

Freedom of Information Request: Our Reference CTMUHB_115_21

You asked:

Could you please advise me of information held with regards to complaints at Bridgend princess of wales? In the last twelve months

Our response:

Between the 01.03.20 and the 28.02.21 the Health Board received 552 complaints in relation to the Princess of Wales Hospital. A summary of the categories of complaints is provided below:

Reason for complaint
Absconding
Admission / Transfer / Discharge
Breach of Confidentiality / Information Security
Communication
Consent for Treatment
Delays
Equipment
Health Records
Infection
Laboratory / Pathology Investigations
Medication
Neo-Natal / Maternity Event
Patient injury
Pressure Damage
Radiological Investigations
Security - Property
Treatment Error
Unexpected Complications
Other