

**Freedom of Information Act 2000 - Request Reference Fol/22/119**  
**Arranging Doctors Appointment or Telephone Consultations**

**Information Requested:**

I would like to be advised as to how long it should take to be able to receive one of the above from your Doctors Surgery.

Since Covid understandably there has been an overwhelming problem for Doctors. This still seems to be the situation I am finding from the surgery that I am registered with. I tried to arrange to see a Doctor this morning and was told to ring tomorrow to try and book an emergency appointment. I later realized that if I could book an appointment at any time or a telephone consultation the earliest for the telephone call would be 7 weeks away. (They did offer me an earlier one but I already have a Opticians appointment) so hence it would mean waiting 7 weeks before I could have a telephone call. This has been happening since Covid.

**Response details:**

Cardiff and Vale University Health Board does not hold this information. Under Section 16 of the FOIA that provides us with the duty to provide advice and assistance, the UHB can inform you that GPs are independent contractors and would be better placed to respond to your query. There are no standard targets on timeframes for pre-bookable appointments.

