

Freedom of Information Request: Our Reference CTMUHB_384_20

You asked:

Patient "A" was treated inappropriately and abruptly by "Dr C " on 27th Sept 2019 and Patient A was unhappy that her Intra ocular pressure was high and in pain and the Dr C did not check properly. This complaint was given to Sister in charge and in turn another Dr S saw this patient on request by Sister and patient was happy with the proper treatment received. The patient requested to complaint to Consultant Mr K which was done by Dr S by verbally and by email.

Was this incident reported on Datix system or via another system Please?

Was this issue investigated please?

Who Investigated?

When was this investigated?

What was the outcome please?

Was the patient conveyed of the outcome please?

Our response:

Under the Freedom of Information Act (FOIA) you have a right to request any recorded information held by a public authority.

However, under this Act some information may not be given to you because it is exempt, for example because it constitutes as personal data about somebody else.

The information that you have requested would constitute personal data relating to someone other than yourself. The Health Board is not obliged to confirm or deny that it holds information, if giving the confirmation or denial to a member of the public would contravene:

- any of the data protection principles; or
- section 10 of the DPA.

and as such Section 40(5)(b)(i) would apply.

The Health Board considers that the information you have requested constitutes the personal data of the patient/individuals involved and would be a breach of the first data protection principle. To confirm or deny would be unfair to the individuals as the reasonable expectation, if a complaint had been made, would be that this would not be disclosed unless or until it reached the stage at which it would normally be expected to be disclosed.

Whilst acknowledging the fact that there may be a public interest in knowing if any complaints had been made, we would like to assure you that the Health Board takes any complaint it receives very seriously and investigates the complaints it receives and appropriate action is taken where required. It may be helpful to know that the Health Board publishes an [Annual Concerns Report](#), the content of which is scrutinised by members of the Board and provides information on themes, trends and corrective action taken.

If you do have a concern you wish to raise or would like to discuss, you can contact the Concerns Team on 01443 744915 or Email: CTHB_Concerns@wales.nhs.uk