

Freedom of Information Act 2000 - Request Reference Fol/21/442
A&E, GPs and UHB Staff Info

Request Details

Freedom of Information Request: Accident and Emergency

1. How many people were treated by A&E departments within your Health Board during:
 - Each month of 2021
 - Each year from 2011 - 2020 (inclusive)

After considering your request, Cardiff and Vale University Health Board (the UHB) believes that Section 21 of the Freedom of Information Act 2000 applies in this instance and is refusing your request. The reason for relying on this exemption is set out below.

Under Section 21 of the Act, an organisation does not have to respond to a request if the information being sought is reasonably accessible to the applicant by other means. The UHB has applied this exemption to your request as the information you are seeking is available in the public domain. Under our Section 16 obligation to advise and assist, I can confirm that the relevant data can be found by following the link below.

<https://statswales.gov.wales/Catalogue/Health-and-Social-Care/NHS-Hospital-Waiting-Times/Accident-and-Emergency>

2. How many of those people who were treated by your A&E departments, during the time periods listed below, received their treatment within the four hour target?
 - For each month of 2021
 - For each year from 2011 - 2020 (inclusive)

Please see above.

3. How many people requested an appointment to see a GP within your Health Board during:

The UHB does not hold information in relation to practices within the Cardiff and Vale UHB area as these services are not directly provided by Cardiff and Vale University Health Board (UHB). Under our Section 16 obligation, the duty to provide advice and assistance, the UHB can advise the information sought is likely to be available directly from the GP practices. However, Cardiff and Vale UHB does provide a GP Out-of-Hours Service (CAV247). Appointments requested through this service are as follows

- Each Month of 2021

Number of Requested Appointments*								
Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021
11,626	10,130	12,337	14,755	16,088	15,938	16,045	14,415	14,174

* Numbers are based on Total Call Volumes

- Each Year from 2011 – 2020 (inclusive)

Number of Requested Appointments*									
2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
42,509	129,675	122,285	128,433	122,625	116,373	116,632	110,997	115,372	119,488

* Numbers are based on Total Call Volumes

4. What was the average waiting time for patients to see a GP in your health board during:
- Each Month of 2021

Number of Minutes Waiting to be Triaged by a GP or Nurse									
Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	
98	92	83	95	104	107	118	115	110	

- Each Year from 2011 – 2020 (inclusive)

Minutes Waiting to be Triaged*	
2019	2020
100	92

* We are unable to provide data prior to 2019. National Operating Standards changed in 2019 which altered the way in which data was collected.

5. How many incidents of aggression towards hospital workers were reported during:
- Each month of 2021

Staff V&A by Month 2021							
Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021
132	127	124	184	190	170	189	184

- Each year from 2011 - 2020 (inclusive)*

Staff V&A by Year 2011-2020									
2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
2,487	2,216	2,579	2,834	1,885	1,759	1,946	1,968	1,700	1,790

*Please note that prior to 2015 incidents were categorised and coded differently. This means that the numbers for staff V&A look greater pre 2015. On the previous version a lot more incidents were coded as V&A towards staff – these now tend to get coded as patient/uncooperative behaviour. Also, on the previous version each staff member did an incident form whereas now multiple victims can go on one record meaning the total records are less.

6. How many individuals were employed by the health board during:
- Each month of 2021

Headcount by Month 2021							
Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021
15,783	15,914	15,969	15,879	15,800	15,802	15,784	15,740

- Each year from 2011 - 2020 (inclusive)

Headcount by Year 2011-2020									
2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
14,309	14,192	13,955	13,718	13,977	14,397	14,539	14,710	15,026	15,494

7. How many GPs were employed by the health board during:
- Each month of 2021

8 GPs are currently employed to work within the GP Out of Hours CAV 247 Service

- Each year from 2011 - 2020 (inclusive).

The UHB is not able to provide this data. Within the GP Out-of-Hours Service / CAV 247 GPs work on a consultancy agreement. The number of GPs employed varies within a calendar year and between years, reflective of call volume and patient flow. Please note, under our Section 16 obligation, the duty to provide advice and assistance, the UHB can advise the information sought is likely to be available directly from the GP practices.