

18 September 2025

Dear

ATISN 25159 – Access to GP Appointments for Older People Without Internet Access

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 16 September 2025 relating to access to GP appointments for older people (age 75 and over) in Wales, particularly those who are not online.

You requested the following:

Please provide the following information in relation to Wales:

1. *Please indicate the total number of practices in Wales and the percentage that offer each of the following booking options to patients:*
 - a. *Online booking*
 - b. *Telephone booking*
 - c. *In-person booking*
2. *For the period between **1st April 2024 to 31st March 2025**, please provide the percentage of patients aged **75 and over** who were offered appointments via the following methods:*
 - a. *In-person*
 - b. *Online – telephone consultation*
 - c. *Online – video consultation*
3. *For those individuals who do not have internet access, particularly older adults, please list the alternative options available to patients to enable them to access GP services?*

Response

The Welsh Government does not hold this information.

You will need to contact Local Health Board or Trust to obtain this information. Their contact details can be found here: [Contact Us - NHS Wales](#)

Digital Health and Care Wales also hold appointment data. Their contact details are as follows: [Freedom of information - Digital Health and Care Wales](#)

Next Steps

The request you sent me contains personal information about you - for example, your name and address. The Welsh Government will be the controller for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response. We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ
Email: DataProtectionOfficer@gov.wales

The contact details for the Information Commissioner's Office are:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website: www.ico.org.uk

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 (at <https://gov.wales/freedom-of-information-responses>).

Yours sincerely,