

Reference:	FOI.13426.23
Subject:	Appointment letters and systems
Date of Request:	14 December 2023

Requested:

1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?
2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?
3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?
4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?
5. What EPR system do you use please and what is the contract expiry date for that system?
6. What PAS system do you use please and what is the contract expiry date for that system?
7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?
8. If yes, to Q7, do you currently send any of your patient communications digitally?
 - a. If so, what approx. % of your communications are digital per annum?
9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?
10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?
11. Do you have a contract in place for any Mobile or App Services delivered to your Patients?
 - a. If so, please confirm which supplier and the contract expiry date of that contract?
12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?
13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?
14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?
15. Have you digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested for questions 3, 8a and 11a, as it is estimated that the cost of answering your request

would exceed the “appropriate limit” as stated in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The Information requested is not collated and recorded centrally. Therefore, in order to provide you with the information for questions 3, 8a and 11a, the UHB would need to contact each service and request them to undertake a manual trawl of their records and systems, to identify any information that may fulfil these parts of your request.

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority’s obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, we are required as a public authority to provide advice and assistance so far as it is reasonable, to individuals who have made a request under the FoIA. Therefore, the UHB provides the accessible information it holds below.

1. The UHB confirms that 791,331 outpatient letters have been sent, during the period 1 April 2023 to 31 December 2023.
2. The UHB confirms that 35,622 hospital discharge summary notices have been sent, during the period 1 April 2023 to 31 December 2023.
3. Section 12 exemption applied.
4. The UHB confirms that 7.2% of outpatient’s appointments were recorded as ‘did not attend’, during the period 1 April 2023 to 31 December 2023.
5. to 7. The UHB has applied an exemption under Section 21 of the FoIA, as the information requested is accessible by another means. The UHB has answered similar Freedom of Information requests, FOI.12425.23 and FOI.13164.23 - Clinical systems, which are already within the public domain and are available on our disclosure log.

For ease of reference, please click on the attached link, which will take you directly to the UHB’s disclosure log webpage:

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](#)

8. The UHB confirms that it does have the facility to send patient communications digitally.
 - a. Section 12 exemption applied.
9. The UHB confirms that it uses the CIVICA Document Management System, which expires in March 2025.
10. The UHB confirms that it has a hybrid mail contract with PSL Print Management Limited, which expires on 31 March 2026.

11. The UHB confirms that it does have Mobile or App Services to deliver services to patients. However, contract information is not readily available and easily accessible. Therefore, a Section 12 exemption has been applied to this part of the request.
 - a. Section 12 exemption applied.
12. The UHB confirms that it does use a room booking system for clinics and staff. The UHB has two (2) contracts with Condeco; one (1) contract expires on 31 July 2024 and the other contract expires on 25 October 2024.
13. The UHB confirms that fifty-one (51) Corporate Subject Access Requests were received, with 78% being responded to within the statutory response timescale and three thousand seven hundred and thirty-four (3,734) Subject Access Requests were received, with 87% being responded to within the statutory response timescale, during the 2022 calendar year.
14. The UHB confirms that it has digitised approximately 30% of its non-active/archived patient medical records. The three (3) providers commissioned to scan a fixed number of records were Restore, Swiss Post and Ricoh. The process is currently ongoing with the contracts ending six (6) months after the final record is completed.
15. The UHB confirms that it has not digitised its day forward medical records.