



GIG
CYMRU
NHS
WALES

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: 18th March 2021
Ein Cyf / Our Ref: 21-B-023

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

██████████
████████████████████

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

Dear ██████████

I refer to your Freedom of Information Act Request acknowledged by ourselves on 15th February 2021. Your request sought information relating to allocation and rostering.

We have provided the information for AHPs within our Community Reablement Teams (CRT).

1. What Workforce & patient Rostering systems are currently used to support the allocation of community health workers/allied health professionals?

You clarified on 23rd February 2021 that you are only referring to AHPs within Community teams. You also clarified that by "allocation" you are referring to the rostering of staff members for shifts.

Within our CRT teams, rotas are planned manually on Microsoft Word or Excel. E-Roster is used to record shifts worked for some teams.

2. When is the contract expiry and yearly contract value of this system?

Our contract with E-Roster will expire in January 2026. The yearly contract value of the system is approximately £260,000.00.

3. What system is used to record patient Community Health Records?

Oracle & PARIS are used.

4. When is the contract expiry and yearly contract value of this system?

Both contracts are held by Neath Port Talbot and Swansea Local Authorities, and



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

utilised by the Health Board. Please contact Neath Port Talbot and Swansea Councils for contract information.

5. The total number of Back Office Support Staff that support the allocation process?

Neath Port Talbot - There is 1 back office staff member that supports the allocation process for AHPs.

Swansea - There are no back office support staff who support the allocation process for AHPs.

6. The total number of allied health professionals/community health staff?

There are a total of 114 AHP staff in our CRT teams.

7. Total number of patients allocated to an Allied Health Professional/Community Health worker.

You clarified that you would like the information per full working day for a full time member of staff.

This information is not held. The number of patients would vary frequently, based on staffing levels etc. However, we would expect an average caseload to be between 12 and 20 patients per staff member.

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



Pam Wenger
Director of Corporate Governance

