



Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi. We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Cais Rhyddid Gwybodaeth / Freedom of Information request
Ein Cyf / Our Ref: 23-B-028

You asked:

1. How many appointment letters do you send out each year in calendar year 2021 & 2022

Please note that the figures we have provided below reflect outpatients appointment letters sent for both new, follow-up and pre-assessment clinic. This only includes appointments sent from our main patient administration system "WPAS" – this would not include community and therapies appointments.

Calendar Year	Total
2021	468,921
2022	542,980

2. How many of these are needlessly sent out?

You clarified on 26th February 2023 that where you state "needlessly sent out" you mean sent out after the date of the appointment or unnecessary duplicates

I can confirm that this information is not recorded.

3. How much does it costs to print double sided appointment letters?

A two sided A4 sheet printed in black and white costs approximately £0.007p

4. How much is the boards costs for printing bilingual appointment letters each year for all services.

All appointment letters are sent second class. Based on the cost of the printing of a two sided letter, the paper, envelope and postage this would be approximately £0.70p per letter. Based on the volumes provided in question one, this calculates at approximately;

2021 - £328,244.70



2022 - £380,086.00

