

Reference:	FOI.10942.23
Subject:	Complaints
Date of Request:	13 February 2023

Requested:

I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following information for each specialty:

1. The total number of complaints received for each specialty in each of the past five years;
2. The nature of the complaint;
3. The outcome of the complaint, including any actions taken by the hospital trust to address the issue;
4. Number of operations performed in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery;
5. Number of reportable / recordable patient safety incidents in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery
 - o Breakdown by incident category (if available);

Response:

Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold all of the information requested as it does not undertake Neurosurgery, Cardiothoracic or Vascular Surgery.

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. Therefore, the UHB provides the information it does hold below, to answer as much of your request as it can.

1. & 2. The UHB provides, within the table below, the total number of complaints received by the nature of the complaint, for Neurology, Orthopaedic and Cardiovascular Surgery, as recorded on the UHB's DATIX Incident Reporting System, during the 2018 to 2022 calendar years.

Calendar year	Service	Total number	Nature of complaint
2018	Orthopaedics	14	Cleanliness
			Clinical treatment / assessment
			Monitoring / observation issues
			Test and investigation results
	Cardiovascular	5	Clinical treatment / assessment
			Discharge Issues
Medication			
2019	Orthopaedics	52	Access (to services)

			Admissions
			Appointments
			Attitude/Behaviour
			Clinical treatment/assessment
			Communication issues (including language)
			Discharge issues
			Environment / facilities
			Monitoring / observation issues
			Patient care
			Resources
	Cardiovascular	8	Appointments
			Clinical treatment/assessment
			Communication issues (including language)
			Equipment
			Monitoring / observation issues
2020	Orthopaedics	46	Admissions
			Appointments
			Attitude/behaviour
			Clinical treatment / Assessment
			Communication issues (including language)
			Discharge issues
			Medication
			Monitoring / observation issues
			Patient Care
			Record Keeping
			Test and investigation results
	Cardiovascular	13	Access (to services)
			Clinical treatment / assessment
			Communication issues (including language)
			Discharge issues
			Other
			Patient Care
2021	Orthopaedics	104	Accident/Falls
			Admissions
			Appointment
			Attitude and Behaviour
			Clinical treatment / assessment
			Communication Issues (including Language)
			Discharge issues
			Other
			Patient Care
			Record Keeping
	Cardiovascular	28	Appointment
			Clinical treatment/Assessment

			Communication issues (including language)
			Discharge Issues
			Equipment
			Nutrition/Hydration Issues
			Record Keeping
			Referral
			Test and Investigation Results
2022	Orthopaedics	154	Admission
			Appointments
			Attitude and Behaviour
			Clinical treatment/Assessment
			Communication Issues (including Language)
			Discharge Issues
			Infection Control
			Other
			Patient Care
			Record Keeping
			Referral
	Cardiovascular	37	Access to services
			Accident/Fall
			Appointment
			Assault
			Attitude and Behaviour
			Clinical treatment/Assessment
			Communication Issues (including Language)
			Complaints handling
			Discharge Issues
			Infection Control
			Medication
			Other
			Patient Care
			Test and Investigation Results
	Neurology	10	Appointment
			Clinical treatment/Assessment
			Communication Issues (including Language)
			Other
			Resources
			Test and Investigation Results

3. The UHB provides, within the table overleaf, the outcome of the complaints and the number, for Neurology, Orthopaedic and Cardiovascular Surgery, as recorded on the UHB's DATIX Incident Reporting System, during the 2018 to 2022 calendar years.

Calendar year	Service	Number	Outcome of complaint
2018	Orthopaedics	1	No Qualifying Liability
		4	Not upheld
		1	Partially upheld
		1	Qualifying Liability
		3	Referred to redress
		4	Blank
	Cardiovascular	1	Not upheld
		1	Partially upheld
		2	Qualifying liability
		1	Blank
2019	Orthopaedics	19	No Qualifying Liability
		12	Not upheld
		9	Partially upheld
		3	Referred to redress
		2	Upheld
		7	Blank
	Cardiovascular	1	No Qualifying Liability
		4	Not upheld
		3	Partially upheld
2020	Orthopaedics	2	No consent
		2	No Qualifying Liability
		31	Not upheld
		5	Partially upheld
		1	Qualifying Liability
		2	Withdrawn by Complainant
		3	Blank
	Cardiovascular	2	No consent
		1	No Qualifying Liability
		5	Not upheld
		5	Partially upheld
2021	Orthopaedics	1	Advice given
		70	Not upheld
		20	Partially upheld
		1	Qualifying Liability
		1	Referred to appropriate department
		3	Upheld
		4	Withdrawn by Complainant
	Cardiovascular	1	No Qualifying Liability
		15	Not Upheld
		6	Partially upheld
		1	Referred to appropriate department
		1	Referred to GP

		4	Upheld
2022	Orthopaedics	2	Advice given
		4	Information provided
		2	Issue resolved
		80	Not upheld
		22	Partially upheld
		13	Upheld
		4	Withdrawn
	Cardiovascular	1	Information provided
		2	Issue resolved
		22	Not upheld
		4	Partially upheld
		1	Referred to appropriate department
		5	Upheld
		1	Withdraw
	Neurology	5	Not upheld
		3	Partially upheld
		1	Upheld

Please note:- The numbers provided above do not all tally with those provided in answer to questions 1 and 2, due to gaps in the data where the outcome field has not been completed.

4. The UHB provides, within the table below, the total number of Orthopaedic Surgeries undertaken, as recorded on the UHB's Welsh Patient Administration System (WPAS), during the 2018 to 2022 calendar years

Calendar year	Number
2018	7,908
2019	6,783
2020	3,375
2021	3,695
2022	4,586

Please note:- As stated at the top of our response, the UHB does not undertake neurosurgery, cardiothoracic surgery or vascular surgery at present; therefore, the data provided above is for Orthopaedic Surgeries only.

5. The UHB provides, within the table below, the number of patient safety incidents for Orthopaedic and Cardiovascular Surgery, by type of incident, as recorded on the UHB's DATIX Incident Reporting System, during the 2018 to 2022 calendar years.

Calendar year	Service	Number	Type of Incident
2018	Orthopaedics	7	Accidents/Falls
		11	Administrative Processes
		36	Behaviour
		5	Blood/Plasma Products
		11	Communication
		16	Diagnostic Processes/Procedures
		16	Documentation

		30	Exposure to Environmental Hazards
		2	Fires, Fire Alarms and Fire Procedures
		9	Infection Control
		13	Injury of unknown origin
		11	Medical devices, equipment, supplies
		38	Medication,
		232	Patient Accident/Falls
		6	Personal Property/Data/Information
		112	Pressure Ulcers
		1	Security of Organisations Property, Data
		32	Service Disruptions
		33	Therapeutic Processes/procedures
		3	Unexpected Death or Severe Harm
	Cardiovascular	22	Accidents/Falls
		12	Administrative Processes
		44	Behaviour
		1	Blood/Plasma products
		11	Communication
		8	Diagnostic Processes/procedures
		10	Documentation
		28	Exposure to Environmental Hazards
		2	Fires, Fire Alarms and Fire Procedures
		1	Infection control
		20	Injury of Unknown origin
		4	Medical Devices, Equipment, Supplies
		3	Nutrition Food/Meals from Kitchen
		167	Patient Accident/Falls
		5	Personal property/Data/Information
		89	Pressure Ulcers
		1	Security of organisations property/Data
		164	Service Disruption
		6	Therapeutic Processes/procedures
2019	Orthopaedics	13	Accidents/Falls
		13	Administrative Processes
		23	Behaviour
		3	Blood/Plasma products
		3	Communication
		9	Diagnostic Processes/procedures
		27	Documentation
		9	Exposure to Environmental Hazards
		1	Fires, Fire Alarms and Fire Procedures
		10	Infection control
		13	Injury of unknown origin
		5	Medical Devices, Equipment, Supplies
		1	Medical Gases/Oxygen
		49	Medication
		141	Patient Accident/Falls
		3	Personal Property/Data
		63	Pressure Ulcers

	Cardiovascular	2	Property
		25	Service Disruption
		32	Therapeutic Processes/Procedures
		14	Accidents/Falls
		9	Administrative Processes
		35	Behaviour
		1	Blood/Plasma products
		11	Communication
		8	Diagnostic Processes/procedures
		11	Documentation
		6	Exposure to environmental hazards
		2	Fires, Fire Alarms and Fire Procedures
		10	Infection control
		14	Injury of unknown origin
		2	Medical Devices, Equipment, Supplies
		39	Medication
		2	Nutrition Food/Meals from Kitchen
		3	Nutrition Pharmacy Products
		143	Patient Accident/Falls
		5	Personal Property/Data
		111	Pressure Ulcers
		2	Security of organisations property, data
		61	Service disruptions
		10	Therapeutic Processes/Procedures
1	Unexpected Death or severe harm		
2020	Orthopaedics	12	Accident/Falls
		10	Administrative processes
		23	Behaviour
		5	Blood/Plasma products
		11	Communication
		5	Diagnostic Processes/procedures
		10	Documentation
		4	Exposure to environmental hazards
		12	Infection control
		22	Injury of unknown origin
		7	Medical Devices, equipment, supplies
		1	Medical Gases/oxygen
		27	Medication
		168	Patient Accident/Falls
		1	Personal property/data
		101	Pressure Ulcers
		1	Property
		1	Security of organisations property, data
		12	Service Disruptions
		15	Therapeutic processes/procedures
	1	Unexpected deaths or severe harm	
	Cardiovascular	18	Accidents/Falls
		15	Administrative Processes
		34	Behaviour

		2	Blood/Plasma products		
		11	Communication		
		3	Diagnostic Processes/procedures		
		15	Documentation		
		14	Exposure to Environmental Hazards		
		16	Infection Control		
		28	Injury of unknown origin		
		10	Medical devices, equipment, supplies		
		59	Medication		
		1	Nutrition food/meals from kitchen		
		175	Patient Accident/Falls		
		4	Personal property/data		
		108	Pressure Ulcers		
		2	Security of organisations property, data		
		28	Service disruptions		
		5	Therapeutic Processes/procedures		
		2021	Orthopaedics	2	Access, Admission
107	Accident, injury				
2	Administrative Processes				
6	Assessment, Investigation, Diagnosis				
22	Behaviour				
1	Blood/Plasma products				
11	Communication				
2	Diagnostic Processes/procedures				
1	Documentation				
2	Equipment, Devices				
5	Exposure to environmental hazards				
15	Infection Prevention and Control				
1	Information technology				
9	Infrastructure				
11	Injury of unknown origin				
20	Medication, IV Fluid				
2	Monitoring, Observations				
50	Patient Accident /Falls				
119	Pressure Damage, Moisture Damage				
4	Records, Information				
2	Safeguarding				
4	Service disruption				
3	Therapeutic Processes/procedures				
5	Transfer, Discharge				
7	Treatment, Procedure				
	Cardiovascular			1	Access, Admission
				163	Accident, Injury
			2	Administrative processes	
			3	Assessment, Investigation, Diagnosis	
			63	Behaviour	
			14	Communication	
			1	Consent, Mental Capacity Act	
	4		Diagnostic processes/procedures		

		4	Documentation
		4	Equipment, devices
		4	Exposure to environmental hazards
		11	Infection Prevention and control
		1	Information Technology
		56	Infrastructure
		12	Injury of unknown origin
		4	Medical devices, equipment, supplies
		41	Medication, IV Fluids
		2	Monitoring, Observations
		55	Patient Accidents/Falls
		1	Patient/service user death
		133	Pressure Damage, moisture damage
		9	Records, Information
		6	Safeguarding
		5	Service disruption
		3	Therapeutic processes/procedures
		5	Transfer, discharge
		6	Treatment, procedure
2022	Orthopaedics	2	Access, Admission
		207	Accident, Injury
		10	Assessment, Investigation, Diagnosis
		40	Behaviour
		7	Communication
		6	Equipment, Devices
		42	Infection Prevention and Control
		2	Information Governance, Confidentiality
		21	Infrastructure
		43	Medication, IV Fluids
		1	Monitoring, Observations
		3	Nutrition, Hydration
		2	Patient/service user death
		144	Pressure Damage, Moisture Damage
		9	Records, Information
		2	Safeguarding
		11	Transfer, Discharge
		8	Treatment, Procedure
	Cardiovascular	1	Access, Admission
		198	Accident, Injury
		6	Assessment, Investigation, Diagnosis
		56	Behaviour
		8	Communication
		6	Equipment, Devices
		21	Infection prevention and control
		1	Information Governance, Confidentiality
		2	Information Technology
		30	Infrastructure
		59	Medication, IV Fluids
		3	Monitoring, observations

		1	Nutrition, hydration
		2	Patient/service user death
		150	Pressure Damage, moisture damage
		7	Records, Information
		5	Transfer, Discharge
		5	Treatment, procedure