



GIG  
CYMRU  
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WALES

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: 25<sup>th</sup> March 2020  
Ein Cyf / Our Ref: 20-B-039

01639 [REDACTED]  
FOIA.Requests@wales.nhs.uk

[REDACTED]  
[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 24<sup>th</sup> February 2020. Your request sought information relating to systems in use in the health board. You clarified on the 25<sup>th</sup> February 2020 that for part 3, you are looking for information on both long and short range pagers.

Please note that from 1st April 2019 responsibility for providing healthcare services for people in the Bridgend County Borough Council area transferred from Abertawe Bro Morgannwg University Health Board to Cwm Taf Morgannwg University Health Board. In light of this change to ABMU's responsibilities, the organisation's name has changed to Swansea Bay University Health Board. However as this response asks for data prior to 1st April 2019, we have provided the information that ABMU Health Board held which will include Bridgend data.

## **Part 1**

### **1. What appointment booking and reminder system(s) does the Health Board use, providing in each case:**

#### **a. Name of system and name of supplier**

- WPAS - Appointment Letters
- Healthcare Communications UK Ltd - Appointment SMS Messages

#### **b. Contract start and end dates**

- WPAS – Not Applicable as part of an All Wales contract
- Healthcare Communications UK Ltd – Ends 31st March 2020 with an option to



**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

extend for 12 months.

**c. £K contract value per annum**

- WPAS – see above All Wales contract
- Healthcare Communications UK Ltd - £52,320.40

**2. How much is spent per annum on sending appointment letters?**

Approximately £500,000

**3. How much is spent on SMS text messages per annum for appointment reminders?**

See question 1c – this is included in the contract price.

**4. How many Did Not Attend Appointments (DNAs) were there for 2018/2019 and what did this cost the Health Board?**

There were 41,779 DNAs recorded for 2018/19 and the average direct cost is £66 per appointment (based on consultant and clinic time).

**5. Who in the Health Board is responsible for the appointment booking and reminder system(s), by Name, Job Title and email address?**

Matt John  
Associate Director of Digital Services  
Chief Digital Officer  
[matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)

**Part 2**

**1. What e-rostering and bank staffing system(s) does the Health Board use, providing in each case:**

**a. Name of system and name of supplier**

KRONOS  
Allocate

**b. Contract start and end dates**

KRONOS - Annual renewal – no contract end date  
Allocate – Start 1<sup>st</sup> August 2018 End 1<sup>st</sup> August 2021

**c. £K contract value per annum**

KRONOS - £123,319  
Allocate - £191,635

**2. How much is spent on SMS text messages per annum for bank staffing?**

Not applicable – we do not use SMS messages for bank.

**3. Who in the Health Board is responsible for bank staffing system, by Name, Job Title and email address?**

Hazel Robinson



### **Part 3**

#### **1. What paging system does the Health Board use, providing:**

- a. Name of system and name of supplier**  
Page One – Page One Communications Ltd.
- b. Contract start and end dates**  
1<sup>st</sup> March 2020 to 28<sup>th</sup> February 2021
- c. £K contract value per annum**  
£2408.88

#### **2. Is the Health Board actively considering reducing paging costs by the use of mobile apps?**

No – the Health Board has reverted to wireless and mobile phones.

#### **3. Who in the Health Board is responsible for the paging system, by Name, Job Title and email address?**

Matt John  
Associate Director of Digital Services  
Chief Digital Officer  
[matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)

### **Part 4**

#### **1. What systems does the Health Board use for:**

- a. PBX**  
Cisco Call Manager
  - **How many extensions do you have?**  
Approximately 14,000
- b. Switchboard / Operator Console**  
Arc Console
  - **How many positions do you use?**  
12 concurrent licenses for 3 sites
  - **What is the Annual Contract/Maintenance value?**  
£15,400
- c. Contact Centre**  
Cisco UCCX
  - **How many seats are in use?**  
75 concurrent licenses for 3 sites
  - **What is the Annual Contract/Maintenance value?**  
Not applicable – this is included in the contract that covers the whole of Cisco



network support for the health board.

**d. Speech Recognition Auto Attendant**

Not applicable – not used in Swansea Bay Health Board

• **What is the Annual Contract/Maintenance value?**

Not applicable

**e. Staff Directory**

Active Directory

**f. Call Logging**

Eclipse

**2. Who in the Health Board is responsible for these telecoms systems, by Name, Job Title, email address?**

Matt John

Associate Director of Digital Services

Chief Digital Officer

[matt.dmj.john@wales.nhs.uk](mailto:matt.dmj.john@wales.nhs.uk)

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto: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](mailto: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), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger

**Director of Corporate Governance**

