



GIG
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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd Dros Dro/ Interim Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Tracy Myhill**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 9th August 2019
Ein Cyf / Our Ref: 19-G-016

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

[REDACTED]

Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

[REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 11th July 2019. Your request sought information relating to appointments.

The health board offers more than 600,000 outpatient appointments a year. Improving and modernizing outpatient services is a priority area for with outpatient modernisation being a key component of the Health Board's Changing for the Better strategy.

The project aims to review the way in which the Health Board delivers outpatient care to be more responsive to the needs of the patient, more efficient in building stronger links between primary and secondary care and to deliver a safe and effective service.

In developing these links between primary and secondary care, the Health Board is exploring opportunities to deliver outpatient activity in a different way including providing outpatient sessions in primary/community settings, exploring the use of new technologies such as Skype, increased provision of non consultant led services, email/telephone advice lines. Work has also been undertaken to review existing models of best practice to inform new approaches to the management of follow up appointments.

The project is also reviewing the outpatient booking process to explore options for patients to confirm and rearrange appointment dates via text messaging and internet based systems. The Health Board also has implemented a text reminder service for outpatient appointments.



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

For each of the last 5 financial years:

- 1. How many routine hospital appointments were wasted by patient no-shows?**
- 2. Which areas had the most no-shows and least no-shows?**
- 3. How much does each missed routine appointment cost?**

Please provide a breakdown by financial year for all answers and for all hospitals within the health board – if you have a breakdown per hospital then even better.

Please find attached the information you require. This is broken down by new appointments and follow-up appointments and by hospital site.

The average direct cost of a missed hospital appointment, based on consultant and clinic time would be £66.

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



On behalf of

Pam Wenger

Director of Corporate Governance

