



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_112_25

You asked:

I am submitting a formal Freedom of Information (FOI) request under the Freedom of Information Act 2000.

I request the following information regarding Royal Glamorgan Hospital for the period 2024-2025:

- 1. The total number of Datix reports raised against Royal Glamorgan Hospital from external sources (e.g., patients, families, external organizations).**

The table below shows the number of complaints raised against Royal Glamorgan Hospital from 1st January 2024 to 31st December 2024:

Managed through PTR - <i>these are formal complaints where a written response is required within 30 working days</i>	Early Resolution - <i>these are complaints that should be resolved within 2 working days where a formal response is not required</i>	Total
142	403	545

- 2. The total number of Datix reports raised internally within Royal Glamorgan Hospital (i.e., staff reporting concerns about its own services or practices).**

The table below shows the number of incidents raised against Royal Glamorgan Hospital from 1st January 2024 to 31st December 2024. All incidents are reported by NHS staff:

Who was affected by the incident:	Total Number of Incidents reported
Organisation	401
Patient/Service User	5035
Public/Visitor	13
Staff/Contractor	483
Total	5932