

Dear

### **ATISN 26367– Consultant Connect**

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 11 November 2025. You asked for the following information:

In relation to Consultant Connect available to the NHS in Wales since 2020, and funded by Welsh Government:

- 1 How much has this service cost per year for the last 5 years?
- 2 How many completed calls are made on Consultant Connect per year for the last 5 years, across Wales in total and for each health board?

### **Our Response**

- 1 How much has this service cost per year for the last 5 years?

<b>Year</b>	<b>Cost</b>
2020-2021	£453,600.00
2021-2022	£693,755.00
2022-2023	£742,774.20
2023-2024	£792,003.00
2024-2025	£758,832.80

- 2 How many completed calls are made on Consultant Connect per year for the last 5 years, across Wales in total and for each health board?

Please see Appendix A, where annual calls and messages by health board and Emergency care call handlers is summarised together with total annual figures (all Wales)

### **Next Steps**

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: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

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,

Appendix A – HB and total numbers of calls and messages from 2020- to end of financial year 2024/25

	Health Board Area of Call / Message																		
Year	Aneurin Bevan University Health Board		Betsi Cadwaladr University Health Board		Cardiff and Vale University Health Board		Morgannwg University Health Board		Hywel Dda University Health Board		Powys Teaching Health Board		Swansea Bay University Health Board		National Calls not allocated to HB area e.g. EMRTS		Grand Total		
	Call	Message	Call	Message	Call	Message	Call	Message	Call	Message	Call	Message	Call	Message	Call	Message	Call	Message	Total
2020/21	3380	12	4225	1058	3452	0	1134	0	2414	699	1201	104	1877	26	313	0	17996	1899	19895
2021/22	7690	157	8961	2132	6929	4	3551	1	3129	2452	2023	126	8068	225	1796	2	42147	5099	47246
2022/23	9068	181	11545	3800	15569	5	5025	5	8393	5193	1995	198	12592	343	2032	0	66219	9725	75944
2023/24	11512	852	13736	4907	31025	29	6418	35	10686	7260	3057	480	16687	546	1541	4	94662	14113	108775
2024/25	13813	1175	15386	5448	36299	20	6768	22	15806	5595	3945	909	17138	799	1982	4	111137	13972	125109