

Reference:	FOI.12495.23
Subject:	Wayfinding
Date of Request:	22 August 2023

Requested:

Can the trust confirm and provide information on the following:

1. The trusts wayfinding strategy.
2. Number of missed appointments by type and location.
3. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).
4. Number of complaints associated to poor wayfinding.

We need this for the financial years ending:

- March 2024 (Y2D)
- March 2023
- March 2022

Response:

1. Hywel Dda University Health Board (UHB) confirms that it does not have a formal wayfinding strategy. However, the UHB does incorporate the UK Government's Wayfinding HTM guidance, when delivering schemes. A link to the guidance has been provided below:

[Wayfinding \(supersedes HTM 65 'Signs'\) \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/101421/htm65-signs.pdf)

Additionally, the UHB has developed an approach to wayfinding design via consultation on the Withybush General Hospital signage scheme. As part of this scheme, the UHB engaged with disability groups and site-based teams and introduced a more user-friendly approach to wayfinding design through the use of departmental colour coded signage and the use of pictograms, which reduce the amount of written text that can often cause confusion. This approach is being applied to all subsequent and new projects.

2. The UHB provides the number of new and follow-up appointments not attended, by reason and location, as recorded on the UHB's Welsh Patient Administration System (WPAS), during the 2021/2022 and 2022/23 financial years, and from 1 April 2023 to the date of your request, at Attachment 1.
3. The UHB regrets to inform you that it does not hold the information requested.
4. The UHB confirms that it has one (1) complaint recorded relating to wayfinding, during the 2022 calendar year.