



ATISN 15798

22 December 2021

Dear ,

ATISN 15798 – Swansea Bay University Health Board Performance

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 20 December 2021 relating to the performance of the Swansea Bay University Health Board. You requested the following:

- 1. Minimum, Maximum and average times it took Swansea Bay Health Board to respond to formal complaints from initial receipt of the complaint to the first response to the complainant, during Jan through to Dec 2021.*
- 2. Any documentation, flowcharts, policies etc that Medics/pharmacists follow to decide the risk benefit analysis for blood thinners when there is a known patient haemorrhaging risk .*
- 3. Please also include any documentation/policies/flowcharts etc for the process that should be followed should a patient start haemorrhaging on a new blood thinner prescribed by a medic at hospital. This is for both inpatients and those patients who are day cases and discharged home? For 2020 and 2021*
- 4. Please provide the policy, protocol, flowchart etc for patients with suspected memory impairment (waiting for assessment or families raise concerns) vs obtaining consent for procedures and Do Not Resuscitate. For 2020 and 2021.*
- 5. During Dec 2020, please confirm if all patients admitted to HDU at Singleton hospital received a Covid test at admission (the same day) or if their Covid status was already known at admission. If not, how many patients were transferred to other hospitals without a known Covid status?*

Response

With regards to Question 1 and 3, Welsh Government does not hold the information you are requesting. You may wish to contact Swansea Bay University Health Board as they may hold the information you are seeking, the Health Board's contact details are as follows:

Swansea Bay University Health Board

FOIA Team

Swansea Bay University Health Board

1 Talbot Gateway
Baglan Energy Park
Port Talbot, SA12 7BR
Email: FOIA.Requests@wales.nhs.uk

With regards to Question 2, the All Wales Medicine Strategy Group publish advice on the choice of oral anticoagulants in the management of non-valvular atrial fibrillation available at <https://awmsg.nhs.wales/files/guidelines-and-pils/all-wales-advice-on-oral-anticoagulation-for-non-valvular-atrial-fibrillation-pdf/>

With regards to Question 4, I attach a link to the All Wales policy for adults which was originally published in February 2015 and is reviewed every two years.
<https://collaborative.nhs.wales/implementation-groups/end-of-life-care/dnacpr/#:~:text=%20%27Sharing%20and%20Involving%20%20a%20clinical%20policy,years.%20The%20policy%20provides%20a%20framework%20to%20ensure%3A>

I also include a link to the All Wales Model Policy for Consent to Examination or Treatment.
<https://nwssp.nhs.wales/ourservices/welsh-risk-pool/welsh-risk-pool-programmes/all-wales-consent-to-examination-and-treatment-improvement-programme/all-wales-model-policy-for-consent-to-examination-or-treatment/>

With regards to Question 5, Welsh Government does not hold the information you are seeking. You may wish to contact Public Health Wales as they may hold information relating to Covid19 testing that has been conducted at each site and for each purpose. Should you wish to contact Public Health Wales, their contact details are as follows:

Public Health Wales

Freedom of Information Office
Public Health Wales
Floor 3, 2 Capital Quarter
Tyndall Street
Cardiff, CF10 4BZ
Email: foi.phw@wales.nhs.uk
<https://phw.nhs.wales>

Next Steps

The request you sent me contains personal information about you - for example, your name and address. The Welsh Government will be the data processor for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response.

We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information

relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ
Email: DataProtectionOfficer@gov.wales

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:
Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:
Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process

Yours sincerely,