



Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Monnow Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252159/01874 442071

Our ref: IG/FOI/23.R.301

12 October 2023

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 22 August 2023, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly holds the information that you require.

For ease of reference your request is set out below and our response follows:

Your Freedom of Information (FOI) Request:

Can the trust confirm and provide information on the following:

1. The trusts wayfinding strategy.
2. Number of missed appointments by type and location.
3. Number of appointments that were cancelled to lack of wayfinding (E.g. patient unable to be able to find the location of their appointment).
4. Number of complaints associated to poor wayfinding.

We need this for the financial years ending:

- March 2024 (Y2D)
- March 2023
- March 2022

Please provide this information in an editable spreadsheet.

Powys Response:

Q1. PTHB confirms that it does not have a formal wayfinding strategy. However, the Health Board adopts the principles of the Department of Health 'Wayfinding - Effective Wayfinding and Signing Systems, Guidance for Healthcare Facilities' document as a strategic approach to wayfinding.

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

Rydym yn croesawu gohebiaeth Gymraeg
Bwrdd Iechyd Addysgu Powys yw enw gweithred Bwrdd Iechyd Lleol
Addysgu Powys



We welcome correspondence in Welsh
Powys Teaching Health Board is the operational name of
Powys Teaching Local Health Board

Q2 Please see the table below for the number of PTHB face-to-face appointments with an outcome of did not attend:

Financial year 2021-2022			
Location	Cancelled	Could not attend	Did not attend
Back Lane Newtown	0	0	1
Brecon War Memorial Hospital	1857	3237	814
Brohafren Resource Centre	0	0	1
Bronllys Hospital	590	547	210
Glan Irfon	152	269	90
Haygarth GP Surgery	0	0	5
Knighton Hospital	95	169	72
Llandrindod Wells Hospital	908	1572	596
Llanidloes Hospital	214	261	98
Machynlleth Hospital	143	180	76
Mid Powys	1	0	0
Montgomery GP Surgery	0	1	1
Newtown Hospital	1106	1780	865
North Powys Premises	8	9	2
Park Street Clinic	1	7	3
Presteigne GP Surgery	1	25	4
Rhayader GP Surgery & Health Clinic	0	10	4
South Powys Premises	1	126	18
The Hazels Centre	0	15	27
Welshpool Hospital	1316	1146	461
Ystradgynlais Hospital	652	755	345
Grand Total	7045	10109	3693

Financial year 2022-2023			
Location	Cancelled	Could not attend	Did not attend

Back Lane Newtown	1	0	0
Brecon War Memorial Hospital	2577	4285	1473
Brohafren Resource Centre	3	6	33
Bronllys Hospital	458	792	290
Glan Irfon	137	335	137
Haygarth GP Surgery	0	1	2
Knighton Hospital	238	292	133
Llandrindod Wells Hospital	1173	2383	772
Llanidloes Hospital	235	467	170
Machynlleth Hospital	157	283	131
Montgomery GP Surgery	0	6	5
Newtown Hospital	1834	3068	1597
North Powys Premises	2	13	3
Park Street Clinic	0	5	4
Presteigne GP Surgery	1	15	9
Rhayader GP Surgery & Health Clinic	2	13	11
South Powys Premises	7	30	9
The Hazels Centre	1	3	2
Ty Illtyd	4	5	3
Welshpool Hospital	1330	1817	835
Ystradgynlais Hospital	941	1004	630
Grand Total	9101	14823	6249

Financial year 2023-2024			
Location	Cancelled	Could not attend	Did not attend
Brecon War Memorial Hospital	1155	2080	680
Brohafren Resource Centre	1	3	8
Bronllys Hospital	253	456	134
Glan Irfon	52	173	60
Haygarth GP Surgery	0	0	1

Knighton Hospital	75	137	59
Llandrindod Wells Hospital	814	1113	357
Llanidloes Hospital	129	270	62
Machynlleth Hospital	58	185	83
Montgomery GP Surgery	0	3	1
Newtown Hospital	804	1841	819
Other	0	1	0
Presteigne GP Surgery	0	14	7
Rhayader GP Surgery & Health Clinic	7	18	17
The Hazels Centre	6	14	20
Ty Illtyd	1	4	4
Welshpool Hospital	648	962	423
Ystradgynlais Hospital	379	543	262
Grand Total	4382	7817	2997

Source: WPAS

Includes all outcome appointments up to 02/10/2023 where:

1. Appointment category = Face to Face.
2. Category was not "Note Review".
3. Outcome type = "Cancelled Hosp".

OR outcome type= DNA.

OR outcome type= Cancelled other reason in "Could not attend & discharge" or "Could not attend".

Q3 I can confirm that PTHB does not hold the information requested.

Q4 I can confirm that PTHB does not collect figures on the number of complaints due to poor wayfinding. In order to answer your question this would require a manual trawl of records for the period requested. We estimate that the cost of complying with your request would exceed the fees limit of £450 set by the Freedom of Information Act. We estimate that one person would need to spend 3½ working days to determine whether the Health Board holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act the Health Board is therefore not obliged to comply with this part of your request.

Should you need any further assistance, please do not hesitate to contact me at the address below.

If you are dissatisfied, with the way your request has been dealt with by PTHB, you have the right to request a review in which case you should write to:

Chief Executive
Powys Teaching Health Board Headquarters
Glasbury House
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY

If you are still dissatisfied at the end of the review, you may complain to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff, CF10 2HH
Tel: 029 2067 8400 Fax 029 2067 8399
www.ico.org.uk twitter.com/iconews

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi. We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.

Yours sincerely



Joy Garfitt
Director of Operations/ Director of Community & Mental Health