

Reference:	FOI.19335.26
Subject:	Missed appointments
Date of Request:	19 January 2026

Requested:

1. The average cost of a missed appointment for the years 2022 to current
2. Do you have a mechanism to identify if an appointment is missed due to lack of BSL interpreter?
3. If so, the numbers of missed appointments due to no fulfilment of booking BSL interpreter, either by booking agency unable to provide, failure of interpreter to attend, or no agency contacted for BSL interpreter.

Response:

1. Hywel Dda University Health Board (UHB) does not hold the requested information as it only records costs attributed to attended appointments. 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 and provides within the table below, the average cost of an attended outpatient appointment, by type, for the 2022/23 and 2023/24 financial years.

Please note: the UHB is unable to provide data for the 2024/25 financial year due to the implementation of a new All Wales costing programme.

Appointment type	2022/23	2023/24
Face to face new appointment	£325.00	£346.94
Face to face follow up appointment	£171.33	£189.64
Virtual new appointment	£298.93	£314.04
Virtual follow up appointment	£165.71	£176.33
Pre-Operative appointment	£214.30	£219.16
Outpatient procedure appointment	£454.37	£483.96

2. The UHB confirms that the Welsh Patient Administration System (WPAS) does not have a specific field to record the exact reason for unattended appointments. Therefore, the UHB does not have a mechanism to identify if an appointment is missed due to the lack of a British Sign Language (BSL) interpreter.
3. Not applicable.