



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_342_24

You asked:

I would like to ask, under the Freedom of Information Act that you provide me with the following information for the table below.

Please respond by populating the table below,

	FOI	Non medical Subject Access Requests	Medical Subject Access Requests	PALS Queries	PALS queries that resulted in formal complaints	Formal Complaints received directly (not through PALS)
Number of cases/requests received in the last calendar year (2023)	608	Under section 21 of the Act, Cwm Taf Morgannwg University Health Board is not required to provide information in response to a request if it is already reasonably accessible to you. The information you require is available in our Digital and Data Committee papers , which are routinely published on the Cwm Taf University Morgannwg Health Board web site. Please see agenda item - Information Governance Group Highlight Report.		1429	The information is not recorded in a way that enables us to produce this data	The information is not recorded in a way that enables us to produce this data. We can only provide total number of formal complaints, which may or may not have been passed on through PALS. 681
Of those requests/cases in 2023, the number answered within time limits for the request/case.	581	As above	As above	There is no timescale for response	N/A	In relation to all Formal complaints 444
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Excel	Excel	Excel	Datix Cymru (incident reporting system)	Datix Cymru (incident reporting system)	Datix Cymru (incident reporting system)

Team/department that processes the request (name of team/department)	Information Governance	As above	As above	PALS Team	Concerns Team	Concerns Team
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If you don't receive any formal complaints outside of the PALS, feel free to respond to that particular section with NA or "information not held".

Equally, if you don't differentiate between Medical SARs and Non-Medical SARs, feel free to respond in only one of those sections and fill the other with NA or "information not held".