

**Freedom of Information Act 2000 - Request Reference FoI/23/080**

**Concerns**

**Information Requested:**

I am seeking information about the number of complaints received by your hospital trust in the past five years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery.

I would like to request the following information for each specialty:

**1. The total number of complaints received for each specialty in each of the past five years;**

Please see attached.

**2. The nature of the complaint;**

Included in the above.

**3. The outcome of the complaint, including any actions taken by the hospital trust to address the issue;**

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.

**4. Number of operations performed in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery;**

Speciality	2018	2019	2020	2021	2022	Total
CARDIAC SURGERY	694	750	492	597	574	3107
CARDIOTHORACIC SURGERY	0	0	0	13	6	19
NEUROSURGERY	1,532	1,479	959	1,183	1,236	6,389
THORACIC SURGERY	585	564	373	553	524	2599
TRAUMA AND ORTHOPAEDICS*	8,929	8,669	4,419	5,222	5,798	33,037
VASCULAR SURGERY	383	352	230	555	829	2,349

\*Please note: the UHB are not able to distinguish between Orthopaedic and Trauma due to both having the same Trauma and Orthopaedic specialty code of 110.

**5. Number of reportable / recordable patient safety incidents in the past five calendar years for the following specialties: neurosurgery, orthopaedic surgery, cardiothoracic surgery, and vascular surgery Breakdown by incident category (if available);**

Please see attached.

Please note: as the UHB transitioned to a new Datix reporting system in March 2022, the data is contained in 2 charts to reflect that taken from the old and new system as there is a resulting difference in incident category across the 2.