

Freedom of Information Request: Our Reference CTHB_127_18

You asked:

- 1. Please can you tell me your Chief Executive's annual salary since the creation of the Health Board and how much the CEO has claimed in expenses every year, and what they were for?**

Information relating to Chief Executive is routinely published within our Annual Reports / Annual Accounts and are available via the website via the following link:

<http://cwmtaf.wales/how-we-work/our-organisation-2/annual-reports/>

The Chief Executive for the Health Board has not claimed expenses since being in post.

- 2. Please tell me how much each board member is currently paid and collectively how much was claimed in expenses last year by the Board members, excluding the Chief Executive?**

As above in question 1, information relating to each Board Member is routinely published within our Annual Reports / Annual Accounts are accessed on the link above.

The total amount claimed in expenses for the last financial year was £12,995.

- 3. Please tell me how many complaints you receive weekly, on average, or annually if weekly statistics are not available?**

The Health Board publishes information relating to complaints via the Annual Concerns Report. The can be accessed via the link below:

<http://cwmtaf.wales/how-we-work/plans-and-reports/annual-concerns-reports>

In addition, the Health Board also receives updates, latest papers available here (page 226)

http://cwmtaf.wales/we-are-cwm-taf/board-papers/?drawer=Board_Papers*2017-2018*MEETING%2006%20MARCH%2029%202018

The Quality Safety and Risk Committee also receive regular updates within the Quality Report - <http://cwmtaf.wales/how-we-work/quality-safety-risk-committee/> December 2017 (starting on page 369)

4. How many annual complaints of medical negligence has the Health Board received since its creation and how many of these have been gross negligence resulting in patient deaths?

Please see response to question 3. The Annual Concerns Reports are available from 2011-2012 onwards here <http://cwmtaf.wales/how-we-work/plans-and-reports/annual-concerns-reports>

5. How are complaints of negligence resolved?

Information regarding the processes in relation to complaints / concerns can be found via the following link:

<http://cwmtaf.wales/concerns>

6. How much has the Health Board paid in compensation to patients, what are the lowest and highest compensation levels ever paid?

Information regarding the amount the Health Board has paid out can be found via the following link:

<http://cwmtaf.wales/how-we-work/plans-and-reports/annual-concerns-reports>

A standard detailed report is also presented on a quarterly basis to the Audit Committee. These reports are available to the public via the following link, through the Losses and Special Payments item:

<http://cwmtaf.wales/how-we-work/audit-committee/>

7. How many incidents of negligence have occurred at CTUHB, whether victims have complained or not, how many of these have resulted in preventable deaths?

This information is available via the Annual Concerns Report (link as per question 3).

8. How have you dealt with these?

Please see link provided below to CTUHB's Concerns Policy.

<http://cwmtaf.wales/wp-content/uploads/2016/04/Concerns-Policy-Procedure.pdf>

There are other policies in relation to staff which could be used within the health board for example the Disciplinary Policy.

9. How many adverse events have been reported annually by clinical staff? How do you deal with adverse events?

Information regarding adverse events can be found within the Complaints Report that is submitted to the Health Board's Board meeting, please see link below (agenda item 4.6).

http://cwmtaf.wales/we-are-cwm-taf/boardpapers/?drawer=Board_Papers*2017-2018*MEETING%2006%20MARCH%2029%202018

10. How many never events have been reported annually?

This information is available via the Concerns Annual report, and the routine Board reports (links as above).

11. How many complaints are about doctors' attitudes to patients, including bullying? How do you deal with the bullying of patients?

The Health Board does not specifically capture the staff groups for complaints received on our DATIX incident reporting system, therefore this information is not available.

Complaints received by the Health Board are investigated in line with the Putting Things Right guidance. For more information please see link provided - <http://cwmtaf.wales/concerns/>

12. How many instances of bullying amongst staff have been reported annually?

The Cwm Taf University Health Board Dignity at Work Policy demonstrates the committed to providing a working environment free from harassment and bullying and ensuring all staff are treated, and treat others, with dignity and respect.

In terms of numbers reported annually we do not hold this information centrally.

13. Are you aware that bullying amongst staff has been proven to compromise patient care?

Please note an excerpt from the Policy:

Cwm Taf University Health Board will not tolerate any form of bullying and harassment which occurs at work and out of the workplace, such as on business trips, at work-related events, or on social media and

will take all practicable steps to avoid and eliminate this. Behaviour which may be described as bullying and/or harassment is not conducive to the provision of effective healthcare services and can undermine the confidence and performance of employees. It can also affect their physical and mental health and wellbeing and lead to absenteeism. **The effects of poor relations between individuals can be felt across the Health Board and ultimately can have an impact on the care provided to patients.**

14. How do you ensure clinical staff make accurate, complete and truthful medical records?

Clinical record keeping is an integral component in good professional practice and the delivery of quality healthcare. Regardless of the form of the records (*i.e.* electronic or paper), good clinical record keeping should enable continuity of care and should enhance communication between different healthcare professionals. All clinical staff have codes of practice and rules to which they must adhere. All staff are also required to have reviews of their performance and identify developments at least annually and the health board also has a disciplinary policy if staff fail to follow the required standards.

Within the Cwm Taf UHB Records Management Policy each member of staff:

- Under the Public Records Act, is responsible for any records that they create or use in the course of their duties
- Has a contractual and common law duty of confidentiality for any records that they create, handle, store or come across during their employment
- Must understand their responsibilities when using or communicating personal or commercially sensitive data and information
- Must not obtain improper access to information which is subject to restrictions which have either been ignored or overridden
- Should only gain access to information for which they are entitled to *i.e.* information should only be obtained on a "need to know" basis
- Must ensure that they report inappropriate access to records or their loss/theft (whether thought to be temporary or permanent) in accordance with the UHB's Incident Reporting Procedure.

15. What is your policy if omissions and lies are identified in patients records?

Registered professionals are responsible for complying with their relevant codes and standards of professional practice for record-keeping and for supervision of unqualified members of the team

making entries in health records. Record keeping and records management responsibilities are included in staff job descriptions and are also included within the standard Agenda for Change Terms and Conditions of Service.

All staff must ensure that they keep appropriate records of their work within the UHB and that they manage all records in keeping with this policy and any subsequent procedures or protocols that may be issued. The Disciplinary policy may be used if staff fail to follow the required standards.