

## Freedom of Information Request: Our Reference CTMUHB\_148\_26

### You asked:

I am writing to request information under the Freedom of Information Act 2000 relating to the status, maintenance, and reporting history of television equipment on Wards 7, 8, and 9 at the Princess of Wales Hospital, Bridgend. Please provide the following recorded information:

### 1. Complaints Received (PALS, Concerns Team, and Other Bodies) – For the past three full calendar years and the current year to date, please provide:

#### 1. The number of complaints received by PALS relating to:

- Non-functional televisions, or
- Lack of patient stimulation/entertainment facilities on Wards 7, 8, and 9.

The number of PALs Enquiries received for Princess of Wales wards 7, 8 and 9 in relation to televisions or lack of patient stimulation/entertainment facilities is noted below (by calendar year):

Location:	2023	2024	2025	2026	Total
Ward 8 POW (Surgical)	1	0	0	0	1
Ward 9 POW (Gastroenterology)	0	0	1	0	1
Ward 8 POW (STAR)	0	0	3	3	6
Total	1		4	3	8

#### 2. The number of complaints received by the CTM Concerns Team relating to the same issues.

No complaints have been received.

#### 3. The number of complaints or concerns received by any other NHS Wales body, Ombudsman, or relevant external organisation relating to TVs or lack of stimulation on these wards.

We are only able to provide information for CTMUHB, of which is provided in Q1.

*(I am not requesting personal data or complaint details.)*

### 2. Staff-Raised Internal Reports / Escalations – For Wards 7, 8, and 9:

#### 1. The number of times ward staff have formally raised or logged the issue of non-working televisions with:

- The maintenance/estates team
- Princess of Wales Hospital management (Bridgend)
- Any internal reporting systems (e.g., Datix, internal fault logs, estates reporting portals)

**2. Copies of any internal fault reports, work requests, or logged incidents related to the TVs on these wards (redacted as necessary).**

**3. The dates these internal reports were made.**

**(These items fall within FOI scope as *recorded information*, not opinions or explanations.)**

Following a search of our records, Cwm Taf Morgannwg University Health Board does not hold the information you have requested.

Under section 1(1)(a) of the Freedom of Information Act 2000, a public authority is not required to provide information if it does not hold it.

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### **3. Funding and Budgets for Television Systems –**

**Please provide recorded information showing:**

**1. Whether funding or budget allocations exist for television repair, replacement, or maintenance on Wards 7, 8, and 9 over the past three years.**

As televisions are neither repaired nor maintained by Estates, there is no dedicated budget for this activity. Even if a budget line did exist, it would not be possible to quantify the costs, as budgets are held at a generic level rather than broken down to this degree of detail.

**2. Any recorded capital or maintenance budgets relating to patient entertainment systems at the Princess of Wales Hospital.**

The UHB does not hold capital budgets for television equipment, as such items fall below the capitalisation threshold. In addition, the UHB does not maintain individual revenue budgets for the maintenance or repair of television equipment. Maintenance budgets are set at higher, generic levels and do not provide detailed allocations for items of this level.

**3. Any contracts or service agreements currently covering TV equipment servicing or maintenance.**

The UHB does not hold any contracts for servicing or maintenance of TV equipment.

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### **4. Maintenance, Inspections, and Repairs**

**For Wards 7, 8, and 9:**

**1. The dates of the most recent TV inspections (routine or reactive).**

The only inspections carried out on television equipment are portable appliance tests which was last carried out in July-2025 for wards 7, 8 and 9. Records at this level are stored locally on portable appliance testing units.

**2. A list of all recorded faults, work orders, or maintenance logs over the last three years.**

Our records show one report of a TV not working in that area. The request to review was received in Sep-2025

**3. The dates when the TVs were first reported as non-functional and, if applicable, the dates repairs were completed.**

TVs are not repaired. Replacement of faulty TVs is funded by the individual departments. When a new TV is purchased, Estates complete a portable appliance test and install.

**4. If no inspections or maintenance records exist, please confirm this.**

TVs are not maintained or repaired. Portable appliance testing is completed for all electrical appliances when first purchased and periodically thereafter.

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**5. Duration of Non-Functionality –**

**Please provide:**

**1. Any recorded information showing how long the televisions have been non-operational on each of these wards.**

As above only 1 possible fault found. Faulty TVs remain non-operational as faulty TVs are replaced with new functional units once purchased by the department.

**2. Any internal reports or entries that indicate when the equipment was first noted as out of service.**

Apart from the response in Q4.6 above. No failed portable appliance test results reported.