

Freedom of Information Act 2000 - Request Reference FoI/23/439

Wayfinding

Information Requested:

Can the trust confirm and provide information on the following:

1. The trusts wayfinding strategy.
2. Number of missed appointments by type and location.
3. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).
4. Number of complaints associated to poor wayfinding.

We need this for the financial years ending:

- March 2024 (Y2D)
- March 2023
- March 2022

Response Details:

1. For Cardiff and Vale University Health Board's (the UHB's) Way Finding Best Practice Document, please see the attached PDF document.
You may also find the following link of use:
<https://assets.publishing.service.gov.uk/media/5a75803740f0b6397f35eeb1/Wayfinding.pdf>
2. Please see the attached spreadsheet.
3. The UHB does not hold this information.
4. The UHB has received no complaints due to poor wayfinding.