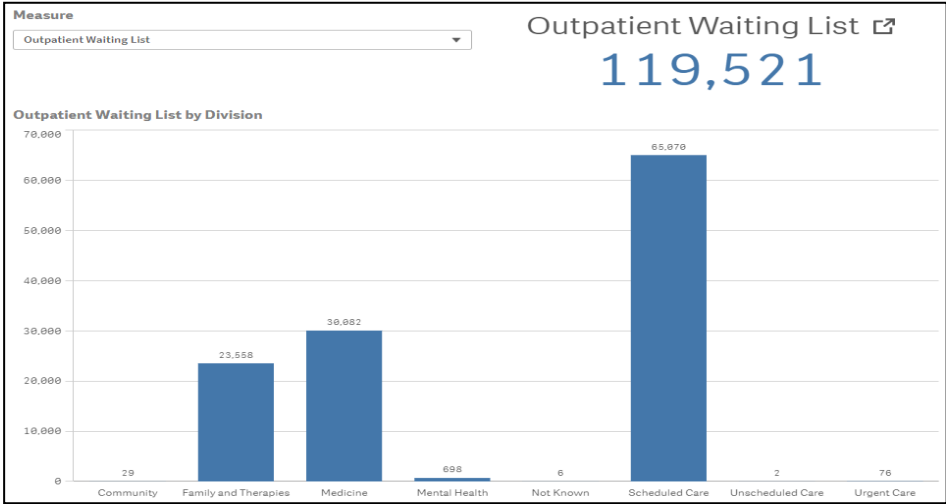


I am writing to request information under the Freedom of Information Act 2000. I would be grateful if you could you send me answers to the following questions:-

1.	<p>How many patients in total is your trust responsible for (following clarification subsequently received - provide the total number of inpatients, outpatient and waiting list patients as of the most recent date)</p> <p>For June 2022 (month only), there were 59,857 outpatient attendances and 5,113 inpatient admissions across the Health Board.</p> <p>As at the end of June 2022 (end of month snapshot only), there were 119,521 patients on the outpatient waiting list. The figure includes ALL patients waiting for a new/first outpatient appointment for ALL specialties and services, not just those on a (WG reportable) RTT pathway and will include patients waiting for therapy outpatient appointments as well.</p>  <p>The bar chart displays the number of patients on the Outpatient Waiting List by division. The total number of patients is 119,521. The divisions and their respective patient counts are: Community (29), Family and Therapies (23,558), Medicine (30,082), Mental Health (698), Not Known (6), Scheduled Care (65,970), Unscheduled Care (2), and Urgent Care (76).</p> <table border="1"> <thead> <tr> <th>Division</th> <th>Number of Patients</th> </tr> </thead> <tbody> <tr> <td>Community</td> <td>29</td> </tr> <tr> <td>Family and Therapies</td> <td>23,558</td> </tr> <tr> <td>Medicine</td> <td>30,082</td> </tr> <tr> <td>Mental Health</td> <td>698</td> </tr> <tr> <td>Not Known</td> <td>6</td> </tr> <tr> <td>Scheduled Care</td> <td>65,970</td> </tr> <tr> <td>Unscheduled Care</td> <td>2</td> </tr> <tr> <td>Urgent Care</td> <td>76</td> </tr> <tr> <td>Total</td> <td>119,521</td> </tr> </tbody> </table>	Division	Number of Patients	Community	29	Family and Therapies	23,558	Medicine	30,082	Mental Health	698	Not Known	6	Scheduled Care	65,970	Unscheduled Care	2	Urgent Care	76	Total	119,521
Division	Number of Patients																				
Community	29																				
Family and Therapies	23,558																				
Medicine	30,082																				
Mental Health	698																				
Not Known	6																				
Scheduled Care	65,970																				
Unscheduled Care	2																				
Urgent Care	76																				
Total	119,521																				
1	<p>What is the total number of letters you post a year Approximately 2.6 million.</p>																				
2.	<p>Which Postal carrier(s) do you use? Royal Mail Yes Whistl Yes UKMail No Other (please specify) _____</p>																				
3.	<p>What percentage of your patient letters are sent 1st Class 5%</p> <p>What percentage of your patient letters are sent 2nd Class (or equivalent)</p>																				

	95%
4.	<p>Do you still use franking machines Yes</p> <p>If Yes, Who is the manufacturer of your franking machines Pitney Bowes No Quadiant Yes Other (please specify) _____</p>
5	<p>Do you use Hybrid mail to send patient letters Yes</p> <p>If Yes, what percentage of your total postal volumes (question 1) are sent via hybrid mail? 30%</p> <p>What is the name of your hybrid mail supplier Engage (PSL)</p> <p>What framework did you use to procure hybrid mail? Crown Commercial Service Framework RM6017</p> <p>When was the contract signed? 31.03.21 (This was a trial)</p> <p>What is the duration (Term) of the contract? 2 Years</p>
6	<p>Do you currently use a Patient portal or App for some or all of your patient communications? Yes</p> <p>If Yes, Who is the supplier of your web portal or App technology DrDoctor</p> <p>When did you first implement your patient portal or App technology (Year/Month) Sept 2016 – Implemented as part of our text remind service.</p> <p>How may patients have registered to use your patient portal or App The Health Board is unable to confirm registration figures. All patients have option to access via a URL that is sent alongside each confirmation/reminder messages.</p> <p>How many letters a year are currently being sent via your web portal or App Letters are not currently accessible via the Dr Doctor patient portal.</p>
7	<p>Do you currently use Email to communicate with your patients Yes</p> <p>If yes, Who supplies your email service Dr Doctor, send appointment confirmation, reminders and cancellation emails as well as text messages. Patients are offered email addresses to</p>

	<p>contact the Booking Centres. Responses are made via Microsoft Outlook</p> <p>How many emails do you send to patients a year 915k appointments per year with a 10% email uptake</p> <p>What is the cost of each email communication Free</p>
8	<p>Do you currently use SMS to communicate with your Patients Yes</p> <p>If yes, Who supplies your SMS service DrDoctor</p> <p>How many SMS do you send to patients a year 950k per year (pre-COVID-19 figures)</p> <p>What is the cost of each SMS communication 1.9p per fragment</p>
9.	<p>Who has responsibility for digital transformation in your organisation</p> <p>Name Mike.Ogonovsky Email Address Mike.Ogonovsky@wales.nhs.uk</p>
10.	<p>Who is responsible for your post room (i.e. who is your post room manager</p> <p>Name Rhys Shorney Email Address rhys.shorney@wales.nhs.uk</p>
11.	<p>Who is the Director of IT in your organisation</p> <p>Name Nicola Prygodzicz Email Address nicola.prygodzicz@wales.nhs.uk</p>
12.	<p>Who is the procurement manager responsible for print and post solutions in your organisation</p> <p>Name Alex Curley Email Address alex.curley@wales.nhs.uk</p>