WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY K.M. WILSON OF ST. CLEMENT
QUESTION SUBMITTED ON MONDAY 7th APRIL 2025
ANSWER TO BE TABLED ON MONDAY 14th APRIL 2025

Question

"Will the Minister advise what patient services are currently provided at the Enid Quenault Health and Wellbeing Centre and, for each such service during the period since the Centre opened to the end of February 2025, state the number of –

(a) scheduled clinics provided, broken down by month and speciality;
(b) appointments available, broken down by month and specialty
(c) appointments attended and missed (including the reason for non-attendance), broken down by month, specialty and Parish;
(d) complaints received about the services provided and any themes emerging from these complaints;
(e) compliments received about the services provided and the themes emerging from this feedback; and
(f) bank and agency staff employed, broken down by month for each of the services operating in the centre, and categorised by –
(i) grade of staff; and
(ii) numbers of hours worked?"

Answer

The following information is provided in response to the question regarding patient services at the Enid Quenault Health and Wellbeing Centre. The data covers the period from 1st August 2023 to 28th February 2025. All figures are presented in the accompanying tables.

Definition of "Clinic":
A *clinic* refers to a scheduled session in which one or more healthcare professionals are available to see patients.
- A clinic can include multiple patient appointments.
- Clinics vary in length and format — they may be face-to-face, by telephone, or virtual.
- Clinics are not categorised as public or private; this classification applies at the individual appointment level, once a patient is booked.

Important Caveat:
Clinics are not classified as public or private — this is only determined at the appointment level, once a patient is booked. Appointment data reflects public elective activity only.
Clinics can vary in length and the number of appointments they include, and some may be telephone or virtual sessions.
These factors should be considered when cross-referencing clinic and appointment data to avoid misinterpretation.

a) Scheduled clinics provided, broken down by month and speciality
Refer to *Table 1: Clinics Provided by Speciality and Month*.
This table shows the total number of clinics recorded as 'Booked' or 'Open' in the system, by month and speciality.

b) Appointments available, broken down by month and speciality
Refer to *Table 1: Clinics Provided by Speciality and Month*.

As clinic availability is recorded at the clinic level, this is the same as (a). The table shows the total number of clinics available, by month and speciality

c) Appointments attended and missed (including reason for non-attendance), broken down by month, speciality, and Parish
Refer to *Table 2: Appointments Attended by Speciality and Month* and *Table 3: Appointments Did Not Attend (DNA) by Speciality and Month*.
Please note:

- Reasons for non-attendance cannot be provided, as this information is not consistently recorded.
- Data by Parish cannot be provided, as this information is not held in our system.
- Appointment data reflects **public elective activity only**.

d) Complaints received and themes identified
Refer to *Table 4: Complaints by Department*.
This table summarises complaints received in the period, in relation to services at the Centre. Please note, I are unable to provide themes as this would require manual analysis.

e) Compliments received and themes identified
Refer to *Table 5: Compliments by Department*.
This table summarises compliments received in the period, in relation to services at the Centre. Please note, I are unable to provide themes as this would require manual analysis.

f) Bank and Agency staff employed categorised by grade of staff and number of hours worked
Refer to *Table 6: Agency hours by area/grade and month* and *Table 7: Bank hours by area/grade and month.*

Table 1: Clinics Provided by Specialty and Month

Month Year	Allied Health Professional Episode	Anaesthetics	Cardiology	Endocrinology	General Medicine	Gynaecology	Neurology	Nursing Episode	Obstetrics	Paediatrics	Respiratory Medicine	Rheumatology	Urology
Aug-2023	901	147	0	95	1	0	63	82	0	6	0	0	82
Sep-2023	1066	277	0	110	4	0	60	92	0	13	0	0	127
Oct-2023	1117	297	0	120	7	0	48	97	0	21	0	14	132
Nov-2023	1373	341	0	150	4	0	55	94	0	25	0	18	106
Dec-2023	1390	283	0	150	3	0	34	82	0	21	0	11	107
Jan-2024	1808	438	4	218	5	0	51	109	0	40	1	14	117
Feb-2024	1755	424	5	241	5	0	60	82	0	36	0	11	117
Mar-2024	1621	432	12	280	8	0	46	80	0	37	0	8	106
Apr-2024	1651	444	11	289	5	0	46	99	0	38	4	16	97
May-2024	1510	390	14	299	1	0	50	85	2	33	6	11	88
Jun-2024	1598	466	15	293	5	0	48	93	3	32	18	23	101
Jul-2024	1826	456	15	314	5	0	56	98	4	38	0	24	98
Aug-2024	1669	385	11	256	4	2	32	80	3	36	0	23	88
Sep-2024	1569	443	10	205	9	1	31	72	5	28	8	22	83
Oct-2024	1592	511	12	222	20	1	40	109	4	31	9	60	116
Nov-2024	1438	443	13	205	16	1	46	99	4	25	8	53	126
Dec-2024	1379	404	14	187	10	0	40	74	5	21	9	58	107
Jan-2025	1629	509	16	240	8	1	61	119	4	23	13	83	131
Feb-2025	1435	479	13	206	9	1	37	111	4	23	11	72	98

Data Sources: Electronic Hospital Outpatient Clinic and Appointment Reports (OP004DM and OP0014DM)

Table 2: Appointments Attended by Speciality and Month of Attendance

Month Year	Allied Health Professional Episode	Anaesthetics	Cardiology	Endocrinology	General Medicine	Gynaecology	Neurology	Nursing Episode	Obstetrics	Paediatrics	Respiratory Medicine	Rheumatology	Urology
Aug-2023	936	212	0	115	0	0	304	259	0	3	0	132	186
Sep-2023	1617	667	0	233	34	0	271	251	0	13	0	332	381
Oct-2023	1400	699	0	350	76	0	319	302	0	20	0	327	457
Nov-2023	1533	691	0	303	20	0	380	275	0	28	0	403	432
Dec-2023	1112	425	0	268	34	0	171	258	0	21	0	315	464
Jan-2024	1810	824	21	344	57	0	236	385	0	38	3	421	459
Feb-2024	1899	802	24	350	47	0	485	306	0	77	0	282	403
Mar-2024	2069	834	64	364	82	0	365	287	0	49	0	281	412
Apr-2024	2277	804	64	319	53	0	270	395	0	71	23	336	446
May-2024	1978	711	52	380	8	0	314	317	10	63	39	235	434
Jun-2024	2117	884	54	321	86	0	289	371	9	46	112	314	456
Jul-2024	2274	691	60	338	108	0	367	391	17	51	0	282	434
Aug-2024	2184	572	23	304	70	8	223	300	10	69	13	323	490
Sep-2024	2093	743	64	368	109	7	207	304	19	65	30	337	414
Oct-2024	2583	800	78	462	203	5	249	441	11	67	38	468	516
Nov-2024	2404	817	75	332	172	6	267	411	13	52	22	390	567
Dec-2024	1873	536	76	325	85	4	236	236	21	16	27	289	467
Jan-2025	2213	770	98	251	47	6	305	380	15	46	48	393	573
Feb-2025	2028	807	66	286	53	8	156	384	18	52	42	351	474

Data Source: Electronic Hospital Appointment Report (OP0014DM)

Table 3: Appointments Did Not Attend (DNA) by Speciality and Month of Appointment

Month Year	Allied Health Professional Episode	Anaesthetics	Cardiology	Endocrinology	General Medicine	Gynaecology	Neurology	Nursing Episode	Obstetrics	Paediatrics	Respiratory Medicine	Rheumatology	Urology
Aug-2023	127	48	0	18	0	0	75	27	0	0	0	26	26
Sep-2023	224	139	0	69	15	0	101	33	0	2	0	85	79
Oct-2023	198	154	0	87	7	0	85	30	0	4	0	111	71
Nov-2023	243	109	0	72	7	0	83	18	0	3	0	67	51
Dec-2023	228	98	0	52	12	0	37	23	0	4	0	35	53
Jan-2024	452	165	4	82	12	0	70	35	0	4	0	79	81
Feb-2024	456	144	4	69	14	0	89	25	0	5	0	44	38
Mar-2024	434	168	13	81	11	0	65	30	0	2	0	36	40
Apr-2024	522	140	10	63	8	0	48	34	0	3	10	43	55
May-2024	390	124	3	57	2	0	54	26	0	3	8	24	50
Jun-2024	479	148	12	61	19	0	39	32	2	2	32	35	48
Jul-2024	380	124	6	64	18	0	55	37	0	3	0	33	46
Aug-2024	389	98	3	69	17	0	51	41	0	3	1	33	51
Sep-2024	451	138	5	56	17	3	41	21	0	4	10	39	37
Oct-2024	387	155	6	57	18	0	40	26	0	1	12	56	69
Nov-2024	194	168	13	42	17	2	55	36	3	2	5	30	43
Dec-2024	202	108	11	40	8	0	51	23	2	4	6	31	40
Jan-2025	252	156	23	27	9	3	49	31	2	4	10	44	45
Feb-2025	189	146	10	27	6	3	32	18	2	2	8	25	33

Data Source: Electronic Hospital Appointment Report (OP0014DM)

Table 4: Complaints by Department

Department	Count
ARU	1
Rheumatology	7

Data Source: Datix Feedback report (DTX_B Feedback Opened)

Table 5: Compliments by Department

Department	Count
ARU	39
Occupational Therapy - Enid Quenault	16
Catering	1
Psychological Assessment and Treatment Services	5
Podiatry - Overdale	4
Rheumatology	6
Dietetics - Overdale	1
Physiotherapy - Overdale	5

Data Source: Datix Feedback report (DTX_B Feedback Opened)

Table 6: Agency hours by Area/Grade and Month

Area/Grade	Agency (hours)																	
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
ARU	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Diabetes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietetics	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Audiology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALT - Civil Servant - CS11	30	90	165	82.5	59.5	125.5	133.5	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapies - CS11	89.5	239	165	120	52	141	273.5	334	487	674	748	716.5	563.5	415	170	141	0	0
Older Adult Mental Health - Registered Mental Health Nurse - Sister - NM05	30	160	165	142.5	172.5	157.5	157.5	165	150	150	172.5	135	75	0	0	0	0	0
Neurology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pre-Assessment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Rheumatology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Urology	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Data Source: e-roster

Table 7: Bank hours by Area/Grade and Month

Area/Bank Grade	Bank (hours)																	
	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
ARU - Healthcare Assistant (HCA) - NM01	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ARU - Registered Nurse (RN) - NM04	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Diabetes Clinic - Healthcare Assistant (HCA) - NM01	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	15	75
Diabetes Clinic - Clinical Nurse Specialist (CNS) - NM05	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8.5	0	0
Dietetics - N/A	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	N/A
Audiology - Civil Servant - CS05	0	0	0	0	0	0	0	0	0	0	0	0	0	4.75	24	24	39.5	76
SALT - Civil Servant - CS11	18	18	0	20	93.5	88	68.5	44.5	0	0	0	0	0	0	0	0	0	0
Occupational Therapies - CS05	29	158	0	0	0	0	0	0	0	0	22.5	66.5	29.5	0	0	0	0	0
Occupational Therapies - CS07	0	48	6	48	24	61	65.5	7	48	84	78	0	54	66	72	0	80	72
Older Adult Mental Health - Registered Mental Health Nurse -NM04	18	75	67.5	54	58	73.8	70.5	78	74	50	98.5	66.5	58.5	98	64	58	51.5	10.5
Older Adult Mental Health - Registered Mental Health Nurse - NM05	0	0	0	0	0	0	0	2.5	0	0	0	0	0	0	0	0	0	0
Neurology - Healthcare Assistant (HCA) - NM01	0	69	7.5	7.5	7	13.8	26.75	16.5	19.5	40	18.5	26.5	4.5	0	14	43	0.5	0
Neurology - Registered Nurse RN / Clinical Nurse Specialist - NM05	0	11.5	10.5	0	10	0	7	0	0	0	0	0	0	0	0	0	0	0
Pre-Assessment	0	0	0	0	0	2	0	0	0	9.5	1.5	0	0	0	0	0	0	0
Rheumatology - Healthcare Assistant (HCA) - NM01	55.75	201.5	118	110.5	74	85.25	85	77.75	93	52	54.5	21	36	41.5	29	14	0	0
Urology - Healthcare Assistant (HCA) - NM01	21.5	76.5	21	13.5	19.25	24	62	60.5	60	74	60	66	55.5	45.5	24	4.5	75	97

Data Source: e-roster