



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-A-003**

### **You asked:**

- 1. How many new outpatients did your Health Board see in 2022?**  
132,154
- 2. How many follow up outpatients did your Health Board see in 2022?**  
282,019
- 3. What was your did not attend number (DNA) for 2022?**  
12,034 new and 22,225 follow up
- 4. What is your target DNA rate?**  
Within the Health Board's annual plan, SBUHB have set a target to reduce the overall percentage of DNA rates by 5% across the whole financial year 2022/23. In order to do this initiatives will be put in place to support the reduction of DNAs, such as partial booking of patients, text reminders etc.
- 5. What number of new patients did you see virtually in 2022?**  
17,264
- 6. What number of follow up patients did you see virtually in 2022?**  
68,632
- 7. How many patients did you discharge at first outpatient appointment in 2022?**  
35,041 new attendances with an outcome of "discharged" on their record
- 8. Do you use 100% electronic notes in outpatients (Y/N)?**  
No
- 9. What electronic system does your Health Board use eg CERNER, Bluespeer, EDM etc ?**  
You clarified on 25<sup>th</sup> January 2023 that you are referring to a system for patient



notes and records.

Welsh Patient Administration System (WPAS) is utilised as the main system. Intouch is used as a calling system and to outcome outpatient appointments which will feed back into WPAS

**10. Do you have a patient portal, if so what is its name?**

Yes – Swansea Bay Patient Portal

**11. Do you have a senior responsible officer for outpatients (Y/N)?**

Yes

**12. Do you have a clinical director for outpatients (Y/N)?**

Yes

**13. How many outpatient general managers do you have (number, band, WTE)?**

You clarified on 25<sup>th</sup> January 2023 that you are asking if there are general managers in charge of outpatients, regardless of whether this is their sole role.

1 WTE – Band 8c

**14. How many outpatient assistant general managers do you have (number, band, WTE)?**

You clarified on 25<sup>th</sup> January 2023 that you are asking if there are assistant general managers in charge of outpatients, regardless of whether this is their sole role.

1 WTE – Band 8a

**15. Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)?**

Yes for the Welsh Clinical Communications Gateway Service, 1 (0.5 WTE) Band 6

**16. When did you start your outpatient transformation project (day, month, year)?**

The first meetings for the Outpatient Clinical Redesign and Recovery Group occurred in September 2020.

**17. Do you have a dedicated outpatient transformation director or manager for outpatients (title, band, WTE)?**

Deputy Chief Operating Officer, VSM pay band, 1 x WTE. Please note that this role is not dedicated for Outpatients Transformation only, and covers a wide remit of other responsibilities.

**18. How many outpatient transformation project managers do you have (number, band, WTE)?**

2 managers @ 2 WTE x Band 7



- 19. When did you go live with patient initiated follow up, PIFU (day, month, year)?**  
This varies from service to service
- 20. When did you go live with Advice and Refer, A&R (day, month, year)?**  
Not applicable
- 21. Is phlebotomy managed by outpatients (Y/N)?**  
No
- 22. If yes, what is your phlebotomy establishment (number, band, WTE)?**  
Not applicable
- 23. What is your total number of phlebotomy outpatient episodes for 2022?**  
170,518
- 24. What is your total number of phlebotomy inpatient episodes for 2022?**  
354,161
- 25. How many outpatient sites does phlebotomy cover?**  
4 main hospital sites (Morrison, Singleton, Neath Port Talbot and Cefn Coed Hospitals)  
11 Outpatient Department areas/clinics  
3 Community Hubs that provide Outpatients activity
- 26. How many inpatient areas (wards) does phlebotomy cover?**  
51 wards over 3 main sites (Morrison, Singleton and Neath Port Talbot hospitals)
- 27. Do you have a generic contact email for the outpatient clinical lead or general manager?**  
[sbu.appointmentoffice@wales.nhs.uk](mailto:sbu.appointmentoffice@wales.nhs.uk)
- 28. The name of your Health Board or hospital**  
Swansea Bay University Health Board
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