



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



Gwasanaeth Gwaed Cymru
Welsh Blood Service

Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
2 Cwrt Charnwood
Heol Billingsley
Parc Nantgarw
Caerdydd/Cardiff
CF15 7QZ



Canolfan Ganser Felindre
Velindre Cancer Centre

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Date: 4TH March 2024

Ref: CORP 2024 - 019

Dear xxxx

Freedom of Information request: IT helpdesk and incident information (CORP 2024 – 019)

Thank you for your request for information which the Trust received on 25th January 2024.

Your Request:

1. *The number of IT issues requests made in your NHS body for each of the last 12 months.*
2. *The number of IT incidents raised in your NHS body of each of the last 12 months.*
3. *The average IT Helpdesk response time (when an e-ticket is raised) for each of the last 12 months.*
4. *The average IT Helpdesk waiting time (when calling the helpdesk directly) for each of the last 12 months.*
5. *The average IT Helpdesk turnaround time for e-tickets for each of the last 12 months.*
6. *The number of critical IT incidents in your NHS body which directly impacted patient care for each of the last 12 months.*
7. *The number of critical IT incidents in your NHS body which directly impacted on patient care for each of the last 5 years.*

Please find the Trust’s response below:

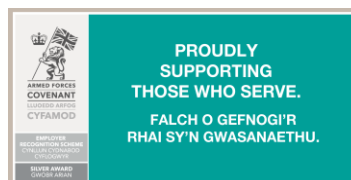
1. The number of IT issues requests made in your NHS body for each of the last 12 months.

Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
1020	1101	894	984	1020	962	1097	995	1098	1071	861	1128

2. The number of IT incidents raised in your NHS body of each of the last 12 months.

Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
574	620	503	554	573	541	617	560	617	602	484	634

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu’r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.





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3. The average IT Helpdesk response time (when an e-ticket is raised) for each of the last 12 months.

The response time in minutes is as follows:

Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
4.3	6.2	6.1	5.0	5.4	5.4	4.6	4.1	3.6	3.6	3.7	3.6

4. The average IT Helpdesk waiting time (when calling the helpdesk directly) for each of the last 12 months.

Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
00:00:39	00:00:53	00:02:19	00:01:50	00:01:23	00:00:38	00:01:10	00:00:44	00:01:09	00:00:29	00:00:50	00:00:41

5. The average IT Helpdesk turnaround time for e-tickets for each of the last 12 months.

The turnaround time in days is as follows:

Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
4.5	4.7	3.4	3.7	3.4	2.6	1.8	2.2	1.7	1.6	1.5	0.8

6. The number of critical IT incidents in your NHS body which directly impacted patient care for each of the last 12 months.

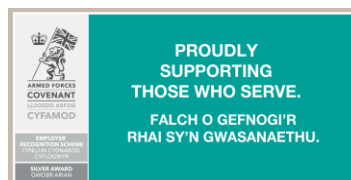
Over the last 12 months, there have been 10 significant IT business continuity incidents impacting services in Velindre Cancer Center. None of these have resulted in patient harm however may have impacted on the delivery of patient care – e.g., cancelled or delayed appointments. We are unable to provide the breakdown by month.

7. The number of critical IT incidents in your NHS body which directly impacted on patient care for each of the last 5 years.

This information is not available as major incident numbers were not routinely reported until recent years.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

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You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd
CF15 7QZ
Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

Yours sincerely

Lauren Fear
Director of Corporate Governance and Chief of Staff
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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