

FOI.10629 - Attachment 1

	Outpatients questions	The UHB's answers are provided below:
1	How many new outpatients did your trust see in 2022	97,429
2	How many follow up outpatients did your trust see in 2022	183,621
3	What was your did not attend number (DNA) for 2022	21,606
4	What is your target DNA rate	5% - As per the 2019 - 2022 OPD Transformation Strategy
5	What number of new patients did you see virtually in 2022	23,929
6	What number of follow up patients did you see virtually in 2022	50,324
7	How many patients did you discharge at first outpatient appointment in 2022	25,729
8	Do you use 100% electronic notes in outpatients (Y/N)	No
9	What electronic system does your hospital use eg CERNER, Bluespeer, EDM etc	Welsh Patient Administrative System – used for scheduling and appointment management Welsh Clinical Portal – used for clinical activities including letters, test requesting, viewing diagnostic results
10	Do you have a patient portal , if so what is its name	Yes, Patient Knows Best
11	Do you have a senior responsible officer for outpatients (Y/N)	Yes
12	Do you have a clinical director for outpatients (Y/N)	Yes
13	How many outpatient general managers do you have (number, band, WTE)	1 Whole Time Equivalent (WTE) , Agenda for Change (A4C) Band 8D
14	How many outpatient assistant general managers do you have (number, band, WTE)	0
15	Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)	1 WTE, A4C, Band 8A
16	When did you start your outpatient transformation project (day, month, year)	The OPD Transformation projects are ongoing. There are 7 projects that have been awarded funding by Welsh Government for the financial year 2022/23.
17	Do you have a dedicated outpatient transformation director or manager for outpatients (title, band, WTE)	Outpatient Transformation Lead,1 WTE, A4C Band 8A
18	How many outpatient transformation project managers do you have (number, band, WTE)	1 WTE, A4C Band 8A
19	When did you go live with patient initiated follow up, PIFU (day, month, year)	April 2019
20	When did you go live with Advice and Refer, A&R (day, month, year)	Welsh Patient Referral Service (WPRS): - Referral advice functionality was made available on 8 February 2022.
		The Phlebotomy information provided below is for WGH only.
21	Is phlebotomy managed by outpatients (Y/N)	Yes
22	if yes, what is your phlebotomy establishment (number, band, WTE)	There is no dedicated phlebotomy establishment in place. However, on a daily basis, two (2) Healthcare Support Workers are dedicated to supporting this part of the service in addition to other daily roles/tasks.
23	what is your total number of phlebotomy outpatient episodes for 2022	Approximately 13,884
24	what is your total number of phlebotomy inpatient episodes for 2022	21,492 - ward based
25	how many outpatient sites does phlebotomy cover	1 in Witybush
26	how many inpatient areas (wards) does phlebotomy cover	12 wards
27	Do you have a generic contact email for the outpatient clinical lead or general manager	No generic OPD email. However, the General Manager can be written to at the following hospital address: Glangwili General Hospital, Dolgwlili Road, Carmarthen, SA31 2AF.
28	The name of your trust or hospital	Hywel Dda University Health Board