

Freedom of Information Request	FOI 23-450	11 October 2023
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## Your request

You requested the following:

1. The trusts wayfinding strategy.
2. Number of missed appointments by type and location.
3. Number of appointments that were cancelled to lack of wayfinding (E.g., patient unable to be able to find the location of their appointment).
4. Number of complaints associated to poor wayfinding.

We need this for the financial years ending:

- March 2024 (Y2D)
- March 2023
- March 2022

## Our response

1. The Health Board does not have its own Wayfinding Strategy; however, we refer to the England and Wales wayfinding guidance document that is attached.
2. Our response to question 2 is provided in the table below.

Site	2021/22	2022/23	2023/24	Total
Royal Gwent Hospital	16,321	19,224	7,309	<b>42,854</b>
Nevill Hall Hospital	7,333	7,680	2,673	<b>17,686</b>
St Woolos Acute Hospital	7,147	6,485	2,475	<b>16,107</b>
Ysbyty Ystrad Fawr	5,596	6,988	2,790	<b>15,374</b>
Risca Health Centre	2,671	4,804	1,467	<b>8,942</b>
County Hospital	2,914	3,406	1,388	<b>7,708</b>
Ysbyty Aneurin Bevan	2,817	3,137	1,233	<b>7,187</b>
Llanfrechfa Grange	2,860	2,272	861	<b>5,993</b>
St Cadoc's Hospital	849	989	326	<b>2,164</b>
Serennu Children's Centre	705	945	398	<b>2,048</b>
Chepstow Community Hospital	523	611	212	<b>1,346</b>
Monnow Vale Health and Social Care Facility	229	209	82	<b>520</b>
St Cadocs Hospital	1	137	46	<b>184</b>
St Woolos Hospital	24	51	5	<b>80</b>
Grange University Hospital	5	45	29	<b>79</b>
Nevill Hall Day Hospital	0	50	12	<b>62</b>

Brecon War Memorial Hospital	19	23	1	<b>43</b>
Serennu Childrens Centre	7	26	8	<b>41</b>
Rhymney Integrated Health & Social Care Centre	15	13	8	<b>36</b>
St Woolos Community Hospital	5	12	10	<b>27</b>
Blaenavon Health Care Unit	0	3	6	<b>9</b>
<b>Grand Total</b>	<b>50,041</b>	<b>57,110</b>	<b>21,339</b>	<b>128,490</b>

3. We are unable to provide this information as we do not routinely collect the reason for missed appointments.

4. Our response to question 4 is provided in the table below:

<b>Financial Year</b>	<b>Complaints</b>
March 2024 (Y2D)	3
March 2023	3
March 2022	1