

Freedom of Information Request: Our Reference CTMUHB_584_23

You asked:

Please could you kindly respond to the following questions:

- 1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?**
- 2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?**
- 3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?**

We do not capture this detailed information.

- 4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?**
 - 5. What EPR system do you use please and what is the contract expiry date for that system?**
 - 6. What PAS system do you use please and what is the contract expiry date for that system?**
 - 7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?**
 - 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?**
 - 9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?**
 - 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?**
 - 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?**
 - 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)?**
 - 13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?**
 - 14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?**
- Have you digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?**

Under section 21 of the Act, Cwm Taf Morgannwg University Health Board is not required to provide information in response to a request if it is already reasonably accessible to you. We have answered previous requests in relation to the information you require, and these responses are published via our [Disclosure Log](#) on the [Cwm Taf University Morgannwg Health Board](#) web site.

For ease of access, we have attached links directly to the information below:

- [CTMUHB 03 23](#)
- [CTMUHB 144 22](#)
- [CTMUHB 212 23](#)

- [CTMUHB 347 23](#)
- [CTMUHB 119 23](#)
- [CTMUHB 464 23](#)
- [CTMUHB 509 23](#)