



GIG  
CYMRU  
NHS  
WALES

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 neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.  
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

Dyddiad/Date: 24<sup>th</sup> September 2021  
Ein Cyf / Our Ref: 21-I-003

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk  
Corporate Services  
Headquarters  
1 Talbot Gateway  
Baglan  
Port Talbot, SA12 7BR

[REDACTED]

[REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 7<sup>th</sup> September 2021. Your request sought information relating to GP appointments.

**Could you provide the following figures for your health board, please? The number and percentage of face-to-face, phone, online, and any other form of GP appointments held for each month since and including April 2018.**

I can confirm that this information is not held centrally. This is not a data set that is collected by our Primary Care service, but is instead held by each individual practice. May I suggest that you contact the GP surgeries for which you require this information directly, and they may be able to assist you.

The National (Wales) GMS contract does not specify the type of access model but does outline that the management of patients who believe themselves to be ill includes offering a consultation and, where appropriate physical examination for the purpose of identifying the need, if any, for treatment or further investigation.

In September 2019 Access to In-Hours GMS Service Standards guidance was released achievement of the Access standards are not contractual and GP practices are required to self-report quarterly to Health Boards.

<https://gov.wales/sites/default/files/publications/2021-05/supplementary-guidance-for-the-gms-contract-wales.pdf>



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

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto: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](mailto: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), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger  
**Director of Corporate Governance**

