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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_531_25

You asked:

Under the Freedom of Information Act (2000), I am writing to request information to understand how older adults are accessing GP services within your area.

Please provide the following information in relation to your area:

1. Booking options:

For GP practices in your area, please indicate the total number of practices in your area and the percentage that offer each of the following booking options to patients:

- Online booking
- Telephone booking
- In-person booking

2. Digital by default:

The NHS England 10 year plan outlines a shift toward services being "digital by default". Is this sentiment reflected in your area? If so, how does your area plan to make healthcare more digital?

3. Mitigation measures in your area:

Please outline the steps your area has taken to ensure that older adults (particularly those without internet access) are not disadvantaged by the shift to "digital by default".

4. Examples of good practice:

Please provide examples of good practice from GP surgeries in your area that specifically support access for older people, including initiatives to maintain or enhance face-to-face access and ensure they are not adversely affected by the move towards "digital by default".

5. Complaints:

Data on the number of complaints submitted in relation to difficulties booking appointments in your area between 1st April 2024 and the 31st March 2025?

When submitting your response it would be helpful if you could also provide details of the service providers/surgeries/practices covered in your area, and if you know of a GP practice in your area that you believe exemplifies outstanding involvement of older people, we would be grateful if you could share their contact details so we may get in touch with them.

Our response:

We can confirm that the Health Board does not hold the specific information you require for all GPs, only their managed practice. Please note, GPs in Wales operate as independent contractors. Therefore, you may wish to contact them directly.

A list of practices that fall under CTMUHB is available via the following link: [Health in Wales | GP Surgeries in Cwm Taf Morgannwg University Health Board](#)

Please see response for Ferndale Surgery (CTMUHB managed practice) below:

1. Our managed practice offers both telephone booking and in-person booking for appointments. On-line booking of appointments is planned to be introduced once the practice has migrated its clinical systems which is imminent.
2. Practices across Cwm Taf Morgannwg Health Board are shifting towards services becoming more "digital". The managed practice currently offers a range of administrative work that can be requested digitally such as fit notes, test requests, request appointment to discuss results, updating contact details, details of referrals made via the website. E-consult is also available for patients to submit medical or administrative requests to the practice via the website. The NHS App is available in Wales and patients are able to utilize this to request prescriptions and see history of their appointments.
3. The managed practice is aware of the demographics of their catchment area, the elderly population and available digital infrastructure. Provision is made for older adults who are without internet access as all patients are able attend the practice in person to request any of the above. Electronic Prescribing Service is also being introduced by the practice next year.
4. The managed practice is fully aware of the demographics of the area – and an overhaul of appointment system was undertaken earlier this year. The change enabled more face to face appointments to be available and telephone call appointments are available if requested. Patients have the choice of attending either the main site or the branch surgery, whichever is nearest to their home to avoid travel wherever possible. All services are available across both sites.
5. The practice received no formal complaints from 1st April 2024 to 31st March 2025 in relation to booking appointments.
6. The practice provides an excellent service to the veterans registered – although not all are elderly – this includes monthly meetings, annual summer barbeque, annual Christmas meal, a garden has been set up within the grounds of the premises to provide a safe haven.