

Reference:	FOI.4192.20
Subject:	Health Board Assistant Directors
Date of Request:	5 October 2020

Requested:

1. Would you please particularise which information requests were allocated to NHS Case 17036 and which were allocated to NHS case 17046.
2. I understand Hywel Dda University Health Board (HDUHB) Directorates may have more than one Assistant Director.
 - a. Would you please give details of the HDUHB Assistant Director for Patient Experience that oversaw NHS Case 17036 for quality assurance.
 - b. Would you please give details of the HDUHB Assistant Director for Patient Experience that oversaw NHS case 17046 for quality assurance.
3. I further understand that HDUHB Corporate Office has many Directors, Deputy Directors, Assistant Directors and other office grades.
 - a. Would you please give details of the HDUHB Corporate Office officer that oversaw NHS Case 17036 for quality assurance.
 - b. Would you please give details of the HDUHB Corporate Office Officer that oversaw NHS Case 17046 for quality assurance.

Response:

1. Case 17036 was in relation to pancreatitis and its management, and case 17046 was in relation to Hywel Dda University Health Board's 'Policy and Procedure for Urinary Catheterisation of Adults'.
2. The UHB confirms that a range of quality assurance processes are undertaken prior to the issuing of a complaint response, which are overseen by Louise O'Connor, Assistant Director of Patient Experience prior to final Executive sign off.
3. The UHB confirms that quality assurance was overseen by Sian-Marie James, Assistant Director of Corporate Legal Services and Public Affairs prior to Executive sign off.