

Reference:	FOI.6999.21
Subject:	Health Board information
Date of Request:	24 September 2021

Requested:

1. How many people were treated by A&E departments within your Health Board during:
 - Each month of 2021
 - Each year from 2011 - 2020 (inclusive)
2. How many of those people who were treated by your A&E departments, during the time periods listed below, received their treatment within the four hour target?
 - For each month of 2021
 - For each year from 2011 - 2020 (inclusive)
3. How many people requested an appointment to see a GP within your Health Board during:
 - Each month of 2021
 - Each year from 2011 - 2020 (inclusive)
4. What was the average waiting time for patients to see a GP in your health board during:
 - Each month of 2021
 - Each year from 2011 - 2020 (inclusive)
5. How many incidents of aggression towards hospital workers were reported during:
 - Each month of 2021
 - Each year from 2011 - 2020 (inclusive)
6. How many individuals were employed by the health board during:
 - Each month of 2021
 - Each year from 2011 - 2020 (inclusive)
7. How many GPs were employed by the health board during:
 - Each month of 2021
 - Each year from 2011 - 2020 (inclusive)

Response:

Hywel Dda University Health Board (UHB) does not hold the information for all GP Surgeries. With the exception of its Managed Practices, GP Practices within the UHB footprint are all managed independently. These GP Practices hold their own information and consequently, this information would need to be requested directly from the individual GP Practices. Contact details for each of them can be found via the following link:

<http://www.wales.nhs.uk/sitesplus/862/directory/gps/>

The GP Surgeries managed directly by the UHB are Ashgrove Medical Centre, Meddygfa Minafon, Meddygfa'r Sarn and Tenby Surgery. Any information held, is provided in our response below.

1. & 2. The UHB provides, within the tables below, the number of unscheduled Accident and Emergency (A&E) attendances and the number of those patients that received treatment within four (4) hours, across the UHB, for the calendar years from 2011 to 2020 and by month from 1 January to 31 August 2021.

Calendar year	Number of attendances at A&E	Number seen within 4 hours
2011	128,966	115,636
2012	131,670	117,660
2013	132,055	119,033
2014	137,725	120,840
2015	137,497	116,137
2016	142,129	119,546
2017	147,230	126,375
2018	149,631	123,363
2019	153,447	123,076
2020	114,572	90,612

2021	Number of attendances at A&E	Number seen within 4 hours
January	7,670	5,514
February	7,683	5,454
March	10,511	7,514
April	12,026	8,886
May	12,720	9,257
June	13,615	9,652
July	14,030	10,209
August	13,599	9,512

3. The UHB does not hold this information. However, whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance.

Therefore, the UHB provides, within the tables below, the number of GP contact appointments undertaken at the UHB's Managed Practices, as recorded on the available systems, for the calendar years 2011 to 2020 and by month from 1 January to 31 August 2021.

Calendar year	Ashgrove Medical Centre	Meddygfa Minafon	Meddygfa'r Sarn	Tenby Surgery	
2011	Not available	Not available	12,891	Not available	
2012			12,958		
2013			13,674		
2014			13,487		
2015			12,853		
2016		33,174	12,154		
2017		23,537	10,508		
2018		25,548	15,824		
2019		14,197	26,518		14,188
2020		11,619	19,532		9,106

2021	Ashgrove Medical Centre	Meddygfa Minafon	Meddygfa'r Sarn	Tenby Surgery
January	1,111	1,634	477	202
February	1,272	1,827	506	238
March	1,438	2,287	574	358
April	1,513	2,039	592	299
May	1,402	1,755	472	316
June	1,466	2,085	653	433
July	1,326	1,938	534	334
August	1,283	1,614	628	361

Please note:- The information provided above is what is currently held, as the UHB does not hold a central record of GP appointment data, due to multiple computerised systems being installed and replaced at each Managed GP Practice since 2011.

4. The UHB does not hold this information. However, the UHB can confirm that all of its Managed Practices are currently only offering same day appointments, unless a GP requests that a patient follow up appointment be booked.
5. The UHB provides, within the tables below, the number of incidents of aggression towards hospital workers reported, for the calendar years 2011 to 2020 and by month from 1 January to 31 August 2021.

Calendar year	Number of incidents reported
2011	995
2012	1056
2013	1194
2014	594
2015	703
2016	838
2017	890
2018	1087
2019	985
2020	896

2021	Number of incidents reported
January	114
February	106
March	124
April	33
May	46
June	31
July	55
August	26

6. & 7. The UHB provides, within the tables overleaf, the number of UHB employees and the number of GPs employed by the UHB's Managed Practices, for the calendar years 2011 to 2020 and by month from 1 January to 31 August 2021.

Calendar year	Number of employees	Number of GP's employed
2011	9,645	0
2012	9,563	0
2013	9,765	0
2014	9,533	0
2015	9,769	5
2016	10,353	4
2017	10,838	4
2018	11,130	4
2019	11,200	6
2020	12,133	5

2021	Number of employees	Number of GP's employed
January	12,274	4
February	12,418	5
March	12,563	5
April	12,534	6
May	12,876	5
June	12,917	5
July	12,954	5
August	12,933	6