



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_30_26

You asked:

I am writing to request

1. the average cost of a missed appointment from 2022 to current

The average outpatient appointment cost for the period April 22 to March 2024 was £260.

2. Do you have a mechanism to identify if an appointment is missed due to lack of an interpreter?

If an appointment is missed due to the lack of an interpreter, this may be noted in the free text as outcome on the Patient Administration System. However, it would not specify interpreter (e.g. BSL).

3. if so, the numbers of missed appointments due to no fulfilment of booking of interpreter, either by booking agency unable to provide, failure of interpreter to attend, or no agency contacted for BSL interpreter.

Please see provided below, the number of missed appointments where 'interpreter issue' was noted in the Free Text on outcome (Date Period = 01/01/2022 – 31/12/2025). As stated in response to question 2, the data is not specific to BSL.

Appointments	Calendar Year
5	2022
3	2023
17	2024
12	2025