

Freedom of Information Act 2000 – Request Reference FoI/24/225

Complaints

Information Requested:

I would like information about the number of complaints that have been made against nurses and midwives each year since 2018. I would like the data to be reported separately - so numbers of complaints against nurses and number of complaints against midwives. I would also like an overview of the types of issues that were raised in these complaints - again reported separately for nurses and midwives.

Response Details:

From 1 April 2018 to 30 September 2021, there were 317 complaints recorded under the following staff type: Nursing, Midwifery and Health Visiting Staff.

During the period 1 October 2021 to 31 March 2024, there were 383 complaints recorded under the following staff type: Nursing, Midwifery and Health Visiting Staff.

In completing a search for the information requested regarding separate reporting of complaints made against nurses and midwives, and an overview of the types of issues raised, 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 of the Freedom of Information Act 2000 ('Exemption where cost of compliance exceeds appropriate limit') 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.