

Freedom of Information Request: Our Reference CTMUHB_68_23

Please note that Cwm Taf Morgannwg University Health Board was established on 1 April 2019. Therefore, due to the timeframe requested, the information prior to this relates to the previous Cwm Taf area only and does not reflect the boundary change. Any information requests (prior to April 1 2019) relating to the previous Abertawe Bro Morgannwg University Health Board area (Bridgend) would need to be redirected to FOIA.Requests@wales.nhs.uk

Two further questions submitted 14/02/2023 (Question 4 and 5).

You asked:

I am writing to request information under the Freedom of Information Act 2000. I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following information for each specialty:

1. The total number of complaints received for each specialty in each of the past five years;

The number of complaints received is held on our DATIX reporting system. However, with regards to data by specific Surgical Specialties the list below are the predefined categories available to us on the reporting system:

- Breast Care
- Colo-rectal
- Endocrinology
- General Surgery
- Upper and Lower GI
- Urology
- Vascular Surgery
- Trauma and Orthopaedic

Therefore, due to the predefined categories, the only specific specialities from those requested that we can easily extract are Vascular Surgery and Trauma and Orthopaedics.

In relation to vascular surgery - we can confirm that the Health Board does hold this information. However, to release the specific information in the way that you have requested would mean disclosure of low numbers.

Where numbers are low we have considered that there is the potential for the individuals to be identified from the information provided, when considered with other information that may also be in the public domain.

In our view disclosure of these low figures would breach the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute as unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

However to aid and assist you with your request we can confirm that the total number of complaints recorded for Vascular Surgery in the past five years (2018 – 2022) was 5.

In relation to Trauma and Orthopaedics, please see the number of complaints provided below:

Trauma & Orthopaedics	2018	2019	2020	2021	2022	Total
Total	20	88	111	137	81	437

2. The nature of the complaint;

Vascular Surgery

- Treatment error.

Trauma and Orthopaedics

- Admission / Transfer / Discharge
- Breach of Confidentiality / Information Security
- Communication
- Correct Site Surgery
- Clinical Assessment
- Delays
- Equipment
- Health Records
- Medication – Administration
- Patient injury
- Slip, Trip or Fall
- Treatment Error
- Unexpected Complications

3. The outcome of the complaint, including any actions taken by the hospital trust to address the issue;

We can confirm that the Health Board does not centrally record this information. The information you require would be recorded within the individual complaint files. To provide you with this information, would require a manual trawl and significantly exceed the 18 hours time and £450 cost limit set out within Section 12 of the Freedom of Information Act.

4. Number of operations performed in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery;

Please see response provided below. Noting the following:

- Date Period 01/01/2018 – 31/12/2022
- Cwm Taf Morgannwg University Health Board was established on 1 April 2019. Therefore, due to the timeframe requested, the information prior to this relates to the previous Cwm Taf area only and does not reflect the boundary change.
- A same patient may have had same procedures in list on different dates

- Patient may belong to another University Health Board area.

Speciality	2018	2019	2020	2021	2022	Total
CARDIOTHORACIC SURGERY	45	134	48	77	107	411
TRAUMA & ORTHOPAEDIC	4361	6142	3068	3603	4520	21694
VASCULAR SURGERY	0	1	2	0	1	4
Neurosurgery	2	6	0	1	1	11

5. Number of reportable / recordable patient safety incidents in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery

- **Breakdown by incident category (if available);**

Please see response to question 1, regarding DATIX reporting categories.

Please see requested information for specialty Vascular Surgery provided in the table below:

Incidents by Category and Reported (Year)

<u>Vascular Surgery</u>	2018	2019	2020	2021	2022
Slip, Trip or Fall	28	47	31	**	15
Absconding	**	**	**	0	0
Admission / Transfer / Discharge	**	**	**	0	6
Aggressive/Threatening Behaviour/Abuse	**	0	0	0	0
Blood Transfusion	**	**	0	0	0
Communication	**	**	**	0	**
Consent for Treatment	0	0	**	0	0
Delays	**	**	**	**	**
Equipment	0	0	**	0	**
Health Records / Documentation	**	**	**	0	0
Infection	5	7	**	0	12
Information Security & Technology - Electronic Incident	0	0	**	0	**
Medication	8	**	6	0	**
Medication - Security	**	**	0	0	0
Organisational - Staffing Levels	0	**	9	0	0
Patient injury	0	0	**	0	**
Personal Incident - Cuts / Laceration / Graze / Animal Bite	**	0	0	0	0
Personal Incident - Personal injury attributed to clinically related challenging behaviour of patient	0	0	**	0	0
Personal Incident - Struck or hit by object	0	**	0	0	0
Premises & Grounds Specific	**	0	**	0	0
Pressure Damage	48	26	31	**	11
Security - Anti Social Behaviour	**	0	0	0	0
Security - Property	0	0	**	0	0

Treatment Error	**	0	0	0	**
Unexpected Complications	0	**	0	0	**
Verbal Assault	0	0	**	0	**
Total	108	104	95	**	59

Please see requested information for specialty Trauma and Orthopaedics provided in the table below:

Trauma & Orthopaedics	2018	2019	2020	2021	2022
Slip, Trip or Fall	145	271	200	165	163
Absconding	**	**	**	**	**
Absconding - attempted	0	**	0	**	0
Admission / Transfer / Discharge	**	19	19	17	37
Aggressive/Threatening Behaviour/Abuse	**	**	**	0	6
Blood Transfusion	**	**	**	**	**
Breach of Confidentiality / Information Security	**	5	**	**	**
Clinical Assessment	0	0	0	0	10
Communication	9	28	22	28	25
Consent for Treatment	0	5	**	**	**
Delays	30	62	25	37	14
Equipment	5	9	9	13	10
Food Safety	0	0	**	0	0
Health Records / Documentation	5	21	10	13	5
Incorrect Surgical Procedure	0	0	**	0	0
Indecent Exposure	0	0	**	0	0
Infection	9	30	20	43	50
Information Security & Technology - Electronic Incident	0	0	0	**	0
Laboratory / Pathology Investigations	0	**	0	**	0
Medication	22	52	57	67	43
Medication - Security	**	**	0	0	0
Moisture Lesion	0	54	55	60	17
Occupational Health - BBV / Needlestick/sharps incident	0	**	0	0	0
Organisational - Failure to follow Policy/Procedure	0	0	0	**	5
Organisational - Insufficient supplies held	**	0	**	**	0
Organisational - Service Failure	**	**	**	10	0
Organisational - Staffing Levels	13	16	27	20	16
Patient - External Transport	0	**	0	0	0
Patient - Hospital Transport	0	**	0	0	0
Patient Handling	**	**	**	**	6
Patient injury	**	33	15	26	25
Personal Incident - Burns / Scalds / Shock	0	0	**	**	0
Personal Incident - Cuts / Laceration / Graze / Animal Bite	8	29	25	18	10
Personal Incident - Hazardous Substances	**	**	0	0	**
Personal Incident - Personal injury attributed to clinically related challenging behaviour of patient	0	0	**	**	0
Personal Incident - Struck or hit by object	0	**	**	0	0
Physical Assault	**	0	0	0	0
Premises & Grounds Specific	0	0	**	0	0
Pressure Damage	107	186	161	135	145

Radiological Investigations	**	5	9	**	6
Security - Anti Social Behaviour	6	6	**	**	**
Security - Property	0	0	**	5	0
Self Harm	**	**	**	**	**
Treatment Error / Procedure Issues	5	13	12	13	25
Unexpected Complications	0	8	**	**	0
Unexpected or Trauma Related Death	**	**	**	5	7
Verbal Assault	**	0	0	0	0
Total	400	884	703	708	639

Where the figures are less than 5, this has been denoted by **. The exact figures have been withheld due to the low numbers involved.

Where numbers are low we have considered that there is the potential for the individuals to be identified from the information provided, when considered with other information that may also be in the public domain. Also, responses under the Freedom of Information Act are made available to the public at large. The data is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute as unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.