

Our ref: IG/FOI/FOI.389.25

01 August 2025

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 07 July 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

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

Your Freedom of Information (FOI) Request and Powys Response (Bold):

Under the Freedom of Information Act 2000, I would like to request the following data for each calendar year from 2020 to 2025:

Q1. The number of hospital beds in the organisation? - **I can confirm that there are a total of 189 hospital beds within Powys Teaching Health Board (PTHB).**

Q2. The number of Datix incident reports submitted? - **Please see the table below for the number of Datix incidents submitted broken down by the years requested:**

| Calendar year | Number of Datix incidents |
|-----------------------|---------------------------|
| 2020 | 3541 |
| 2021 | 3974 |
| 2022 | 3845 |
| 2023 | 4012 |
| 2024 | 4476 |
| 2025 (to date) | 2375 |

Q3. The number of nurses employed by the organisation? - **Please see the table below for the number of nurses employed by Powys PTHB:**

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



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

| Staff Group | Headcount by calendar year | | | | | |
|----------------------------------|----------------------------|------|------|------|------|------|
| | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
| Nursing and Midwifery registered | 673 | 695 | 688 | 694 | 726 | 750 |

Q4. The number of nurses who have left the organisation (voluntarily or otherwise)? - **Please see the table below for the number of nurses who have left the organisation:**

| Staff Group | Headcount by calendar year | | | | | |
|----------------------------------|----------------------------|------|------|------|------|------|
| | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
| Nursing and Midwifery registered | 68 | 107 | 108 | 100 | 77 | 37 |

Q5. The number of nurses who have reduced their contracted hours? - **Please see the table below for the number of nurses who have reduced their contracted hours:**

| Staff Group | Headcount by calendar year | | | | | |
|----------------------------------|----------------------------|------|------|------|------|------|
| | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
| Nursing and Midwifery registered | 36 | 75 | 75 | 58 | 80 | 34 |

Q6. The number of formal patient complaints received? - **Please see the table below for the number of formal patient complaints received.**
Note: The Concerns process has changed since 2020 – 2022 and this shows within the data. The Concerns team originally logged all commissioned concerns as formal complaints. However, the process has since changed, and we now record our commissioned concerns as enquiries.

| Calendar year | Number of formal patient complaints |
|----------------|-------------------------------------|
| 2020 | 227 |
| 2021 | 270 |
| 2022 | 71 |
| 2023 | 64 |
| 2024 | 67 |
| 2025 (to date) | 36 |

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 Powys.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



Zoe Ashman
Assistant Director of Quality and Safety



Mark McIntyre
Deputy Director for People and Culture

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.