

Reference:	FOI.13625.24
Subject:	Remote work and teleradiology services
Date of Request:	22 January 2024

Requested:

1. The total number of members of staff who are currently working from home within the health board.
2. The number of radiology staff members who are currently working from home within the health board.
3. The total number of radiologists within the health board who have the capability to work from home.
4. The number of radiologists who work from home.
5. The number of reporting radiographers within the health board who have work stations set up at home.
6. The number of reporting radiographers who work from home.
7. The total number of radiology reporting stations available within the health board.
8. Does the health board currently outsource radiology reporting to any teleradiology services?
9. If the health board utilises teleradiology services, what is the annual cost associated with these services?
10. If teleradiology services are outsourced, could you please provide information on when the current contract with the teleradiology company is set to expire?

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested, as it is estimated that the cost of answering your request would exceed the "appropriate limit" as stated in the Freedom of Information Act 2000 and the 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 requested data for questions 1 to 4, the UHB would need to contact all departments across the UHB to identify the number of staff that have the ability to work from home, to identify any information that would fulfil these parts of your request, as this information is not recorded centrally.

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, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides the accessible information it holds below.

1. - 4. The UHB confirms that 13,876 Microsoft Office 365 licences have been issued, all of which are capable of agile/hybrid working to some extent. Additionally, 7,147 requests have been received for VPN remote access tokens; forty-five (45) have been issued for the Radiology Department, during the 2020 to 2023 calendar years.

For your information, a link to the NHS Wales Approach to Agile Working: Briefing and Guidance is provided below:

[FINAL All Wales Agile Working.pdf \(nhsconfed.org\)](https://nhsconfed.org/2022/04/28/final-all-wales-agile-working/)

5. & 6. The UHB confirms that none of its reporting Radiographers work remotely.
7. The UHB confirms that it has forty-four (44) Radiology reporting stations available across the UHB.
8. The UHB confirms that it does outsource Radiology reporting to teleradiology services.
9. The UHB confirms that the annual cost associated with outsourcing of Radiology reporting to teleradiology services, is approximately £1.7 million.
10. The UHB confirms that the current teleradiology contract has an end date of 31 October 2024.