

Freedom of Information Act 2000 - Request Reference FoI/22/393

Complaints

1. How many formal complaints has been made about [named individual] and to that of their team?

In completing a search for the information requested, Cardiff and Vale University Health Board (the UHB) has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the Section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the fees' regulations for this amount of work (18 hours) is £450 for the UHB. The fees regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.

Under Section 16 of the FOIA, which provides us with the duty to advise and assist, the UHB can inform you that concerns do not record incidents by individual.

2. What mechanics is in place for Doctors on Ward B7 to ensure that any amendments to the hospital paperwork for cause of death is rectified to match the Coroners cause of death and under what timescale? What is the process?

Death registration now requires that one of the doctors who has looked after the patient and seen them alive within 28 days (previously 14) discusses the case with an independent medical examiner (ME), who has access to the notes. Between them they agree on the form of words to be used on the death certificate. If the ward doctor or the ME feel the coroner should be involved, then a referral is made to the Coroner and the Coroner (or rather their office) completes the certificate after gaining the information required which usually includes a post mortem examination. There wouldn't be any separate paperwork kept for this, as this is the paperwork.

3. In relation to [named individuals] how many formal complaints have been made to each Doctor?

Please see the response to Question 1.