

Reference:	FOI.6855 & 6882.21
Subject:	Health Board's complaints process
Date of Request:	3 & 10 September 2021

Requested:

FOI 6855

1. I understand from previous email that HDUHB Complaints need to be forwarded to the Chief Executive's Office for signature and acknowledgement before they are forwarded to the Complainant.

Would you please confirm that my understanding is correct?

For clarity and understanding of HDUHB Complaints Process;

2. Would you please confirm that HDUHB Complaint 20763 relates to my prolonged urinary catheterisation, when it was logged and when the complaint was forwarded to the Chief Executive Office?
3. Would you please confirm that HDUHB Complaint 20764 relates to the removal of my Gall bladder, when it was logged and when it was forwarded to the Chief Executive Office?
4. Would you please confirm the time limitation for Chief Executive Office receipt, signature and acknowledgement regarding HDUHB complaints?

FOI 6882

5. Would HDUHB confirm when I will receive the attachments "image001.emz", "image003.emz" and "oledata.mso"?
6. It is my understanding that under the Act – Acknowledge of the Information request should be received within two days and a response should be received within 20 working days. There are provisos under the Act viz..
 - (i) If there are reasoned exceptional circumstances an extension to 20 days may be requested
 - (ii) If the information is available it should be provided before the 20 day limitation.

Would HDUHB confirm that my understanding of the Act is correct?

7. Would HDUHB confirm that HDUHB- Complaints Officer sent me an email dated 14 June 2021 15:22 that referenced Complaint No.20763?

Response:

1. Hywel Dda University Health Board (UHB) confirms that your understanding is correct.
2. The UHB confirms that complaint reference number 20763 does relate to your prolonged urinary catheterisation, which was logged in the UHB's Datix system on 18 December 2020.

3. The UHB confirms that there is no record in the UHB's Datix system of a complaint reference number of 20764.

However, the UHB has checked the records held and notes that a request for information was made to Dr Phil Kloer, Medical Director, in March 2020, relating to the care received from the surgical team around your gallbladder. This was logged in the UHB's Datix system as complaint reference number 17036, with a written response issued in July 2020.

4. The UHB confirms that under the UHB's 'Putting Things Right' process, an acknowledgement should be provided within two (2) working days and it aims to respond to concerns within thirty (30) working days; or within six months for more complex concerns. If the response to a complaint is deemed unsatisfactory, the complainant is advised to contact Patient Support Services (PSS), who can arrange for a meeting to discuss any further concerns or the complainant can seek further advice from the Community Health Council or refer the matter to the Public Services Ombudsman for Wales – information is always included in the final response letter on how to access these services.
5. The UHB confirms that the attachments referred to as 'image001.emz', 'image003.emz' and 'oledata.mso' were the images within the UHB's 'Short Guide to FOI' leaflet, which unfortunately, due to an older version being issued to you in error and due to formatting and upgraded software, did not allow the images to be opened.

Please be assured we are in the process of updating the Freedom of Information literature, which will be formatted with the most recent software available, ensuring the leaflets produced will open correctly.

Additionally, the UHB's FOI information can be found on the UHB's website and can be accessed via the attached link:

[Freedom of information - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/foi)

6. The UHB confirms that your understanding is correct.
7. The UHB confirms that a PSS Complaints Officer did provide a response to an email that referenced complaint reference number 20763, dated 14 June 2021.