

Freedom of Information Request: Our Reference CTMUHB_367_23

Clarification provided on the 01/09/2023:

Regarding question 2, please can you define 'missed'? – Available on the Welsh Patient Administration System (WPAS) that may be relevant to wayfinding, we only have:

- Patient went to wrong hospital (However this could be a genuine patient mistake – not hospital fault)
- And Did not attend (DNA) as late to appointment (again this could be a genuine patient issue i.e. traffic – not hospital fault)

Please can you confirm what information you require?

It is from a patient being unable to attend the appointment due to not being able to locate it.

You asked:

We need this for the financial years ending:

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

Can the Health Board confirm and provide information on the following:

1. The Health Boards wayfinding strategy.

The Health Board do not currently have a wayfinding strategy.

2. Number of missed appointments by type and location.

We do not currently record outcome 'missed appointment' because of lack of wayfinding (unable to locate). Therefore, we are unable to provide.

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).

Please see response to question 2.

4. Number of complaints associated to poor wayfinding.

Please see response provided in the table below:

	Financial Year		
Type of Concern	2021/2022	2022/2023	2023/2024
Complaint - Early Resolution	0	3	0
Complaint - Formal	0	1	0
Enquiry	1	0	0
Suggestion	0	1	0