FOI.21489 - Attachment 1

1 The UHB provides within the table below, the number of complaints, concerns and other reports received relating to patient access to individual GMS practices, during the period 1 April 2024 to 1 September 2026.

Type	Number
Concerns/Complaints	47
Health Inspectorate Wales (HIW) Report	1

2 The UHB provides within the table below, the number of individual GMS practices the complaints/concerns and HIW report identified in response to Question 1, related to.

Number:	9

3 The UHB provides within the table below, the number of individual GMS practices that were asked for additional formal assurance regarding patient access and/or the adequacy of clinical cover, during the period 1 April 2024 to 1 September 2026.

Number:	4

4 The UHB provides within the table below, the number of individual GMS practices that were required to provide copies of clinical staff rotas to the UHB, during the period 1 April 2024 to 1 September 2026.

Number:	1

5 The UHB provides within the table below, the number of individual GMS practices that were required to provide rotas identifying the individual clinicians operating at each practice site each day, during the period 1 April 2024 to 1 September 2026.

Number:	1

6 The UHB provides within the table below, the number of individual GMS practices that were required to provide an individual breakdown of their clinical workforce by post, professional role and Whole Time Equivalent (WTE), during the period 1 April 2024 to 1 September 2026.

Number:	1

7 The UHB provides within the table below, the number of individual GMS practices that were formally requested to provide information under Schedule 3, Part 8, paragraph 85 of the National Health Service (General Medical Services Contracts) (Wales) Regulations 2023, during the period 1 April 2024 to 1 September 2026.

Number:	1

9 The UHB does not hold the information requested as it is not recorded. The point at which the UHB would seek additional assurance would depend on a number of variables, including the number and frequency of concerns, what the concern outlined and any patterns identified. However, the UHB can provide the number of concerns received for the four (4) practices identified in response to question 3, during the period 1 April 2024 to 1 September 2026.

Practice	Number
Practice 1	16
Practice 2	10
Practice 3	10
Practice 4	5