

Freedom of Information Request: Our Reference CTMUHB_100_26

You asked:

1. The total number of patient confidentiality breaches (including data breaches or unauthorised disclosures of patient information) recorded in each of the last five financial years.

Cwm Taf Morgannwg University Health Board (CTMUHB) holds data relating to information governance incidents, this is defined as any incident where there is an information governance component included. This can range from a breach of confidentiality to data integrity issues to availability of data. Information is not held in a way that allows us to differentiate "patient confidentiality breaches" as a category. However, patient confidentiality breaches are included within the figures provided.

The Health Board system also allows GP Practices and community-based Pharmacies to record incidents on the recording system. Therefore, the total numbers below, will include records which are not solely the responsibility of the Health Board.

Financial Year	Total number of patient confidentiality breaches reported
2021/2022	244
2022/2023	218
2023/2024	216
2024/2025	163
2025/2026	289

2. A breakdown of these breaches by financial year.

Please refer to the table above for the figures.

3. Where recorded, the general category of breach (for example: human error, lost paperwork, IT-related incident, unauthorised access).

Our response for this question is split into the tables below as the Health Board used two different systems during this reporting period. Unfortunately, our systems recorded different categories in each system, so we are unable to merge the figures as the sub-categories were different.

Furthermore, the figures below show what was initially recorded on the systems by those staff reporting the incidents. These figures cannot be validated as actual personal data breaches, as the systems may record 'near miss incidents' and incidents for which this Health Board is not responsible.

For the financial year 2021/22, incidents were recorded on the Datix Web system as below:

2021/2022	Non Patient Safety	Patient Safety	Total
Accidental disclosure	11	3	14
Breach of confidentiality - electronic	29	21	50
Breach of confidentiality - paper	71	48	119
Breach of confidentiality - verbal	5	9	14
Inappropriate use of trust systems	12	2	14
Loss of information - electronic	2	1	3
Loss of information - paper	18	7	25
Unauthorised access - electronic	1	1	2
Unauthorised access - paper	3	0	3
Total	152	92	244

From 01/04/2022 all incidents are recorded on the Datix Cymru system:

		2022/ 2023	2023/ 2024	2024/ 2025	2025/ 2026
Breach of patient / service user confidentiality	Other	24	30	13	23
	Patient records/information inappropriately accessed (electronic and paper)	38	32	20	46
	Patient records/information inappropriately divulged	20	27	21	33
	Patient records/information lost (electronic and paper)	12	18	16	15
	Patient records/information sent to wrong recipient (electronic and paper)	49	53	47	80
	Patient records/information stolen (electronic and paper)	3	1	2	0
	Total	146	161	119	197
Breach of staff / contractor confidentiality	Other	6	4	2	9
	Staff records/information inappropriately accessed (electronic and paper)	62	43	33	60
	Staff records/information inappropriately divulged	2	2	4	10
	Staff records/information lost (electronic and paper)	0	1	4	5
	Staff records/information sent to wrong recipient (electronic and paper)	2	5	1	8
	Total	72	55	44	92
Total	218	216	163	289	

4. The number of breaches in each year that were reported to the Information Commissioner's Office (ICO).

Please see below table for details.

Year	No. of indents reported to the ICO
2021	4
2022	5
2023	3
2024	3
2025	3

5. The number of members of staff who were formally investigated for an alleged breach of patient confidentiality in each of the last five financial years.

The Health Board does not centrally record the total number of staff formally investigated for alleged confidentiality breaches or the outcomes of such investigations. Therefore, we are unable to provide.

6. Where recorded, the number of those investigations that resulted in:

- No further action
- Informal action or retraining
- Formal disciplinary action

As above.