

Reference:	FOI.9777.22
Subject:	Waiting lists and mail handling
Date of Request:	2 September 2022

Requested:

- 1) How many inpatients, outpatient and waiting list patients in total is your trust currently responsible for?
- 2) How many letters are received by the trust on an annual basis?
- 3) Does your print and post room currently scan and distribute inbound communications (i.e., physical letters received by the trust)?
- 4) What make of Scanner do you use?
Kodak Yes/No
Fujitsu Yes/No
MFD – Copier Yes /No
Other (please specify) _____
- 5) Do you have scanning software or extraction software linked to your scanner to help identify and categorise your inbound communications?
If yes, who supplies your service _____
How many images do you validate? _____
What is the cost of each image communication _____?

Response:

1. As at 31 August 2022, Hywel Dda University Health Board (UHB) had 97,720 patients waiting on the Referral to Treatment Time open pathway waiting list.
2. The UHB does not record the number of letters it receives.
3. The UHB's mail rooms do not scan their incoming mail.
4. Not applicable.
5. Not applicable.