

<b>Reference:</b>	FOI.5708.21
<b>Subject:</b>	GP surgeries in Carmarthen
<b>Date of Request:</b>	29 March 2021

**Requested:**

Can you please provide me with the information listed below for these two surgeries:

Furnace House Surgery, St. Andrews Road, Carmarthen, SA31 1EX  
 St Peter's Surgery, Carmarthen, SA31 1AH

1. How many patients are registered at each surgery?
2. What is the patient/doctor ratio for each surgery?
3. How many complaints have been registered in the last 5 years against each surgery?
4. What is the breakdown of complaints (if any), i.e. the nature/category of the complaint and numbers for each nature/category at each surgery?
5. What are the names of the GPs that have had complaints against them and the number of complaints per GP and the nature/categories?

**Response:**

1. Hywel Dda University Health Board (UHB) provides within the table below, the current number of patients that are registered at the requested GP Practices.

GP Practice	Number of patients
Furnace House Surgery	14,700
St Peter's Surgery	6,892

2. The UHB regrets to inform you that it does not hold the information requested.

We therefore suggest that you contact the surgeries directly for this information. Contact details for each of the UHB's GP Practices can be found via the following link:

<http://www.wales.nhs.uk/sitesplus/862/directory/gps/>

3. The UHB provides, within the table below, the number of complaints that have been registered against each of the GP Practices, during the last five (5) years, as requested.

GP Practice	Number of complaints
Furnace House Surgery	19
St Peter's Surgery	11

Please note, that this is the information held by the UHB, the individual GP Practices will receive and manage their own complaints. We therefore suggest you contact the GP's directly for this information.

4. Due to the nature of the complaints having low numbers, the UHB is unable to provide the breakdown by number, 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. Please see question 5 for full exemption explanation.

However, the UHB provides, within the table overleaf, the nature of the complaints that have been registered against each of the GP Practices, during the last five (5) years, as requested.

<b>Furnace House Surgery</b>	<b>St Peter's Surgery</b>
Dissatisfied with care/no support	Dissatisfied with care/no support
Delay with diagnosis/treatment	Delay with diagnosis/treatment
Prescribing	Prescribing
No appointments available	No appointments available
Staff relations	Staff relations
'My health online' system issues	Referrals
Shielding letters	Registration/transfer issues
Fit papers	Correspondence sent by surgery
	Concerns

5. The UHB is withholding the information requested. This decision has been made as it is not within the reasonable expectations of these individuals, that their personal data would be put into the public domain. This information is classed as personal data of a third party. It is therefore being withheld in accordance with the exemption set out in section 40(2) of the Freedom of Information Act 2000, by virtue of section 40(3) (a) (i) of the Act which permits a public authority to withhold personal data other than the requester's where the disclosure would breach Data Protection principles.

In reaching this decision, the Data Protection Act 2018/General Data Protection Regulations 2016 defines personal data as data which 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.