



20 February 2018

Dear ,

ATISN 11952: GP Led Out of Hours Services

Thank you for your request to the Welsh Government for information under the Freedom of Information Act 2000, received on 25 January. You asked for information about:

- 1 In the last 12 months, could you confirm if health boards have contacted the Cabinet Secretary with concerns relating to the provision of Out of Hours (OOH) services? If so, which health boards and on how many occasions?
- 2 How many times in the last 12 months have health boards not been able to provide GP-led OOH's services? If so, which health boards and on what dates was this the case?
- 3 How many times in the last 12 months have health boards only been able to staff OOH services with one GP? If so, which health boards and on what dates was this the case?
- 4 Copies of all correspondence and documentation relating to any concerns raised in the last 12 months by health boards in regards to OOH services?

Welsh Government holds information within the scope of this request, however I believe this information is exempt under section 12 of the Freedom of Information Act 2000. Section 12 of the Act states a public authority is not obliged to comply with a request for information in circumstances where it estimates the cost of compliance would exceed "the appropriate limit". The appropriate limit is defined in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. In the case of the Welsh Government the limit is set at £600. When calculating whether or not your request exceeds the appropriate limit, I am allowed to consider the time it is likely to take to establish if we hold the information, locate the information, retrieve the information and extract it. If these tasks are estimated to take more than 24 hours of working time (at a standards rate of £25 per hour) the limit will have been exceeded.



In this case officials have identified there are approximately 100 civil servants who interface with the service and who, potentially, could have received information on GP Out of Hours. The key words within this request are so wide and to ensure an accurate capture has taken place we would need to search each of these civil servants inboxes as a starting point. To conduct a check on an average inbox, along with 10 subfolders for the two key words 'GP' or 'OoH' takes 5 minutes (based on 22 x 14 seconds per check). Five minutes on each of 100 inboxes would take a total of 8 hours and 20 minutes.

When conducting a sample check of one typical inbox, 386 items were returned with the key words 'GP' or 'OoH'. To assess an email as in or out of scope takes an average of 20 seconds. Therefore:-

$386 \times 20 \text{ seconds} \div 60 = 2 \text{ hours and } 8 \text{ minutes}$
 $2 \text{ hours } 8 \text{ minutes} \times 100 \text{ inboxes} = 213 \text{ hours (or over } \pounds 5,320)$

This significantly exceeds the appropriate limit set under the 2004 Regulations. For these reasons I have concluded that your request should be refused on this basis.

In the circumstances, we not take any additional action in relation to this request and any further request for information from you will be logged and handled as a new request.

You may wish to refine your request by narrowing its scope by being more specific about what information you particularly wish to obtain, including any dates or period of time relevant to the information required. If you do refine your request in this way, it will be treated as a new request.

The request you sent me contains personal information about you – for example, your name and address. I will only use this personal information in accordance with the Data Protection Act 1998 to deal with your request and any matters which arise as a result of it. I will keep your personal information and all other information relating to your request for three from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log:

<http://wales.gov.uk/about/foi/responses/?lang=en>

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely,