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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_45_25

You asked:

I am writing to request the following information under the Freedom of Information Act 2000:

1. The total number of complaints received by Royal Glamorgan Hospital during the period 2024–2025.

The total number of formal complaints received for the Royal Glamorgan Hospital was 149 complaints (Please note - this is based on the date the complaint was received from 01/01/2024 to 31/12/2024).

2. The number of complaints resolved within the 30-day timeframe during 2024–2025.

The total number of Royal Glamorgan Hospital formal complaints where the final response was due between 01/01/2024 to 31/12/2024 was 151 complaints. Of these complaints, 111 were resolved within the 30 day timeframe

3. The number of complaints not resolved within the 30-day timeframe during 2024–2025.

39 complaints for the Royal Glamorgan Hospital were not resolved within the 30-day timeframe.

4. The number of complaints from the period 2024–2025 that remain open or unresolved as of the date of this request.

1 complaint for the Royal Glamorgan Hospital that should have been resolved between 01/01/2024 to 31/12/2024 remains open (as at 28/01/2025)

5. The frequency with which all doctors employed by Royal Glamorgan Hospital undergo "Revalidation."

Upon registration and activation of a licence to practice with the General Medical Council (GMC), a revalidation date is issued. A standard revalidation cycle is a five year period and specific requirements need to be undertaken during this time. To meet the requirements for revalidation set by the GMC, all doctors are required to complete an annual appraisal; whereby they collect examples of their work to understand what they're doing well and/or areas of development. Engagement with the appraisal process is monitored throughout the year and escalated for review if necessary. An approved missed appraisal can be authorised by the Revalidation & Appraisal department should mitigating circumstances be provided, i.e. sickness absence, parental leave, career break.