

Reference:	FOI.17716.25
Subject:	Hospital data
Date of Request:	7 July 2025

Requested:

I would like to request the following data for each calendar year from 2020 to 2025:

1. The number of hospital beds in the organisation.
2. The number of Datix incident reports submitted.
3. The number of nurses employed by the organisation.
4. The number of nurses who have left the organisation (voluntarily or otherwise).
5. The number of nurses who have reduced their contracted hours.
6. The number of formal patient complaints received.

Clarified:

2. & 6. I would kindly request that both sets of data be provided – the number of patient affecting incidents/complaints and all complaints/incidents.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested for question 6 of your request, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The UHB's datix risk management and incident reporting system which records complaints, does not capture if a complaint who a complaint is about, e.g. patient, visitor, contractor, or staff member. Therefore, the UHB would need to undertake a trawl of all complaints received, to identify those made by a patient to identify information to satisfy your request.

The UHB can confirm that a total of one thousand nine hundred and twenty-one (1,921) complaints were recorded on the Datix risk management and incident reporting system, during the time period requested. Therefore, to provide you with the exact information being requested for question 6, conducting the search would far exceed the ‘appropriate limit’, estimated to cost the UHB the following:

1,921@ 5 minutes per item = 160.08 hours
160.08 hours @ £25 per hour = £4,002.08

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, we are required as a public authority, to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA, this can include assisting a requester to further refine their request. Having considered your request and following receipt of your clarification, on this occasion we would not have any further refinements to suggest to help identify any further information that may fulfil your request.

Aside from the Section 12 exemption detailed above, the UHB provides the accessible information it holds for your further questions, below.

1. Hywel Dda University Health Board (UHB) has applied an exemption under Section 21 of the Freedom of Information Act 2000, as the information requested is accessible by another means. The information requested for the 2020/21 to 2024/25 financial years is available on the Welsh Government (WG) Stats Wales website. A link to the relevant webpage has been provided below.

<https://statswales.gov.wales/Catalogue/Health-and-Social-Care/NHS-Hospital-Activity/NHS-Beds/nhsbeds-by-organisation-site>

Additionally, the UHB can confirm that it had an average of one thousand two hundred and eight (1,208) beds across the UHB, during the period 1 April to 30 June 2025.

2. The UHB provides within the table below, the number of incidents recorded on the Datix risk management and incident reporting system, for the 2020 to 2024 calendar years and the period 1 January 2020 to 30 June 2025.

Calendar year	Patient/Service user	All other incidents
2020	13,173	1,529
2021	13,985	4,649
2022	14,428	2,417
2023	16,154	2,661
2024	12,698	2,631
2025	6,186	1,422
Total	76,624	15,309

3. The UHB provides within the table below, the number of Registered Nurses (RN) employed (excluding bank posts), as recorded on the UHB's Electronic Staff Record (ESR) system, as at 31 December of each year requested and as at the 7 July 2025.

Calendar year	Number
2020	3,186
2021	3,265
2022	3,349
2023	3,618
2024	3,807
2025	3,824

4. The UHB provides within the table overleaf, the number of RN's that have terminated their employment with the UHB, for any reason, as recorded on the UHB's ESR system, during the 2020 to 2024 calendar years and the period 1 January 2020 to 30 June 2025.

Calendar year	Number
2020	225
2021	247
2022	284
2023	192
2024	233
2025	105

5. The UHB provides within the table below, the number of RN's that have reduced their contracted hours, as recorded on the UHB's ESR system, during the 2020 to 2024 calendar years and the period 1 January 2020 to 31 March 2025. (Most recent date available).

Calendar year	Number
2020	278
2021	385
2022	402
2023	410
2024	389
2025	95

6. The UHB provides within the table below, the total number of formal complaints recorded on the Datix risk management and incident reporting system, for the 2020 to 2024 calendar years and the period 1 January 2020 to 30 June 2025.

Calendar year	Formal complaints
2020	135
2021	343
2022	518
2023	419
2024	416
2025	90
Total	1,921