

## Freedom of Information Act 2000 - Request Reference Fol/20/360

### Complaints

#### Request details

I would like to make a freedom of information request (FOI) for information regarding the complaints made to the services provided by Cardiff and Vale University Health Board, specifically Specialist Services - Cardiology and ACHD/GUCHD clinic including Level 3 outsourced clinics in the South Wales region.

#### I would like to Know

- 1) **The number of complaints raised against the Cardiology department services and medical Staff from 2010-2020**

3 formal complaints have been received since the service was commissioned.

- 2) **A brief summary of the reason for the above complaints**

Follow-up and waiting time/referral delay. Unsatisfactory engagement with the service.

- 3) **The number of missed appointments at Level 3 - Local Congenital Heart Disease Centres in South Wales from 2010-2020**

#### **Patient did not attend (DNA) rate per year for satellite (Level 3) ACHD clinics**

	2017	2018	2019
Satellite	20%	15%	13%

- 4 **The number of patients treated in Paediatric, Transition and Adult Cardiology CHD clinics each year at both Level 3 - Local Congenital Heart Disease Centres in South Wales and Level 2 - Local Congenital Heart Disease Centres in UHW between 2010 and 2020**

#### **Paediatrics**

- 4500 – 4800 Outpatient appointments per annum for a catchment area of 2.5 million.
- 130 – 150 have surgery and 150 – 180 have catheter assessment or treatment. All intervention take place in Bristol.

#### **Patients Transitioned Across all ACHD clinics**

2015	29
2016	68
2017	78
2018	92

**ACHD appointments offered per year (including transition appointments):**

	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Satellite (L3)	538	844	1112	986	933
UHW (L2)	1136	1309	1158	1053	1506
<b>Total</b>	<b>1674</b>	<b>2153</b>	<b>2270</b>	<b>2039</b>	<b>2439</b>

Therefore, the service has offered from 1674 to 2439 appointments per year since its commission in 2015 across Level 2 and Level 3 services. Of these, ~4% are transition appointments (393 out of 10,575).