

Freedom of Information Request: Our Reference CTMUHB_03_23

You asked:

This is a freedom of information request for details on outpatient activity for 2022.

Outpatients questions	answers
1. How many new outpatients did your trust see in 2022	199398
2. How many follow up outpatients did your trust see in 2022	394754
3. What was your did not attend number (DNA) for 2022	59358
4. What number of new patients did you see virtually in 2022	22034
5. What number of follow up patients did you see virtually in 2022	83992
6. How many patients did you discharge at first outpatient appointment in 2022	81116
7. Do you use 100% electronic notes in outpatients (Y/N)	No
8. What electronic system does your hospital use eg CERNER, Bluespeer, EDM etc	WPAS is our primary Patient Administration System but we use any number of other electronic systems for managing different aspects of patient care.
9. Do you have a patient portal , if so what is its name	No
10. Do you have a senior responsible officer for outpatients (Y/N)	Not at present. However, the Health Board is currently going through a re structure.
11. Do you have a clinical director for outpatients (Y/N)	Not at present. However, the Health Board is currently going through a re structure.
12. How many outpatient general managers do you have (number, band, WTE)	Our Electronic Staff Record (ESR) does not drill down to job title detail in the way the question is asked. Therefore, we are unable to provide.
13. How many outpatient assistant general managers do you have (number, band, WTE)	Please see response to question 12.
14. Do you have a manager for the electronic referral service, eRS (Y/N, number, band, WTE)	Yes. 1, Band 7, 1 WTE.
15. When did you start your outpatient transformation project (day, month, year)	1 st April 2021
16. Do you have a dedicated outpatient transformation director or manager for outpatients (title, band, WTE)	We have a dedicated Outpatient Transformation Programme Manager. This post has been

	covered since April 2021 with 1 x Band 8a WTE
17.How many outpatient transformation project managers do you have (number, band, WTE)	1 x Senior Project Manager Band 7 WTE 2 x Project Manager Band 6 WTE 1 x Assistant Project Manager Band 5 WTE
18.When did you go live with patient initiated follow up, PIFU (day, month, year)	Cwm Taf Morgannwg initially embraced the principles of PIFU in March 2020 in response to the COVID-19 pandemic. The first compliant PIFU pathway was implemented in December 2021.
19.When did you go live with Advice and Refer, A&R (day, month, year)	13 th June 2020
20.Is phlebotomy managed by outpatients (Y/N)	No
21.if yes, what is your phlebotomy establishment (number, band, WTE)	N/A
22.what is your total number of phlebotomy outpatient episodes for 2022	N/A
23.what is your total number of phlebotomy inpatient episodes for 2022	N/A
24.how many outpatient sites does phlebotomy cover	N/A
25.how many inpatient areas (wards) does phlebotomy cover	N/A

26.do you have a generic contact email for the outpatient clinical lead or general manager	No
27.the name of your trust or hospital	Cwm Taf Morgannwg University Health Board