



GIG  
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WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Mark Hackett**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 24<sup>th</sup> May 2021  
Ein Cyf / Our Ref: 21-D-014

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

[REDACTED]

Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

[REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 15<sup>th</sup> April 2021. Your request sought information relating to complaints against the Children's Community Nursing Team.

**1. How many complaints have been logged against the Children's Community Nursing (CCN) team in the last 10 years?**

All of our complaints are logged on a centralised "Datix" system. We do not have a code on this system to enable us to filter codes specifically relating to the Community Nursing team or Nursing in Children's Services. When searching our systems we have only been able to search on "Child Health (including Admin & Community), Paediatrics and Nursing Services for Schools" which has returned 412 results.

To obtain the specific information you require would involve a manual trawl of each complaint to ascertain if it was relevant, which we have estimated would significantly exceed the 18 hours limit set down by the FOI Act as the reasonable limit. Section 12 of the FOI Act and The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

**2. How many complaints have been logged against the Head of Nursing, Childrens Services last 10 years?**

Please see question 1.



**Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR**

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

**3. For the period that Christine Williams was Unit Nurse Director at Singleton Hospital, how many complaints were logged about the Children's Community Nursing Team?**

Please see question 1.

**4. How many complaints about the CCN team within the last 10 years lead to an admission of liability or an apology to a family?**

Please see question 1.

**5. How many Risk Assessments were completed by the CCN team in the last 10 years?**

Risk assessments are not held centrally. Each risk assessment is held within patient notes and to obtain this information would involve a manual trawl and search of records which we have estimated would significantly exceed the 18 hours limit set down by the FOI Act and The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 as the reasonable limit. Section 12 of the FOI Act provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk).

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger  
**Director of Corporate Governance**

