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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 27th April 2021
Ein Cyf / Our Ref: 21-C-023

☎ 01639 648363
✉ FOIA.Requests@wales.nhs.uk

[REDACTED]
[REDACTED]

Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

[REDACTED],

I refer to your Freedom of Information Act Request acknowledged by ourselves on 16th March 2021. Your request sought information relating to ophthalmology.

Please note that this information includes new, pre-op assessment and follow up appointments.

Please further note that our systems will record any changes as cancellations regardless of whether or not it is actually the cancellation of a confirmed appointment, procedure or treatment i.e. changing the booked time. Therefore the figures will reflect changes to draft schedules, corrections etc. along with cancelled appointments. These schedule changes or amendments are not appointments which are sent to patients, but internal changes ahead of an appointment being sent out to a patient. This should be taken into account when interpreting the figures.

For the following questions, please supply the data broken down by month, for the calendar years 2019, 2020, and 2021:

1. Number of ophthalmology outpatient attendances, cancellations and did not attends.

We have not included virtual appointments in this information – this is provided separately in the response to question 8.

Please see attached appendix.

2. The number of referrals made for an ophthalmology specialist appointment



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

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Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

Please see attached appendix.

3. The number of patients waiting 18 weeks or longer for a referral for an ophthalmology specialist appointment

Please see attached appendix.

4. The average waiting time in weeks from referral to treatment for ophthalmology patients.

Please see attached appendix.

5. The number of cancelled cataract surgery appointments.

Please see attached appendix.

6. The number of regular "check-up" appointments that have been cancelled.

The number of "check-up" appointments are included in the figures for questions 1 and 8. We are not able to separate these from other appointments recorded on our systems.

7. The number of AMD treatment appointments that have been cancelled.

Please see attached appendix.

8. The number of patients who have had a virtual appointment, either by phone, video conferencing or any other means.

Please see attached appendix.

Where fewer than 5 (<5) has been indicated in the attachment we are unable to provide you with the exact number of patients or appointments as due to the low numbers, there is a potential risk of identifying individuals if this was disclosed. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This information is protected by the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute as unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. This exemption is absolute and therefore there is no requirement to apply the public interest test.

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.



Yours sincerely



Pam Wenger
Director of Corporate Governance

