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| Freedom of Information Request | FOI 21-373 | 29 th September 2021 |
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Could you provide the following figures for your health board, please?

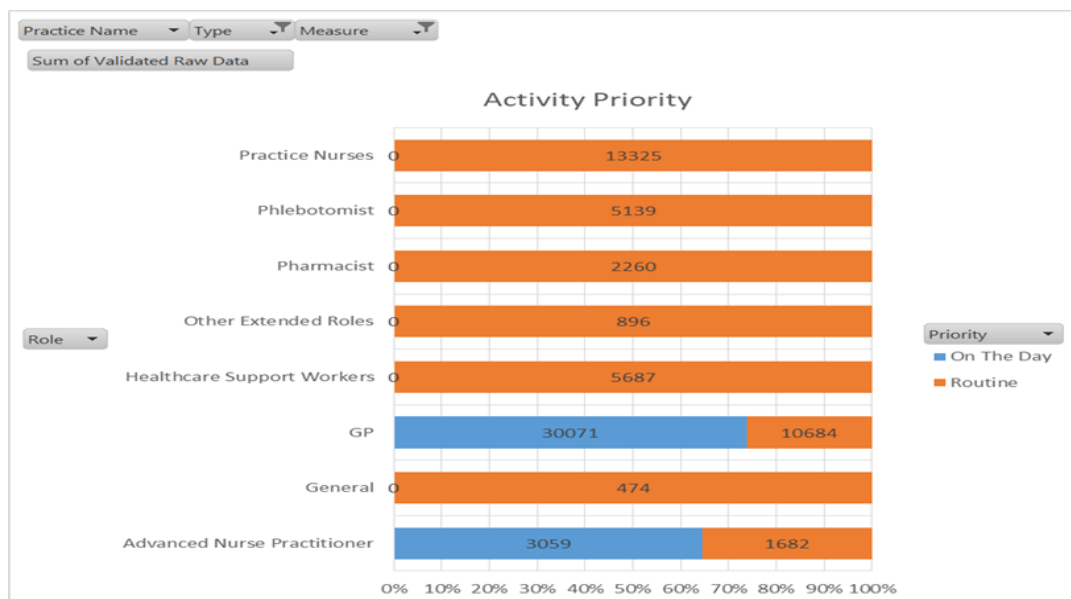
The number and percentage of face-to-face, phone, online, and any other form of GP appointments held for each month since and including April 2018.

The Health Board has not routinely mandated the capture of access data for all GP practices in the form requested during the indicated period.

Since April 2020, some practices have voluntarily submitted information, however, there are various caveats to this information.

The Health Board conducted a review in June 2021, which provided the following:

The table below shows the split between routine demand and on the day demand by role. For GPs this is approximately 70% on the day vs 30% routine.



The table below shows the split between face to face encounters and remote (e.g. telephone/video) encounters. For GPs this is approximately 75% remote and 25% face to face.

