

Freedom of Information Act 2000 – Request Reference FoI/23/671
Patient Records

1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?

Cardiff and Vale University Health Board (the UHB) does not hold this information.

2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?

The UHB does not hold this information.

3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?

The UHB does not hold this information.

4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?

%DNAs as values	2022 /Jan	2022 /Feb	2022 /Mar	2022 /Apr	2022 /May	2022 /Jun	2022 /Jul	2022 /Aug	2022 /Sep	2022 /Oct	2022 /Nov	2022 /Dec	Summary (%)
PMS Outpatient Clinics (%)	11.1	10.9	11.4	11.0	10.7	11.3	11.4	10.5	11.0	11.6	11.2	13.2	11.3
PMS Emergency Clinics (%)	7.9	8.1	9.1	8.6	8.1	8.8	9.5	8.9	10.2	9.4	10.3	11.3	9.1
Pre-Operative Clinics (%)	5.5	5.4	4.4	6.2	4.9	4.9	6.0	7.3	8.6	6.1	6.6	5.2	6.0
D&T Consultant Led Activity (%)	13.6	14.4	10.1	9.4	11.1	11.7	9.5	12.1	13.1	11.4	12.1	11.3	11.7
%DNAs	10.6	10.4	10.8	10.5	10.2	10.7	11.0	10.2	10.9	11.1	10.9	12.6	10.8

5. What EPR system do you use please and what is the contract expiry date for that system?

The UHB does not hold this information.

6. What PAS system do you use please and what is the contract expiry date for that system?

The patient administration systems used are Paris and Patient Management System (PMS). There is no contract expiry for PMS as this is developed in house. The expiry for Paris is 31 March 2024.

7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?

The UHB does not hold this information.

8. If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?

Not applicable.

9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?

CCUbe – contract expiry is April 2024.

10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?

The UHB does not hold this information.

11. Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?

The contract with Healthcare Communications expires the end of July 2024.

12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?

The contracts with Cloud Booking Ltd end in March 2024 and in October 2025.

13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?

The total number of subject access requests received for medical records during 2022 was 2,485.

The percentage of requests responded to within the regulatory timeframe was 48 per cent.

Please note that while the majority of subject access requests for medical records are processed by a single department, the UHB does also have a number of devolved services that manage their own requests. These are not currently logged centrally.

The figures above represent only those requests logged centrally with Medical Records. In addition to this, the Medical Records Department also receives requests for medical records from organisations such as the police and the courts, which are recorded in the same database. The accuracy of these figures cannot be guaranteed.

14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?

Partial in-house digitisation – most archived medical records remain in paper format.

15. Have you digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

Partial in-house digitisation.