



Bwrdd Iechyd  
Addysgu Powys  
Powys Teaching  
Health Board

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

Our ref: IG/FOI/24.R.106

21 March 2024

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 29 February 2024, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require.

### Your Freedom of Information (FOI) Request:

I am writing to you under the Freedom of Information Act 2000 to request the following information:

Does your trust have a 'Patient Portal / Patient Engagement Portal (PEP)'?

If yes:

1. Who is the current provider?
2. What is the name of the current solution?
3. What is the start and end date of the contract?

If no:

4. Are you planning to procure a 'Patient Portal / Patient Engagement Platform (PEP)'
5. If yes, when are you looking to go out to market and by what route?

A Patient Engagement Portal is a digital way for trusts to communicate with patients, allowing patients to do things such as:

- View/confirm/cancel/change appointments digitally.
- View their appointment letters digitally.
- Send patients SMS reminders of appointments.
- Complete questionnaires digitally (such as pre/post operative assessments; PROMs/PREMs).
- View self-help information relating to their care pathway.

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

Powys Response:

I can confirm that Powys Teaching Health Board does have a 'Patient Portal/ Patient Engagement Platform (PEP)

1. I can confirm that the current provider is Healthcare Communications.
2. The name of the current solution is Envoy Messenger/ Patient Portal.
3. The start date is 1 March 2022, and the end date of this contract is 31 March 2025.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via [powysfoi.foi@wales.nhs.uk](mailto:powysfoi.foi@wales.nhs.uk)

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



**Pete Hopgood**  
**Deputy Chief Executive Officer and**  
**Director of Finance, IT & Information Services**

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