

Reference:	FOI.16242.24
Subject:	Costs, pay and staffing
Date of Request:	20 December 2024

Requested:

1. Cost Comparison of GMS Practices:
 - a. The total annual cost to the health board of operating managed GMS (General Medical Services) practices for the past three financial years.
 - b. The total annual cost to the health board of contracting with private GMS practices for the same period.

2. Staff Pay Ratios:
 - a. The ratio of the lowest-paid employee to the highest-paid employee within the health board for the past three financial years.
 - b. A breakdown of the highest salaries within the health board, including the roles and associated total remuneration packages for the top five highest-paid positions.
 - c. The job titles and salary details of the lowest-paid employees within the health board for the past three financial years.

3. Vacancy Rates and Recruitment Costs:
 - a. The current vacancy rates for GMS-related roles (e.g., GPs, practice nurses, healthcare assistants).
 - b. Total expenditure on recruitment campaigns and agency staff for GMS-related roles over the past three financial years.

4. Missed Appointments and Associated Costs:
 - a. The number of missed GP appointments within the health board over the past three financial years.
 - b. An estimate of the cost to the health board due to missed appointments during the same period.

5. Administration and Overheads:
 - a. The total administrative costs of the health board for the past three financial years.
 - b. The percentage of the health board's total annual budget spent on administrative overheads. (all administrative staff costs, and what percentage this is of total expenditure across the health board.)

6. Performance Metrics:
 - a. Any key performance indicators (KPIs) used by the health board to assess efficiency and effectiveness.
 - b. The results of these KPIs for the past three financial years, particularly for GMS services.

Response:

Hywel Dda University Health Board (UHB) is applying an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA), as some of this information is already in the public domain and is accessible by another means. The information for questions 1, 2b and 7 are available on the UHB's website. Details and hyperlinks have been provided within the response below.

1a. Section 21 exemption applied, as the cost of operating its Managed GP Practices and General Medical Services (GMS) for the 2022/23 and 2023/2024 financial years are available on page 217

of the Annual Report and Accounts 2023-24 and the costs for the 2021/22 financial year are available on page 339 of the Annual Report and Accounts 2021-22.

For ease of reference, please click on the link provided below, which will take you directly to the relevant webpage.

[Annual reports and annual quality statements - Hywel Dda University Health Board](#)

1b. The UHB does not contract with private GMS practices.

2a. The UHB does not hold the requested information. The UHB has an obligation to provide information already in recorded form but cannot create new information to answer a request.

2b. The UHB provides within the table below the top five (5) highest paid employees by job title and gross earnings which includes all Commitment Awards and Additional Duties undertaken, during the 2023/24 financial year.

Job title	Gross earnings
GP OOH/Locum GP	£382,790.46
Locum Consultant	£351,882.50
Associate Specialist	£331,794.51
Clinical Fellow	£323,923.20
Consultant Obstetrician and Gynaecologist	£307,386.45

2c. The UHB confirms that the job titles of the lowest paid staff on Agenda for Change (A4C) Terms and Conditions of Service (T&Cs) were Hotel Services/Catering Assistants, during the 2021/22 to 2023/24 financial years.

A4C salary remuneration is available on the NHS Wales website and can be accessed via the link provided below:

[Pay & Conditions - NHS Wales](#)

The UHB also has an Apprenticeship Academy. Details of which, including remuneration, are available on the UHB's website, and can be accessed via the link provided below:

[Apprenticeship Academy - Hywel Dda University Health Board](#)

3a. The UHB provides within the table below the current budgeted, occupied and vacant Full Time Equivalent (FTE) vacancies for its GMS, including its six (6) Managed GP Practices, by staff group, as at 31 December 2024.

Staff group	Budget	Occupied	Vacant
Additional Professional Scientific and Technical	7.0	2.9	4.1
Additional Clinical Services	12.1	7.8	4.4
Administrative and Clerical (A&C)	78.5	73.4	5.1
Allied Health Professionals	0.9	4.0	-3.1
Estates and Ancillary	13.7	9.5	4.2

Medical and Dental	50.7	12.4	38.3
Nursing and Midwifery Registered	21.6	16.2	5.5

Please note:- not all of the roles categorised as A&C in the table above are solely administrative roles e.g., a number of individuals are employed within hybrid roles such as a Ward Clerk/Healthcare Support Worker (two (2) roles with one (1) position) the salary is coded as A&C however the role will have a clinical element.

3b. The UHB confirms that there have been no active recruitment campaigns for its GMS, during the last three (3) years. However, vacancies for its GMS have been advertised via the Trac recruitment website.

4a. The UHB does not hold the requested information. However, the UHB provides within the table below, the total number of GP appointments and number of those recoded as Did Not Attend (DNA) for its seven (7) Primary Care GP Clusters, as recorded on the Primary Care Information Portal, during the 2022/23 and 2023/24 financial years and the period 1 January to 30 November 2024 (most recent date data recorded).

GP Cluster	2022/23		2023/24		January to November 2024	
	Appointments	DNA	Appointments	DNA	Appointments	DNA
Amman Gwendraeth	425,370	22,843 (5%)	390,621	23,755 (6%)	259,856	17,114 (6%)
Taf/Tywi (2Ts)	475,372	20,244 (4%)	449,937	17,675 (3.9%)	287,023	10,354 (3%)
Llanelli	385,718	22,144 (5.7%)	372,018	18,514 (4.9%)	239,073	14,590 (6%)
North Ceredigion	256,525	17,486 (6.8%)	254,539	12,608 (4.9%)	160,866	9,250 (5.7%)
Teifi and South Ceredigion	288,911	17,323 (5.9%)	279,361	14,805 (5%)	171,775	10,337 (6%)
North Pembrokeshire	365,572	17,734 (4.8%)	350,516	17,956 (5%)	240,870	14,845 (6%)
South Pembrokeshire	329,080	24,926 (7.5%)	302,502	15,536 (5%)	196,672	9,883 (5%)

Please note:- there may be occasions where one (1) appointment has been recorded, however, a number of patients may have been seen e.g. vaccination clinics.

4b. This is not a valid FOI request. The Freedom of Information Act 2000 (FoIA) covers any recorded information that is held by a public authority; recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings. The FoIA does not cover information on estimates, opinions or recommendations. The UHB has an obligation to provide information already in recorded form but cannot create new information to answer a question.

5. The UHB provides within the table below, its A&C staff costs and the percentage of its total annual budget, during the 2021/22 to 2023/24 financial years.

	2021/22	2022/23	2023/24
A&C staff	£78,389,230.00	£87,411,303.00	£100,321,000.00
Percentage of total budget	7.33%	7.96%	8.36%

Please note:- the annual increases in data provided in the previous table also includes salary increases linked to nationally agreed annual pay award uplifts and therefore not solely linked to growth within the UHB.

6. A Section 21 exemption applied as its Integrated Performance Assurance Report (IPAR) are presented at the UHB's Board meetings which are available in the Board papers on its website. The UHB has also published its performance for the 2022/23 and 2023/24 financial years on its website and includes metrics for GMS, such as the Percentage of GP practices that have achieved all standards set out in the National Access Standards for In-hours.

For ease of reference, please click on the links below, which will take you directly to the relevant webpages:

[Your health board - Hywel Dda University Health Board](#)

[Monitoring our performance - Hywel Dda University Health Board](#)