

<b>Reference:</b>	FOI.5887.21
<b>Subject:</b>	Patient Support Services
<b>Date of Request:</b>	23 March 2021

**Requested:**

1. What is DCP office grade in Hywel Dda University Health Board (HDUHB) Administration Department?
2. What legal qualifications are required for the Investigation Case Officer post?
3. Would you please confirm that DCP agreed the correspondence content written on her behalf?
4. Would you please confirm HDUHB policy, protocols and guidelines regarding patient concerns of treatment and care?

**Response:**

1. Hywel Dda University Health Board (UHB) is withholding the information requested. This decision has been made as it is not within the reasonable expectations of this individual, that her personal data would be put into the public domain. This information is classed as personal data of a third party. It is therefore being withheld in accordance with the exemption set out in section 40(2) of the Freedom of Information Act 2000 (FoIA), by virtue of section 40(3) (a) (i) of the Act which permits a public authority to withhold personal data other than the requester's where the disclosure would breach Data Protection principles.

In reaching this decision, the Data Protection Act 2018/General Data Protection Regulations 2016 defines personal data as data which 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.

2. The UHB confirms that there are no legal requirements for the role of Investigations Officer. The knowledge and skills required for each job role within the UHB are defined within the UHB's Job Descriptions, specific to the role.
3. The UHB confirms that part of the team administrator's job role is to assist with maintaining contact with a complainant during the concerns' investigation process. DCP has confirmed that the correspondence content written on her behalf is agreeable.
4. The UHB confirms that it is required to investigate concerns in accordance with the UHB's formal process, as established by the NHS Concerns, Complaints and Redress Arrangements (Wales) Regulations 2011. Additionally, the UHB has a 'Putting Things Right' policy.

This information is already within the public domain; therefore, the UHB has applied an exemption under Section 21 of the Freedom of Information Act 2000, as the information is accessible by another means.

For ease of reference please click on the attached link which will take you directly to the policy:

<http://www.wales.nhs.uk/sitesplus/documents/862/894-ManagementConcernsPolicy.pdf>

