



GIG
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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.002

12 February 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 2 January 2024 and subsequent clarification received on 26 January 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.

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

Your Freedom of Information (FOI) Request:

Please could you kindly respond to the following questions:

1. Please confirm the total number of Outpatient Appointment letters sent in FY or CY 2022?
2. Please confirm the total number of Hospital Discharge Summary Notices sent in FY or CY 2022?
3. Please confirm the total number of Clinical Outcome letters sent in FY or CY 2022?
4. What % of Did Not Attends (DNA's) did you have in Outpatients for 2022?
5. What EPR system do you use please and what is the contract expiry date for that system?
6. What PAS system do you use please and what is the contract expiry date for that system?
7. What Patient Portal(s) do you use please and what is the contract expiry date(s) for those systems?
8. If Yes to Q7, do you currently send any of your patient communications digitally? If so, what approx. % of your communications are digital per annum?
9. What EDRMs (Document Management) system do you use and what is the contract expiry date for that contract?

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 gweithredd Bwrdd Iechyd Lleol
Addysgu Powys



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

10. Do you have a Hybrid Mail contract in place with a managed service provider? If so, please confirm which supplier and the contract expiry date of that contract?

11. Do you have a contract in place for any Mobile or App Services delivered to your Patients? If so, please confirm which supplier and the contract expiry date of that contract?

12. Do you use any Room Booking systems for a) Clinics b) Staff? If so, please confirm which supplier(s) and the contract expiry date of that contract(s)?

13. How many DSAR requests did you receive in 2022 and what % were processed within 28 days?

14. Have you digitised your closed / archive medical records? If outsourced, please state the supplier and contract expiry date?

15. Have you digitised your day forward medical records? If outsourced, please state the supplier and contract expiry date?

Clarification Requested:

Q11. Please can you provide clarity regarding the types of services you are specifically looking for e.g. Do you mean apps on mobile phone devices etc.

Clarification Received:

This question relates to any mobile or application services that the organisation may be using to notify patients of appointments and/ or other services. If so, please confirm which supplier and the contract expiry date of that contract?

Powys Response:

Q1. The total number of Outpatient Appointment letters sent during FY 2022-2023 was 36,885. Please note this figure relates to the number of letters relating to "Confirmed Appointments".

Q2 & Q3. Issuing of clinical outcome letters and hospital discharge notifications is currently undertaken by each service area, therefore the data on the numbers sent is not centrally collected. We are therefore unable to provide a response to this part of your request.

Q4. I can confirm the did not attend rate was 4.70% for all Outpatient appointments seen during FY 2022-2023.

Q5. Attached is a previous response which we believe will answer this part of your request - FOI 23.R.347 Attachment 1.

Q6. Attached is a previous response which we believe will answer this part of your request - FOI 23.R.397 Attachment 2.

Q7. I can confirm PTHB use HealthCare Communications Patient Portal for electronic communications to patients. The contract expiry date is 31 March 2024. There are currently options being explored to extend this contract by 12 months.

Q8. 0% at present as the portal has not reached a live state at present.

Q9. PTHB does not have a dedicated EDRMS in place. There is some limited use of a virtual cabinet within the organisation, and SharePoint offers document management functionality.

Q10. I can confirm PTHB have a Hybrid Mail contract in use with HealthCare Communications. The end date for this contract is 31 March 2024.

Q11. I can confirm PTHB has 1 mobile app. The app is HealthCare Communication Patient Portal is used for SMS messaging to patients with a contract expiry date of 31 March 2024.

Q12. Yes. PTHB uses an internally developed solution for both clinic and staff bookings.

Q13. Performance figures are provided within the IG Performance paper which is presented to the Delivery and Performance Committee, these reports are publicly available on the PTHB website: [Delivery and Performance Committee - Powys Teaching Health Board \(nhs.wales\)](#)

Q14 & Q15. I can confirm Powys Teaching Health Board has not digitalised our archive health records. Plans are being considered regarding the digitisation of live health records for the future.

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

A handwritten signature in black ink, appearing to be 'Pete Hopgood', written in a cursive style.

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