



**GIG**  
CYMRU  
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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: 26<sup>th</sup> July 2021  
Ein Cyf / Our Ref: 21-G-001

☎ 01639 648363  
✉ FOIA.Requests@wales.nhs.uk

██████████  
████████████████████

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

██████████,

I refer to your Freedom of Information Act Request acknowledged by ourselves on 2<sup>nd</sup> July 2021. Your request sought information relating to complaints about receptionists.

You clarified on 2<sup>nd</sup> July 2021 that your request relates to receptionists both within a hospital and a GP setting.

**1. How many complaints has the health board received about receptionists in the past 5 years? With figures for each calendar year?**

- 2016 = 27
- 2017 = 24
- 2018 = 16
- 2019 = 24
- 2020 = 36

**2. Where possible, can you please tell me what the nature of the complaints were? If the complaints are split into categories for example and what they are if so?**

The complaints listed in question 1 were categorised into the subjects below. Please note that a complaint may be attributed to more than one subject.

Subjects	Sub-subject
Attitude and Behaviour	Receptionist
Communication issues	Staff to Patient Verbal
Communication issues	Insufficient information
Communication issues	Incorrect information



**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

Communication issues	Staff to Family
Communication issues	Unable to contact
Attitude and Behaviour	Attitude of Secretarial staff to patient
Appointments	Delay in appointment
Appointments	Delay in receiving outpatient appointment
Communication issues	Staff to Patient Written
Appointments	Appointment cancelled
Medication	Availability of medication
Clinical Treatment	Delay in receiving treatment
Patient Privacy, Dignity and Respect	Patient details being discussed in open area
Attitude and Behaviour	Attitude of Allied health professions to patient
Attitude and Behaviour	Attitude of Medical Staff to patient
Communication issues	Brail, sign, texting service, language line
Confidentiality	Communication with patient (other than consent)
Complaint Handling	Complaint Handling in Ward
Appliances/Equipment	Delay in obtaining equipment
Confidentiality	Disclosure of Patient Information
Clinical Treatment	Incorrect diagnosis
Medication	Incorrect dosage given
Clinical Treatment	Lack of treatment
Medication	Medication not prescribed
Patient Records	Missing records
Appointments	Patient booked into wrong outpatient clinic
Competence	Secretarial
Test Results	test not performed/ incorrectly performed
Premises	Toilet facilities

### 3. What action was taken following the complaints?

The general lessons learnt/action taken from the upheld complaints are:

- Feedback to staff - a programme of customer care training for staff
- Importance of providing appropriate customer care and listening to patients when queries are raised (clearer communication)
- Individual reflection on manner of communication, skills & attitude
- Work undertaken with staff to provide high quality patient experience
- Apology given
- Re-iterate importance of effective and polite communication to relatives/patients

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**

