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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Our ref: FOI 24-240

Friday, 01 March 2024

Your request

You requested the following:

I would like information in regard to the e-triage systems located at the Grange University Hospital emergency department waiting room.

- 1. When were these added to the waiting room?
- 2. How much did these systems cost to purchase and how much are the yearly upkeep/ maintenance costs?
- 3. At what times throughout the day are they operational?
- 4. What is the purpose for using said machines?
- 5. What are the estimated average patient waiting times by calendar month at the GUH ED since the start of January 2023 until the end of January 2024? Please provide a percentage variance of the average waiting time from the previous month. Eg. In May 2023, the average waiting time increased by X% from April.
- 6. How much square footage for the patient seating area was reduce to accommodate for these systems?

Our Response

I can confirm that the Health Board has completed a search of its records and has established that it does hold information in relation to your request, as set below:

- 1. The eTriage kiosks were installed on the 15 and 16 January 2024 but are not yet operational.
- 2. The hardware, installation, support and maintenance costs for the four waiting areas for the period of a 1-year cost £318,00.00, as part of a Welsh Government funded pilot project.
- 3. The units are operational for all hours that the Emergency Department or Minor Injury Unit is open to the public.
- 4. The eTriage kiosk is an automated self-check-in and triage platform for Emergency Departments (EDs) and Magor Incident Units (MIUs) that is designed to risk stratify patients within minutes of arrival, give earlier clinical visibility of the waiting room and assist in appropriate early redirection.
- 5. Our response to question 5 is provided within the table below.

	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023
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Average time from arrival at GUH ED to time seen by clinician/doctor (in minutes)	196	200	236	206	218	247	231
%+/- from previous month		1.8%	18.0%	-12.4%	5.4%	13.4%	-6.5%

	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024
Average time from arrival at GUH ED to time seen by clinician/doctor (in minutes)	236	246	242	194	239	235
%+/- from previous month	2.5%	4.0%	-1.6%	-19.8%	23.2%	-1.7%

6. No seating capacity was lost in each waiting area.