

Reference:	FOI.20116.26
Subject:	Hysteroscopies
Date of Request:	7 April 2026

Requested:

1. The total number of formal complaints relating to outpatient hysteroscopy procedures (including both diagnostic and operative hysteroscopy) at Withybush Hospital over the last five years, with a yearly breakdown.
2. Of these complaints, how many relate to:
 - Pain
 - Pain management
 - Patient discomfort
 - Consent, including issues relating to information provided, communication, or failure to adequately inform patients prior to procedures.
3. A summary of complaint outcomes, including the number upheld, partially upheld, and not upheld.
4. Details of any documented actions, service improvements, policy changes, or clinical practice changes implemented in response to these complaints.
5. Please provide details of current policies or guidelines relating to informed consent for outpatient hysteroscopy procedures, including diagnostic and operative hysteroscopy, and how risks of pain and options for analgesia or anaesthesia are communicated to patients.
6. Please confirm whether pain scores are routinely recorded for outpatient hysteroscopy procedures, including diagnostic hysteroscopy and operative hysteroscopy, and if so from what date was this practice introduced.

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with the number of patients for questions 1, 2 and 3, due to the low number of cases (less than 5), as there is a potential risk of identifying individuals if this was disclosed. Therefore, the UHB is withholding these details 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 (UK GDPR), 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.

4. The UHB can confirm that Clinicians are now required to record the time taken to complete such procedures.

5. The UHB confirms that patients are provided with an Outpatient Hysteroscopy Consent form, that requires reading and signing prior to the procedure. A copy of the consent form has been provided at Attachment 1.
6. The UHB confirms that pain scores are not routinely recorded for outpatient Hysteroscopy procedures.