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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

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: 8th September 2021
Ein Cyf / Our Ref: 21-H-015

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 13th August 2021. Your request sought information relating to GP Practices.

1. How many registered GP practices are there in your Local Health Board area, in August 2021?

49 practices

2. Of these practices, how many are fully open for face-to-face appointments, in August 2021?

All practices are currently providing face to face appointments.

3. Of these practices, how many are still running online and telephone appointments?

Currently, Swansea Bay Health Board does not hold this information centrally. However, the annual review of practice activity in these areas is currently underway and this information will be available at the end of September 2021.

4. If possible, of these practices, how many are using telephone triage to assess patients before making an appointment?

In line with the requirements of the Access to In-house GMS Service Standards, as at 31st March 2021, all 49 practices self-reported as using a triaging system, however, we cannot confirm that this is by telephone.

5. If possible, the average time patients are waiting for a face-to-face appointment with their GP in August 2021?

I can confirm that Swansea Bay Health Board does not hold this information



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

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Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

centrally. This information will be held by the individual practices – please contact them directly.

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

