

Freedom of Information Act 2000 – Request Reference FoI/24/278
Outpatient IT System

Information Requested:

I would like to know what information you hold about that IT error. This can include, but is not limited to:

- How many people were incorrectly sent texts about appointments which didn't exist.
- Why the error happened.
- What was done to remedy this mistake – within the health board and on behalf of patients like me.
- Records of any decision taken not to inform patients
- What action is being taken now to make sure it doesn't happen again.

Response Details:

During the first week of some clinic name changes for the post-menopausal bleeding clinic, the Obstetrics and Gynaecology Department did have an issue where those with virtual appointments were being sent text reminders for a telephone appointment. The Outpatient Admin Manager emailed the manager of the Department who oversees the text reminder service as soon as this was noticed. The affected individuals have now been excluded from the text reminders. Since then, the Outpatient Team have not been aware of any further issues.

As far as the Department is aware, the texts were only sent for a week's worth of clinics – anecdotally, this represents roughly 20 patients.

When a new clinic code is set up, it will automatically be added to the automated message system. This is believed to be the root cause of the error. As soon as the error was noticed, the code was excluded from the automated text reminder service and should not now happen again.

There are no records held of such decisions described above.