



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board

CREU  
IECHYD



CREATING  
HEALTH

GWELA  
GOFAL



IMPROVING  
CARE

YSBRYDOLI  
POBL



INSPIRING  
PEOPLE

CYNNAL EIN  
DYFODOL



SUSTAINING  
OUR FUTURE

## Freedom of Information Request: Our Reference CTMUHB\_361\_25

### You asked:

Can I request under an FOI, for the last three financials years, complaints received towards Porthcawl medical centre, split into categories of complaints please?

### Our response:

We can confirm that the Health Board does not hold the specific information requested.

The information you require would be held by Porthcawl Medical Centre as they are an Independent Contractor. Any complaints would be made directly to the Practice for them to investigate and respond in line with Putting Things Right.

Individuals would either contact the practice directly or for those that may come to the Health Board, these would be logged as an enquiry and passed to the Practice for them to log as a complaint, investigate and respond to the individual directly.

GP practices are subject to the Freedom of Information Act in their own right. Therefore, you may wish to redirect your request to Porthcawl Medical Centre for this information.