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| Freedom of Information Request | FOI 21-340 | 13 th September 2021 |
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I would be grateful if you could inform me whether you have any contractual agreements with the Aneurin Bevan Health Board in relation to return telephone appointment response times and actual face to face appointments, or is this something that is considered by your individual Practice Manager.

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

The GMS Contract agreement for 2019-20 introduced several changes, including a focus on new standards in relation to access to GMS services in the general practice setting which incorporates response times and face to face appointments. Guidance on the Access to In-Hours GMS Services Standards can be viewed online here: <https://gov.wales/general-medical-services-gms-contract-2019-2020-access-gp-services>.

The Standards were expected to be achieved by March 2021, however Welsh Government agreed that, due to the pandemic, the last year has not provided a true platform to demonstrate how they have impacted access. It has therefore agreed that a further year of the current Standards would allow the measures to embed and a review should be undertaken in March 2022.

If you could populate the questions attached, that would be much appreciated.

Please find attached the questions completed as requested.