

Freedom of Information Request: Our Reference CTHB_24_20

You asked:

With Reference to the Bridgend Private Healthcare Clinic operated since 1997 at the Princess of Wales Hospital, can you please provide answers to the following questions.

Please note, Cwm Taf Morgannwg University Health Board was established on the 1 April 2019 when the boundary area changed to incorporate Bridgend. We are therefore only able to provide information from this point on. Any information requests prior to this relating to the previous ABM UHB area would need to be redirected to FOIA.Requests@wales.nhs.uk

1. Does the Clinic require to be registered with HIW?

HIW inspects NHS bodies and services. The Bridgend clinic is a private facility.

2. Has the Clinic ever been independently inspected, if so, please can you provide a copy of the inspection report.

Since the 1 April 2019 processes have been reviewed with the new hospital management team in terms of governance and there is ongoing work to strengthen governance and systems.

3. How many patient beds are contained within the Clinic which may be occupied for inpatient overnight stays?

There are 9 cubicles on Bridgend clinic.

4. How many full time nurses are fully employed to provide private healthcare at the Clinic?

There are 1 band 6 qualified nurse, 8.7 band 5 qualified nurses and 2.8 unqualified nurses in the establishment for Bridgend Clinic.

5. Are any nurses occupied within the Clinic for private patient nursing care, who are also utilised within the main Hospital wards to care for NHS patients or vice versa?

None of the Bridgend clinic nurses are used to support the wards in the hospital. When there are shortages of staff on Bridgend clinic these are put out to bank or if the wards are able to support they will try.

6. Have any of the Clinic beds been utilised for the use of NHS patients to alleviate this winter's pressures/shortages at the Main Hospital wards, and at the A&E department? Please provide data.

Yes they have, in times of extreme site pressure and this has resulted in private operations being cancelled due to NHS patients being in the Bridgend clinic beds. There is no electronic system in Bridgend clinic to provide a robust audit of times and days where this has occurred but it is frequent particularly if beds are empty.

7. Does the Clinic have a separate complaints policy, or are all complaints dealt with using the Wales NHS complaints process.

Any complaints received that relate to private care provided at the Bridgend Clinic are passed to the Princess of Wales Hospital Governance Team who log and acknowledge receipt of the complaint. If the complaint is entirely related to the practice of individual private practitioners (ie consultants with practising privileges in Bridgend Clinic), the complaint is passed to them for them to respond directly to the complainant. Any and all elements of concern raised about the environment, nursing care, administration or other associated elements of care are processed and responded to through the usual NHS process used in the Princess of Wales Hospital.

A Bridgend Clinic complaints policy is a known requirement of the Operating Framework for Bridgend Clinic, currently under review.