



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.259

15 July 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 27 June 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 my response follows.

### Your Freedom of Information (FOI) Request and Powys Response:

I would like to ask, under the Freedom of Information Act that you provide me with the following information for the table below.

If, for any reason you are unable to provide this information as requested, please provide me with advice and assistance as to how I might obtain this information and what you are able to deliver.

If you don't receive any formal complaints outside of the PALS, feel free to respond to that particular section with NA or "information not held".

Equally, if you don't differentiate between Medical SARs and Non-Medical SARs, feel free to respond in only one of those sections and fill the other with NA or "information not held".

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

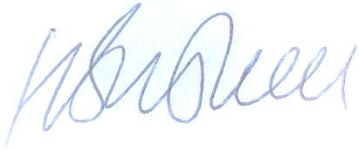
	<b>FOI</b>	<b>Non-medical Subject Access Request</b>	<b>Medical Subject Access Request</b>	<b>PALS Queries</b>	<b>PALS queries that resulted in formal complaints</b>	<b>Formal Complaints received directly (not through PALS)</b>
Number of cases/ requests received in the last calendar year (2023)	*	20	684	I can confirm PTHB does not have a PALS team.		62
Of those requests/ cases in 2023, the number answered within time limits for the request/ case.	*	15	626	N/A	N/A	54 (87%)
System/ tool used to process requests/ cases e.g. spreadsheets, in-house tools, specialist software (please name)	In-house tools	In-house tools	In-house tools	N/A	N/A	Datix RL Cymru
Team/ department that processes the request (name of team/ department)	Information Governance Team			N/A	N/A	Concerns Team/ Quality and Safety Department.

\* Please see the below link to PTHB's Information Governance Performance report which is submitted to the Delivery and Performance Committee quarterly [Delivery and Performance Committee - Powys Teaching Health Board \(nhs.wales\)](https://www.nhs.uk/foi/powys-foi/wales)

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



**Helen Bushell**  
**Director of Corporate Governance/Board Secretary**

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.