

Reference:	FOI.14055.24
Subject:	Complaints
Date of Request:	20 March 2024

Requested:

1. I would like to request the information relating to the total number of complaints in relation to A and E waiting times from 01/01/24 to the 18/03/24 in the Hywel Dda Health Board region.
2. Could I also request the information relating to the total number of complaints relating to minors only in the same period and region above.

Response:

1. Hywel Dda University Health Board (UHB) confirms that sixteen (16) complaints relating to Accident and Emergency (A&E) waiting times have been recorded and managed through the Putting Things Right (PTR) process, during the period 1 January to 18 March 2024.
2. The UHB confirms that thirty-nine (39) complaints relating to minors aged eighteen and under, across all UHB departments and services have been recorded and managed through the PTR process, during the period 1 January to 18 March 2024.