

<b>Reference:</b>	FOI.15098.24
<b>Subject:</b>	Patient complaints
<b>Date of Request:</b>	28 August 2024

**Requested:**

I would like to request the following information:

The amount of complaints that your Health Board receives annually and which departments are these complaints associated with. The information I am requesting is spanning over the years of 2019 to 2024.

**Clarified**

The number of patient/public complaints Hywel Dda University Health Board have received each year, for the past five years, and what departments those complaints are sent to.

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested, 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 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

As not all patient complaints are collated and recorded centrally, the UHB would need to contact each department across the UHB and request a search of their records, for the time period requested, to identify any information that may fulfil your request.

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, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides the accessible information, in the format held, below.

The UHB provides within the table below, the number of complaints managed through the ‘Putting Things Right’ (PTR) process, as recorded on the UHB’s two (2) Datix Incident Reporting systems, categorised by Directorate, for the 2019 to 2023 calendar years.

<b>Directorate</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Cancer Services	26	14	19	13	17
Community Pharmacy	11	20	7	7	13
Community Services	150	103	43	56	49
Corporate / Operational Services	146	83	126	122	149
Mental Health & Learning Disabilities	202	158	172	125	131
Minor Injuries Unit	16	21	28	22	19
Out of Hours Service	21	16	5	10	8

Scheduled Care	971	757	521	806	870
Therapies and Health Sciences	0	0	34	45	69
Unscheduled Care	747	721	797	804	654
Women & Children's Health	249	227	200	194	179