

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.

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.

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

Specialty	Number of Complaints
Orthopaedic surgery 2018-2023	4
Vascular surgery 2018-2022	15

2. The nature of the complaint

Specialty	Nature of the of Complaints
Orthopaedic surgery 2018-2023	x1 Treatment/care x1 Communication x1 Waiting time x1 Treatment cancellation
Vascular surgery 2018-2022	x8 Treatment/care x5 Communication x1 Waiting time x1 Treatment cancellation

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.