

Freedom of Information Request	FOI 23-093-02	21 st March 2023
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First, I must apologise for an error that has come to my attention as a result of your additional request for information FOI 23-093-02. There was an error with the data against question 1 in my response to FOI 23-092, dated, 10 March 2023, which meant the information in question 2 was incorrect. This has been corrected and is detailed below. This correction has been validated in order to respond to the additional questions raised in FOI 23-092-02, which are included in this response.

I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

Specifically, I would like to request the following information for each specialty.

1 . The total number of complaints received for each specialty in each of the past five years

Specialty	Response in FOI 23-093 Number of Complaints	Validated Number of Complaints
Orthopaedic surgery 2018-2023	4	2
Vascular surgery 2018- 2022	15	15

Please note that the Health Board does not perform Cardiothoracic Surgery or Neurosurgery, and only holds data for Vascular Surgery up to 2022 as the service was centralised to Cardiff in 2022.

2. The nature of the complaint

Specialty	Response in FOI 23-093 Nature of the of Complaints	Validated Number of Complaints
Orthopaedic surgery 2018-2023	x1 Treatment/care x1 Communication x1 Waiting time x1 Treatment cancellation	x1 Treatment/care x1 Communication
Vascular surgery 2018-2022	x8 Treatment/care x5 Communication	x8 Treatment/care x5 Communication

	x1 Waiting time x1 Treatment cancellation	x1 Waiting time x1 Treatment cancellation
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3. The outcome of the complaint, including any actions taken by the hospital trust to address the issue;

Orthopaedic surgery

- x1 Communication with families reinforced with staff.
- Reminder to theatre staff for recording incidents on RLDATIX.

Vascular surgery

- x13 No action required.
- x1 The importance of meeting and monitoring nutritional needs was communicated to staff as a lesson learned.
- x1 Patient update provided.

4. The total number of complaints received for each specialty in each of the past five years;

Specialty	Orthopaedic Surgery	Vascular Surgery
Year		
2018	-	-
2019	-	4
2020	-	4
2021	-	6
2022	2	1 (service centralised to Cardiff in July this year)
2023	-	-
Total over 5 years	2	15

5. The total number of incidents received for each specialty in each of the past five years;

It should be noted that the Health Board's incident reporting system, RLDatix, has multiple categories for recording an incident, including communication, lack of equipment, medication administration error, allergic reaction, delayed specimen, manual handling, equipment failure, falls, etc.

The table below includes all incident types that have been recorded.

Specialty	Orthopaedic Surgery	Vascular Surgery
Year		
2018	51	259
2019	51	243
2020	27	211

2021	73	86
2022	116	-
2023	9	-
Total over 5 years	327	799