



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_371_25

You asked:

I am writing to submit a formal request for information under the Freedom of Information (FOI) Act 2000. We are issuing this request to all health boards in Wales.

On WPAS (the Welsh Patient Administration System) for your Health Board area:

- 1. How many secondary care appointments were recorded across all specialties between 1 April 2024 and 31 March 2025?**

812797.

- 2. How many unique patients were recorded as having appointments across all specialties between 1 April 2024 and 31 March 2025?**

198108.

- 3. How many secondary care appointments were recorded for ophthalmology specialties between 1 April 2024 and 31 March 2025?**

1673.

- 4. How many unique patients were recorded as having appointments for ophthalmology specialties between 1 April 2024 and 31 March 2025?**

1370.

With regards to the data provided for question 1 – 4 above. Please note the following:

- Taken from system WPAS only.
- Appointments only between date period.
- Patients may belong to another Health Board area.
- Outpatient appointment only – does not include ward attendances, health care practitioners (nursing) appointments etc.
- For ophthalmology a patient may have more than 1 appointment in one day. Some patients may have more than one appointment in a day as part of the outpatient treatment.
- DNA, cancellations, hospital cancellations, and attendances are included in the figures
- For distinct patient - the patients unique registered NHS number has been used for the count.

Under the tab Basic, Individual Details section and Sensory Loss section:

5. How many unique individuals, in the data item "sensory loss group", have the data value "requires specific information format" recorded between 1 April 2024 and 31 March 2025?

We are unable to provide this information. Our Information Team have confirmed that in respect of questions 5-11, this isn't data that they have access to.

6. How many secondary care appointments had a need recorded for the data item "Sensory loss Accessible Information – requires specific information format" for each of the following corresponding values, between 1 April 2024 and 31 March 2025?

- a. requires information verbally
- b. requires information on digital versatile disc
- c. requires information on compact disc
- d. requires information on audio cassette tape
- e. requires information in Easyread
- f. requires information by email
- g. requires information in electronic audio format
- h. requires information in Moon alphabet
- i. requires information in Makaton
- j. requires information in contracted (Grade 2) Braille
- k. requires information in uncontracted (Grade 1) Braille
- l. requires information in at least 20 point sans serif font
- m. requires information in at least 24 point sans serif font
- n. requires information in at least 28 point sans serif font
- o. requires information on USB mass storage device
- p. requires information on electronic downloadable format
- q. requires healthcare information recording on personal audio recording device
- r. requires third party to read out written information

Please see response to Question 5.

7. How many unique patients had a need recorded for the data item "Sensory loss Accessible Information – requires specific information format" for each of the following corresponding values, for any secondary care appointment between 1 April 2024 and 31 March 2025?

- a. requires information verbally
- b. requires information on digital versatile disc
- c. requires information on compact disc
- d. requires information on audio cassette tape
- e. requires information in Easyread
- f. requires information by email
- g. requires information in electronic audio format
- h. requires information in Moon alphabet
- i. requires information in Makaton
- j. requires information in contracted (Grade 2) Braille
- k. requires information in uncontracted (Grade 1) Braille
- l. requires information in at least 20 point sans serif font

- m. requires information in at least 24 point sans serif font**
- n. requires information in at least 28 point sans serif font**
- o. requires information on USB mass storage device**
- p. requires information on electronic downloadable format**
- q. requires healthcare information recording on personal audio recording device**
- r. requires third party to read out written information**

Please see response to Question 5.

8. How many unique patients were sent communication and/or healthcare information, including patient letters, in the following formats for any secondary care appointment between 1 April 2024 and 31 March 2025:

- a. Digital versatile disc**
- b. Compact disc**
- c. Audio cassette tape**
- d. Easyread**
- e. Email**
- f. Electronic Audio Format**
- g. Moon alphabet**
- h. Contracted (Grade 2) Braille**
- i. Uncontracted (Grade 1) Braille**
- j. in at least 20 point sans serif font**
- k. in at least 24 point sans serif font**
- l. in at least 28 point sans serif font**
- m. USB mass storage device**
- n. Electronic downloadable format**
- o. Healthcare information recording on personal audio recording device**

Please see response to Question 5.

9. How many secondary care appointments had a need recorded for the data item "Accessible Information – requires communication professional" for each of the following corresponding values, between 1 April 2024 and 31 March 2025?

- a. British Sign Language interpreter needed**
- b. Makaton Sign Language interpreter needed**
- c. Needs an advocate**
- d. Requires deafblind communicator guide**
- e. Sign Supported English interpreter needed**
- f. Requires deafblind manual alphabet interpreter**
- g. Requires deafblind block alphabet interpreter**
- h. Requires deafblind haptic communication interpreter**
- i. Requires manual notetaker**
- j. Requires lipspeaker**
- k. Visual frame sign language interpreter needed**
- l. Hands-on signing interpreter needed**
- m. Requires speech to text reporter**
- n. Requires sighted guide**

Please see response to Question 5.

10. How many unique patients had “Accessible Information – requires communication professional” recorded for each of the following corresponding values, for any secondary care appointment between 1 April 2024 and 31 March 2025?

- a. British Sign Language interpreter needed**
- b. Makaton Sign Language interpreter needed**
- c. Needs an advocate**
- d. Requires deafblind communicator guide**
- e. Sign Supported English interpreter needed**
- f. Requires deafblind manual alphabet interpreter**
- g. Requires deafblind block alphabet interpreter**
- h. Requires deafblind haptic communication interpreter**
- i. Requires manual notetaker**
- j. Requires lipspeaker**
- k. Visual frame sign language interpreter needed**
- l. Hands-on signing interpreter needed**
- m. Requires speech to text reporter**
- n. Requires sighted guide**

Please see response to Question 5.

11. How many unique patients were supported by a communication professional, in the following categories for any secondary care appointment between 1 April 2024 and 31 March 2025:

- a. Makaton Sign Language interpreter**
- b. Deafblind communicator guide**
- c. Deafblind manual alphabet interpreter**
- d. Deafblind block alphabet interpreter**
- e. Deafblind haptic communication interpreter**
- f. Hands-on signing interpreter**
- g. Sighted guide**

Please see response to Question 5.

The aim of this FOI request is to benchmark the number of patients who have a preferred format and support needs recorded on WPAS, as part of Sensory Loss Information Needs outlined in [Welsh Health Circular DSCN 2018 / 01](#).