

Freedom of Information Request: Our Reference CTHB_06_19

You asked:

Please can you provide switchboard call traffic for the past 2 months between 9.00am to 22.30 daily? For both RGH and PCH.

Our response:

In regards to previous months, I can confirm that this information was never recorded as the old system did not have this facility. The current system would not give accurate figures either as it only records calls to the main numbers 721721 and 443443, it would not record any internal or direct dial calls.

Although our Soft-ex call logger is currently not call logging, the Health Board is looking at a new system which will hopefully be installed by April 2019.