

Freedom of Information Act 2000 - Request Reference FoI/21/403

GP Appointments

Request Details

1. The ratio of in-person to virtual GP appointments being delivered.
2. The comparison of the above ratio of in-person to virtual GP appointments being delivered between the United Kingdom, England, and Wales averages.
3. The comparison of the above ratio of in-person to virtual GP appointments being delivered between the Cardiff and Vale University Health Board, and other local health boards in Wales.

Response Details

Cardiff and Vale University Health Board does not hold this information. However, under our Section 16 obligation to provide advice and assistance, I can inform you that GPs are independent contractors and, as such, manage delivery of GMS services, under the terms of the GMS contract. Practices use clinical judgement, clinically triaging patients, in order to mitigate any risks and to deem which type of appointment is most appropriate. Practices tend to use a combination of online, telephone and face-to face appointments.