) as a complaint.
4. As HDUHB Complaint reference number 20764 may have been allocated to another complaint would HDUHB please confirm the Complaint reference number for the concern regarding the removal of my Gall Bladder.

Response:

Hywel Dda University Health Board (UHB) confirms that questions 1, 3 and 4 of your request do not fall within the scope of the Freedom of Information Act 2000 (FoIA) and therefore provides the processes for obtaining the information relating to each of your questions below:

1. As this is relating to personal information, your request has been forwarded to the UHB's Information Governance (IG) Department, who will provide a copy of the response to complaint reference 17036 which was issued in July 2020, under separate cover.
2. The UHB confirms that complaint reference number 17036 was logged on the UHB's Datix incident reporting system on the 12 March 2020.
3. & 4. This part of your request is a matter for the UHB's Patient Support Service and has been forwarded to this service to address with you directly.