

Freedom of Information Act 2000 - Request Reference Fol/22/472

Complaints

- 1. What are the first three most recent complaints received for the consultant of ward B7 together with anyone else who was leading the care of ward C7, C4 and B7.**

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 complaints do not always relate to, or state the name of, an individual. Therefore, the UHB is unable to retrieve data on this basis. However please see below the number of complaints* for the wards mentioned:

- C7 North and C7 South = 14
- C4 North and South = 7
- B7 = 8

**This data covers June 2022 to date.*

- 2. What is the usual timescale that a doctor amends their hospital paperwork when a coroner overrules the doctors cause of death?**

The UHB does not hold this information. Under Section 16 of the FOIA, which provides us with the duty to advise and assist, the UHB can inform you that it would depend how soon the doctor is able to attend the bereavements office to fill the paperwork in. The bereavements office will ring or bleep the doctor to notify them, but there is no set timeframe.