

Please would you provide me with the following information:

1. How many surgeries use the triage system

Please see Q2.

2. How many surgeries operate the system where you walk into the surgery to book an appointment face to face at the surgery in the area of the ABUHB

The Health Board is responsible for providing General Medical Services (GMS) to residents throughout the Health Board and commissions services from independent contractors through the National Health Service (General Medical Services Contracts) (Wales) Regulations 2004.

There are 70 General Practices responsible for providing care to patients between 08:00 am and 18:30 pm Monday to Friday. Outside of these "core hours", access to medical care is provided by the Health Board's Out of Hours Service, which operates between 18:30pm and 08:00 am each weekday evening and throughout weekends and Bank Holidays.

All practices work to the Welsh Government Access Standards. 5 of the 70 practices are directly managed by the Health Board and 65 are Independent Contractors. Practices offer a blended approach to consultations with a number of different triage systems, appointment systems and digital platforms in place.

As Independent Contractors, practices can opt for the systems that work best for them to meet the needs of their registered population with the available workforce. The Health Board does not hold specific information for each practice system. However, an exercise was undertaken in April 2023 requesting information regarding the digital platforms used in practices. Please note that this was not mandatory for practices to complete and below are details of the 62 responses received.

Platform	No of practices
Email	57
My Health on Line (MHOL)	62
e-Consult	20
Ask my GP	1
AccuRx	35
Other (please specify)	MySurgery app x 23 Facebook x 2 Klinik x 4 Practice Website x 6

