

<b>Reference:</b>	FOI.117.19
<b>Subject:</b>	GP Out of Hours Service
<b>Date of Request:</b>	11 February 2019

**Requested**

Could you please provide me with the following information:

1. The number of times in each of the last five years (2018, 2017, 2016, 2015, 2014) that Hywel Dda Health Board has been unable to staff out-of-hours GP services.

As part of this, could you also provide:

- a. The amount of time (in minutes) where out-of-hours GP services have not been staffed as mentioned above.
- b. Which hospital or NHS service the out-of-hours GP service covered.

Could you please provide this information as an excel spreadsheet with the following fields:

Date (dd/mm/yyyy)	Hospital/Service	Time from	Time until	Total time (h:mm:ss)
01/01/2014	Example	10 am	8pm	10:00:00

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with the details of the closure of the UHB's GP out of hours services, as it is estimated that the cost of answering your request would exceed the "appropriate level" as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The "appropriate level" represents the estimated cost of one person spending 18 hours or (2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the information requested the UHB would be required to conduct a manual trawl of all GP out of hour centre rota's for the last five years, to identify closures and then calculate the number of minutes closure for each centre.

Approximately 520 documents @ 15 minutes per rota = 130 hours  
 130 hours @ £25 per hour = £3,250

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000, 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*.

Under Section 16 of the Freedom of Information Act, the UHB has an obligation to provide advice and assistance. The UHB can confirm that it has previously answered

similar requests, namely FOI/146/18 which provides a small sample of the information requested by you; the response to this request has been published on our disclosure log which is accessible via the following link:

<http://www.wales.nhs.uk/sitesplus/862/page/95420>