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Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_48_26

You asked:

Freedom of Information Request – Self Check-In Kiosks and Calling Screens (CTHB_272_15 - attached)

Under the Freedom of Information Act 2000, I am requesting information relating to the self-check-in kiosks and outpatient calling screen systems referenced in FOI response CTHB_272_15 (2015) and recently announced as being reintroduced from January 2026 at Prince Charles Hospital, Ysbyty Cwm Cynon, Royal Glamorgan Hospital, Ysbyty Cwm Rhondda and Dewi Sant Health Park.

Please provide the following information:

Please see our response in blue below.

1. Asset status

Confirmation of whether the self-check-in kiosks and calling screens being re-introduced in 2026 are:

- a) the same hardware originally procured in or around 2015,
- b) **refurbished or upgraded versions of the original system**, Mixture of current hardware and new
- c) or entirely new hardware.

2. Removal and non-use

- a) The date(s) on which the original self-check-in kiosk and calling screen system were removed or taken out of operational use. During Covid
- b) The reason(s) for its removal or suspension. COVID
- c) Whether the system was placed into storage, partially retained, or fully decommissioned. Retained in non-patient facing areas

3. Costs incurred during non-use

- a) The total cost associated with removal, storage, decommissioning, mothballing, or contract suspension of the system. N/A.
- b) Confirmation of whether any maintenance, licensing, support, or help-desk fees continued to be paid during periods when the system was not in operational use, and if so, the total cost and dates covered. Retained in non-patient facing areas.

4. Re-introduction costs

- a) The total cost of recommissioning or re-introducing the system, including (but not limited to) installation, software upgrades,

hardware replacement, configuration, staff training, and IT interfacing. N/A System continued to be used throughout COVID and since by receptionist and clinicians.

b) The financial year(s) in which these costs were incurred. N/A.

5. Contracts and suppliers

- a) The name(s) of the supplier(s) involved in the original procurement, ongoing support, and the 2026 re-introduction. This was not a re-introduction; the system has been continually in use by receptionists and clinicians.
- b) Confirmation of whether a new contract was entered into for the re-introduced system, and if so, the contract start date and total contract value. – As above.

6. Total expenditure

- a) The total cumulative expenditure by Cwm Taf Morgannwg University Health Board relating to the self-check-in kiosks and calling screen system from initial procurement to the present date, broken down by capital and revenue spend where possible The total costs beginning in August 2020 are: Revenue £0.103m / Capital £0.095m.