

Reference:	FOI.14167.24
Subject:	Complaints
Date of Request:	8 April 2024

Requested:

I would like information about the number of complaints that have been made against nurses and midwives each year since 2018.

I would like the data to be reported separately, so numbers of complaints against nurses and number of complaints against midwives.

I would also like an overview of the types of issues that were raised in these complaints, again reported separately for nurses and midwives.

Response:

Hywel Dda University Health Board (UHB) provides, within the table overleaf, the number of complaints relating to nurses and midwives, as recorded across the UHB's two (2) Datix Incident reporting systems, during the 2018 to 2023 calendar years.

However, where the figure in the table has been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of patients due to the low numbers of cases (less than 5), as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000 (FoIA). This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations, as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

Calendar year	Nurse	Midwife
2018	13	*
2019	29	10
2020	79	9
2021	148	14
2022	200	20
2023	185	13

The UHB provides within the table below, the subjects of the complaints recorded for nurses and midwives, during the 2018 to 2023 calendar years.

Nurse	Midwife
Access (to services)	Access (to services)
Accident/falls	Attitude/behaviour
Admissions	Clinical treatment/assessment
Appointments	Communication Issues (including language)

Assault	Confidentiality
Attitude/behaviour	Consent
Cleanliness	Environment/facilities
Clinical treatment/assessment	Equality
Communication Issues (including language)	Monitoring/observation issues
Concerns handling	Other
Confidentiality	Patient Care
Consent	Privacy/dignity
Discharge issues	Record keeping
Environment/facilities	Resources
Equality	Test and investigation results
Equipment	
Infection Control	
Medication	
Monitoring/observation issues	
Nutrition/hydration	
Other	
Patient Care	
Personal property/finance	
Post Death Issues	
Privacy/dignity	
Record keeping	
Referral	
Resources	
Skin Damage	
Test and investigation results	