



Bwrdd Iechyd  
Addysgu Powys  
Powys Teaching  
Health Board

Information Governance Team  
Hafren Ward  
Bronllys Hospital  
Bronllys  
Brecon  
Powys LD3 0LY  
Email: Powys.FOI@wales.nhs.uk  
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/24.R.139

21 May 2024

Sent via email to: [REDACTED]

Dear [REDACTED]

## Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 8 April 2024 and subsequent clarification received on 22 April 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does not hold the information that you require.

For ease of reference your request is set out below and my response follows.

### Your Freedom of Information (FOI) Request:

I would like information about the number of complaints that have been made against nurses and midwives each year since 2018. I would like the data to be reported separately - so numbers of complaints against nurses and number of complaints against midwives. I would also like an overview of the types of issues that were raised in these complaints - again reported separately for nurses and midwives.

### Clarification Requested:

Please can you confirm if you are requesting the information on:

- formal and / or
- informal complaints.

Please can you also confirm whether you are asking about complaints made by:

- patients
- relatives
- other staff members

### Clarification Received:

Please can you provide a separate breakdown for:

- both formal and informal complaints.

Pencadlys  
Tŷ Glasbury, Ysbyty Bronllys,  
Aberhonddu, Powys LD3 0LU  
Ffôn: 01874 711661



Headquarters  
Glasbury House, Bronllys Hospital  
Brecon, Powys LD3 0LU  
Tel: 01874 711661



Please can you provide data on the number of complaints made by:

- patients
- relatives

Powys Response:

I can confirm that Powys Teaching Health Board (PTHB) does not centrally collect figures on the number of complaints made against nurses and midwives. To answer your question this would require a manual trawl of associated records from 2018 to date from each department as some complaints may have been responded to by line managers who have since left the organisation. We estimate that the cost of complying with your request would exceed the fees limit of £450 set by the Freedom of Information Act. We estimate that one person would need to spend 3½ working days to determine whether the Health Board holds the information, and locating, retrieving, and extracting the information. Under section 12 of the Freedom of Information Act the Health Board is therefore not obliged to comply with this part of your request.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via [powysfoi.foi@wales.nhs.uk](mailto:powysfoi.foi@wales.nhs.uk)

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



**Claire Roche**

**Executive Director of Nursing & Midwifery**

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.