



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Cwm Taf Morgannwg
University Health Board



Freedom of Information Request: Our Reference CTMUHB_197_26

You asked:

Following a recent complaint regarding the emergency dental system in the Cwm Taf health board region I would like the following information regarding the system:

1. How many patients accessing the system are seen by an emergency dentist on the day they first access the system using the emergency number? Please note I do not want the number of people simply offered an appointment as I suspect, as in my case, appointments are offered which people are unable to attend.

I would like the data going back on a monthly basis for the last 6 months please.

We are unable to provide the data in the format requested. The electronic systems used in the Urgent Access Hub can provide data on filled and unfilled appointments but not if patients had an appointment on the day they called.

There is also an urgent criteria that needs to be met before an appointment is offered, therefore not all patients will meet the criteria to be seen on the same day.

If available, I would also like the following data:

2. How many patients have to access the system on a second and third occasion to obtain a satisfactory appointment they are able to attend?

As above- this type of information is not collated in the Urgent Access Hub.

If you would like to speak to a member of the team to discuss your experience using the service and provide some feedback to help us improve the services we offer, please do not hesitate to contact them to discuss your experience by calling 01443 443494 and ask for Ashleigh Trowill, Service Manager.