

Reference:	FOI.13661.24
Subject:	Financial deficit & Information Technology (IT)
Date of Request:	24 and 25 January 2024

Requested:

FOI.13661 – Financial deficit

Please can you supply:

1. The current size of your Health Boards financial deficit
2. The projected size of your Health Boards financial deficit at the end of the 23/24 and 24/25 financial years

FOI.13662 – Information Technology (IT)

Please can you supply:

1. The number of IT issues requests made in your NHS body for each of the last 12 months
2. The number of IT incidents raised in your NHS body of each of the last 12 months
3. The average IT Helpdesk response time (when an e-ticket is raised) for each of the last 12 months
4. The average IT Helpdesk waiting time (when calling the helpdesk directly) for each of the last 12 months
5. The average IT Helpdesk turnaround time for e-tickets for each of the last 12 months
6. The number of critical IT incidents in your NHS body which directly impacted patient care for each of the last 12 months
7. The number of critical IT incidents in your NHS body which directly impacted on patient care for each of the last 5 years

Response:

FOI.13661 – Financial deficit

1. & 2. 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 UHB's financial position was discussed in the UHB's Board meeting on 25 January 2024. Therefore, the UHB's current deficit and the projected deficit for the 2023/24 financial year is available on the UHB's website.

For ease of reference, please click on the link below, which will take you directly to the minutes from the UHB's Board meeting.

[Board meetings 2024 - Hywel Dda University Health Board \(nhs.wales\)](#)

The UHB does not hold the requested information for the 2024/25 financial year.

FOI.13662 – Information Technology (IT)

The UHB is unable to provide you with all of the information requested for questions 6 and 7, 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.

In order to provide you with the number of incidents that directly impacted patient care, the UHB would need to undertake a manual trawl of each incident and correlate between multiple IT systems, to identify any information that may fulfil these parts of your request, as the information is not recorded centrally.

However, the UHB can confirm that one hundred and sixty-five (165) incidents have been recorded as a major IT incident, during the period 8 February 2023 to 7 February 2024. Therefore, to provide you with the exact information being requested for question 6 alone, conducting the search would far exceed the ‘appropriate limit’, costing the UHB the following:

165 @ 15 minutes per item = 41.25 hours
41.25 hours @ £25 per hour = £1,031.25

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 17,090 IT service requests were recorded, during the period 8 February 2023 to 7 February 2024.
2. The UHB confirms that 65,744 IT incidents were recorded, during the period 8 February 2023 to 7 February 2024.
3. The UHB provides, within the table below, the average IT helpdesk response times for e-tickets, by month, during the period from 1 February 2023 to 31 January 2024.

Month	Average time (hours/minutes/seconds)
February 2023	08:01:35
March 2023	07:30:20
April 2023	05:35:28
May 2023	05:54:10

June 2023	09:19:06
July 2023	04:36:45
August 2023	05:48:27
September 2023	07:05:43
October 2023	07:38:06
November 2023	07:54:12
December 2023	04:45:51
January 2024	06:28:54

4. The UHB provides, within the table overleaf, the average waiting time for the IT helpdesk to answer calls, by month, during the period from 1 February 2023 to 31 January 2024.

Month	Average time (hours/minutes/seconds)
February 2023	00:03:05
March 2023	00:08:32
April 2023	00:06:57
May 2023	00:07:20
June 2023	00:06:05
July 2023	00:08:12
August 2023	00:07:08
September 2023	00:05:08
October 2023	00:05:17
November 2023	00:06:06
December 2023	00:08:01
January 2024	00:08:56

5. The UHB provides, within the table below, the average IT helpdesk turnaround times for e-tickets, by month, during the period from 1 February 2023 to 31 January 2024.

Month	Average time (hours/minutes/seconds)
February 2023	13:23:57
March 2023	16:04:28
April 2023	05:41:11
May 2023	08:03:47
June 2023	11:19:35
July 2023	04:55:56
August 2023	04:59:38
September 2023	09:13:34
October 2023	07:44:58
November 2023	05:51:17
December 2023	04:09:22
January 2024	05:50:28

6. & 7. Section 12 exemption applied.