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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Our ref: FOI 23-671

Monday 15th January 2024

Thank you for your request to Aneurin Bevan University Health Board for information under the Freedom of Information Act (2000) received on 14th December 2023.

Your request

You requested the following:

1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?
2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?
3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?
4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?
5. What EPR system do you use please and what is the contract expiry date for that system?
6. What PAS system do you use please and what is the contract expiry date for that system?
7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?
8. If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?
9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?
10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?
11. Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?
12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?
13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?
14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?
15. Have you digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

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 out below.

1. 1,239,273 outpatient appointment letters were issued for the calendar year 2022.
2. 81,217 hospital discharge summary notices were sent for the calendar year 2022.
3. Aneurin Bevan University Health Board does not issue clinical outcome letters. The hospital discharge summary notices, as referred to for Q2, include the clinical data from the patient's stay.
4. Did Not Attends (DNA's) in Outpatients Services in 2022 was 7.52%.

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Dyfodol  Clinigol
Clinical Futures

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Rydym yn croesawu gohebiaeth yn Gymraeg a byddwn yn ymateb yn Gymraeg heb oedi.
Bwrdd Iechyd Prifysgol Aneurin Bevan yw enw gweithredol Bwrdd Iechyd Lleol Prifysgol Aneurin Bevan.

We welcome correspondence in Welsh and we will respond in Welsh without delay.
Aneurin Bevan University Health Board is the operational name of Aneurin Bevan University Local Health Board.

5. Aneurin Bevan University Health Board uses Clinical Workstation is an in-house managed system and therefore has no expiry date.
6. Aneurin Bevan University Health Board uses the Welsh Patient Administration System which is a national system with no expiry date.
7. Aneurin Bevan University Health Board uses Dr Doctor as a patient portal. This contract is due to expire on 31/03/2024.
8. Aneurin Bevan University Health Board does not currently send patient communications digitally.
9. Aneurin Bevan University Health Board uses C-Cube Solutions. This contract is due to expire on 31/03/24.
10. Aneurin Bevan University Health Board has a hybrid mail contract in place with PLS Ltd. This contract is due to expire on 31/03/2024.
11. Aneurin Bevan University Health Board uses the PSA app through Southampton University Hospital NHS Foundation Trust. This is due to expire on 31/03/24.
12. Aneurin Bevan University Health Board does not currently have a clinic room booking system.
13. Aneurin Bevan University Health Board received 5960 DSARs between 01/01/2022 to 31/12/2022. 87% of these were processed within 28 days.
14. Aneurin Bevan University Health Board digitises health records utilising an in-house managed system.
15. As per Q14.