

Freedom of Information Request: Our Reference CTHB_80_18

You asked:

Could you please tell me has the health board received any complaints about any surgeons that work at Prince Charles hospital in the last 15 years?

If you have, on what date did you receive the complaints and what was the complaint?

Could you tell me have any surgeons ever been called in and questioned or investigated about any complaints if they have on what dates and regarding what complaints?

Our response:

Please note that Cwm Taf Health Board was formed on 1 October 2009, therefore, due to disparate systems used within predecessor organisations, we would only be able to provide information from this date onwards.

However, the Health Board did not specifically capture the staff groups for complaints received during the time period on our DATIX incident reporting system, therefore this information is not available.

In order to comply with our obligation set out in section 16, to provide help and assistance, information relating to the number and type of complaints received is available via the Health Board's annual Concerns Report. These can be found at <http://cwmtaf.wales/how-we-work/plans-and-reports/annual-concerns-reports/>

Further information can also be found in our Patient Experience report which is submitted to Board. For ease of access I have attached a link to the information [here](#) (Agenda item 4.2).

All formal 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/>