

Reference:	FOI.16967.25
Subject:	NHS app appointments
Date of Request:	27 March 2025

Your request and our response

Can you please provide the following information under the Freedom of information act;

NHS App

Hywel Dda University Health Board (UHB) provides the information it holds within the table overleaf.

In accordance with the Code of Practice under Section 45 of the Freedom of Information Act 2000 (FoIA), the UHB has a duty to provide advice and assistance. The UHB does not hold the information for questions 1 and 3 as this is managed and supplied nationally by Digital Health and Care Wales (DHCW), it is suggested that these questions may be best redirected to DHCW for further consideration. DHCW can be contacted by email at: DHCW.FOI@wales.nhs.uk

Freedom Of Information Request	Response	Example
1. What was the total number of patient appointments facilitated via the NHS app for the trust during the past year?	Please re-direct to DHCW.	
2. Considering the above, what is the total number of outpatient appointments booked by the trust for the previous year	873,113 outpatient appointments were booked during the period 1 March 2024 to 28 February 2025.	
3. What are the specific patient cohorts/clinical services that utilise NHS App bookings	Please re-direct to DHCW.	