

**Eluned Morgan AS/MS**  
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services



Llywodraeth Cymru  
Welsh Government

Ein cyf/Our ref: WQ89931

Andrew RT Davies MS  
Member of the Senedd for South Wales Central

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Dear Andrew

Thank you for your recent written question asking if I will confirm a) the number of days that GP practice telephone systems have been non-operational due to operator outages and b) the number of GP practices impacted by this, in South Wales Central this year.

GP practices as independent contractors are responsible for their own digital telephony contracts, this data is not held by Welsh Government.

Health Boards are responsible for management of GMS contracts and any operational issues that arise in practice provision of service to patients. An outage of telephone supply would be notified to the Health Board and would feed into a change in the escalation status of a practice, the practice would be responsible for working with the supplier to rectify the outage and the Health Board would look at other support such as administration and communication to patients.

Yours sincerely

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Minister for Health and Social Services

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.