



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board



## Freedom of Information Request: Our Reference CTMUHB\_424\_24

### You asked:

Under the Freedom of Information Act, I would like to request the following information:

The amount of complaints that your health board receives annually and which Departments are these complaints associated with. The information I am requesting is spanning over the years of 2019 to 2024

### Our response:

Please see provided in the table below the number of complaints reported since 01/01/2019

|      |                                            | Complaint                                  |                  |       |
|------|--------------------------------------------|--------------------------------------------|------------------|-------|
|      |                                            | Managed through Putting Things Right (PTR) | Early Resolution | Total |
| 2019 | Community                                  | 20                                         | 5                | 25    |
|      | Corporate Services                         | 10                                         | 0                | 10    |
|      | Diagnostics, Therapies and Specialist Care | 73                                         | 46               | 119   |
|      | Facilities                                 | 8                                          | 9                | 17    |
|      | Facilities Hub                             | 0                                          | 0                | 0     |
|      | Families and Children                      | 163                                        | 81               | 244   |
|      | Mental Health                              | 63                                         | 63               | 126   |
|      | Patient Care and Safety                    | 0                                          | 0                | 0     |
|      | Pharmacy and Medicines Management          | 0                                          | 0                | 0     |
|      | Planned Care (Surgery)                     | 391                                        | 172              | 563   |
|      | Primary Care                               | 36                                         | 4                | 40    |
|      | Unscheduled Care (Medicine)                | 378                                        | 131              | 509   |
|      | Workforce and Organisational Development   | 2                                          | 0                | 2     |
|      | Total                                      | 1144                                       | 511              | 1655  |
| 2020 | Community                                  | 29                                         | 5                | 34    |
|      | Corporate Services                         | 14                                         | 3                | 17    |
|      | Diagnostics, Therapies and Specialist Care | 49                                         | 34               | 83    |
|      | Facilities                                 | 2                                          | 8                | 10    |
|      | Facilities Hub                             | 4                                          | 13               | 17    |
|      | Families and Children                      | 114                                        | 101              | 215   |
|      | Mental Health                              | 86                                         | 69               | 155   |
|      | Patient Care and Safety                    | 2                                          | 0                | 2     |
|      | Pharmacy and Medicines Management          | 1                                          |                  | 1     |
|      | Planned Care (Surgery)                     | 225                                        | 144              | 369   |
|      | Primary Care                               | 61                                         | 50               | 111   |
|      | Unscheduled Care (Medicine)                | 352                                        | 306              | 658   |
|      | Workforce and Organisational Development   | 5                                          | 5                | 10    |

|      |                                             |      |      |      |
|------|---------------------------------------------|------|------|------|
|      | Total                                       | 944  | 738  | 1682 |
| 2021 | Community                                   | 45   | 39   | 84   |
|      | Corporate Services                          | 16   | 5    | 21   |
|      | Diagnostics, Therapies and Specialist Care  | 67   | 78   | 145  |
|      | Facilities                                  | 5    | 16   | 21   |
|      | Facilities Hub                              | 6    | 7    | 13   |
|      | Families and Children                       | 207  | 113  | 320  |
|      | Mental Health                               | 120  | 93   | 213  |
|      | Nosocomial Team                             | 2    | 0    | 2    |
|      | Patient Care and Safety                     | 1    | 1    | 2    |
|      | Pharmacy and Medicines Management           | 2    | 6    | 8    |
|      | Planned Care (Surgery)                      | 329  | 305  | 634  |
|      | Primary Care                                | 157  | 147  | 304  |
|      | Unscheduled Care (Medicine)                 | 275  | 475  | 750  |
|      | Total                                       | 1232 | 1285 | 2517 |
| 2022 | Community                                   | 20   | 44   | 64   |
|      | Corporate Services                          | 5    | 23   | 28   |
|      | Diagnostics, Therapies and Specialist Care  | 39   | 202  | 241  |
|      | Facilities                                  | 1    | 17   | 18   |
|      | Facilities Hub                              | 1    | 2    | 3    |
|      | Families and Children                       | 142  | 250  | 392  |
|      | Mental Health                               | 76   | 182  | 258  |
|      | Pharmacy and Medicines Management           | 8    | 9    | 17   |
|      | Planned Care (Surgery)                      | 206  | 587  | 793  |
|      | Planning and Partnerships                   | 1    | 2    | 3    |
|      | Primary Care                                | 127  | 184  | 311  |
|      | Unscheduled Care (Medicine)                 | 456  | 758  | 1214 |
|      | Welsh Health Specialised Services Committee | 0    | 1    | 1    |
|      | Total                                       | 1082 | 2261 | 3343 |
| 2023 | Community                                   | 17   | 29   | 46   |
|      | Corporate Services                          | 1    | 3    | 4    |
|      | Diagnostics, Therapies and Specialist Care  | 26   | 170  | 196  |
|      | Facilities                                  | 0    | 2    | 2    |
|      | Facilities Hub                              | 0    | 1    | 1    |
|      | Families and Children                       | 119  | 202  | 321  |
|      | Mental Health                               | 53   | 172  | 225  |
|      | Patient Care and Safety                     | 1    | 0    | 1    |
|      | Pharmacy and Medicines Management           | 4    | 3    | 7    |
|      | Planned Care (Surgery)                      | 157  | 527  | 684  |
|      | Primary Care                                | 85   | 628  | 713  |
|      | Unscheduled Care (Medicine)                 | 211  | 503  | 714  |
|      | Welsh Health Specialised Services Committee | 0    | 1    | 1    |
|      | Workforce and Organisational Development    | 0    | 1    | 1    |
|      | Total                                       | 674  | 2242 | 2916 |
| 2024 | Community                                   | 7    | 17   | 24   |
|      | Corporate Services                          | 1    | 1    | 2    |
|      | Diagnostics, Therapies and Specialist Care  | 10   | 87   | 97   |
|      | Facilities                                  | 0    | 1    | 1    |
|      | Facilities Hub                              | 0    | 1    | 1    |
|      | Families and Children                       | 59   | 149  | 208  |

|  |                                             |     |      |      |
|--|---------------------------------------------|-----|------|------|
|  | Mental Health                               | 9   | 104  | 113  |
|  | Pharmacy and Medicines Management           | 0   | 4    | 4    |
|  | Planned Care (Surgery)                      | 85  | 350  | 435  |
|  | Primary Care                                | 8   | 397  | 405  |
|  | Unscheduled Care (Medicine)                 | 145 | 313  | 458  |
|  | Welsh Health Specialised Services Committee | 0   | 1    | 1    |
|  | Total                                       | 324 | 1425 | 1749 |