

Freedom of Information Request: Our Reference CTHB_289_19

You asked:

How many Complaints/Concerns about CTHB have been made by members of the Public and/or Patients in the years 2016; 2017; 2018; 2019?

Please indicate for each year the number of Clinical/Medical nature and, separately, those of an administration nature. May I also request that the number of Complaints Satisfactorily resolved, and the length of time it took to resolve in the format requested:

Year	Medical/Clinical.	Administrative.	Resolved	Time to Resolve
2016.	#.	# .	Y/N.	days;months
2017				
2018				
2019 {to date}				

Our response:

Please note that Cwm Taf Morgannwg University Health Board was established on 1 April 2019. We would like to add that on the 1 April 2019 the former Cwm Taf University Health Board and the services for the people of Bridgend, were brought together to form a new Health Board - Cwm Taf Morgannwg University Health Board.

Therefore, the increase in the number of concerns/complaints in 2019 reflects the boundary change. Please find our response provided in the table below.

Year	Medical/ Clinical Open	Medical/ Clinical Closed	Administrative	Resolved	Time to Resolve Days
2016	301	405	*	y	48971
2017	322	305		y	25649
2018	330	352		y	34268
2019 (to date)	638	523		y	23246

* We do not categorise concerns/complaints as administrative therefore, we are unable to provide. However, in order to fulfil our obligation under Section 16 of the Act to provide advice and assistance, the list of categories has been provided below. If you can advise us which categories you feel would be applicable as administrative, we will endeavour to provide you with this information.

Type Code	Type Description
ABS1	Absconding
ADM1	Admission / Transfer / Discharge
BLD1	Blood Transfusion
COMMUN	Communication
CON1	Consent for Treatment
CSS1	Correct Site Surgery
DL1	Delays
EQ1	Equipment
HR1	Health Records
INJ1	Patient injury
ISTSEC	Breach of Confidentiality / Information Security
LPI1	Laboratory / Pathology Investigations
MED1	Medication - Administration
MED2	Medication - Monitoring
MED3	Other medication error
MED4	Medication - Dispensing
MED5	Medication - Prescribing
NNE1	Neo-Natal / Maternity Event
OH6	Infection
PD1	Pressure Damage
RAD1	Radiological Investigations
SC5	Security - Property
SL1	Slip, Trip or Fall
TE1	Treatment Error
TRAN2	Patient - Hospital Transport
UC1	Unexpected Complications
UTD1	Unexpected or Trauma Related Death