

Freedom of Information Request: Our Reference CTHB_418_19

You asked:

How many patients from Ophthalmology service at Princess of Wales Hospital (Bridgend) took advice from PALS or made a comment or complained to PALS from calendar year 2016-17, 2017-18, 2018-19 and 2019 until 12-Dec-2019.

Our response:

2016 – 17

PALS contacts – 19

Friends and Family Patient Experience Feedback - 16

Compliments – 21

2017 – 18

PALS contacts – 18

Friends and Family Patient Experience Feedback - 26

Compliments – 8

01/01/18 – 31/03/19

PALS contacts – 12

Friends and Family Patient Experience Feedback - 18

Compliments – 7

01/04/19 – 12/12/19

PALS contacts – 7

Have your Say Patient Experience Feedback - 3