

<b>Reference:</b>	FOI.16939.25
<b>Subject:</b>	Clinical services and removals from waiting lists
<b>Date of Request:</b>	25 March 2025

**Requested:**

<b>Clinical Services (Outpatients)</b>	<b>1. Do any of the following clinical services operate from a “partially booked service” model?*</b>	<b>2. Please provide the total number of patients who have been removed from the waiting list due to breach of the trusts access policy in the last year</b>
General Surgery Service	Eg: yes	Eg: 241
Urology Service		
Trauma and Orthopaedic Service		
Ear Nose and Throat Service		
Ophthalmology Service		
Oral Surgery Service		
Neurosurgical Service		
Plastic Surgery Service		
Cardiothoracic Surgery Service		
General Internal Medicine Service		
Gastroenterology Service		
Cardiology Service		
Dermatology Service		
Respiratory Medicine Service		
Neurology Service		
Rheumatology Service		
Elderly Medicine Service		
Gynaecology Service		
Other - Medical Services		
Other - Mental Health Services		
Other - Paediatric Services		
Other - Surgical Services		
Other - Other Services		
Radiology/Imaging		
Respiratory physiology - Sleep Studies		
Urodynamics - Pressures & Flows		
Endoscopy		
Trust Average		

\*Partial Booking – Scheduling patient appointments with a 6-week horizon. i.e: avoiding the likelihood of the department needing to cancel the appointment due to staff leave etc.

**Response:**

1. Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold the information requested, as it does not use a partially booked service model.
2. The UHB is unable to provide you with the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 and the 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.

In order to provide you with the data requested, the UHB would need to undertake a manual trawl of all outpatients’ medical records, to identify any information that would fulfil this part of your request, as this is not recorded centrally.

The UHB can confirm that five thousand and eighty-eight (5,088) patients were removed from a waiting list during the 2024/25 financial year. Therefore, to provide you with the exact information being requested, conducting the search would far exceed the ‘appropriate limit’, costing the UHB the following:

5,088 @ 15 minutes per item = 1,272 hours  
1,272 hours @ £25 per hour = £31,800.00

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.