

Our ref: IG/FOI/FOI.463.25

10 September 2025

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 13 August 2025, 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:

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

Please provide data for each calendar month from January 2025 to the most recent month available, relating to the Dental Access Portal (DAP) in your Health Board:

Q1. The number of patients added to the DAP.

Q2. The number of patients allocated to and seen by dental practices.

Q3. The number of patients removed from the DAP for other reasons (e.g., self-withdrawal, failure to attend, etc.).

Q4. The number of patients re-added to the DAP after having previously been seen in practice.

Please provide this information in a tabulated format.

Q5. Additionally, please provide a brief explanation of the patient journey within your DAP system:

- a. Are patients routinely re-added to the DAP after they have been seen in practice?
- b. At what point in the process are they removed, and under what circumstances might they be added back?

Powys Response:

Q1-4. Please see below table:

Month	Q1. Patients Added to DAP	Q2. Patients Allocated & Seen	Q3. Patients Removed (Other Reasons)	Q4. Patients Re-added After Being Seen
January 2025	141	234	35	16
February 2025	266	38	9	3
March 2025	259	342	75	3
April 2025	290	327	123	4
May 2025	316	173	111	3
June 2025	290	63	5	3
July 2025	327	158	0	4
August 2025	449	68	27	5

Disclaimer on Data Limitations:

I can confirm that the figures provided for Q1 (patients added) and Q2 (patients allocated and seen) are accurate and sourced directly from system records. The figures for Q3 (patients removed) and Q4 (patients re-added) are indicative and subject to limitations due to current system constraints. The data provided is live to approximately 10am on 29th August 2025.

Examples of data limitations include:

- Self-removal or relocation: Patients who choose to withdraw from the DAP or move to a different Health Board area are not currently tracked. These individuals simply disappear from the waiting list without a recorded reason.
- Failure to attend or respond: If a patient does not attend an appointment or fails to respond to contact attempts, they may be removed manually, but this is not consistently recorded across all practices.
- Re-additions after treatment: Patients who are re-added to the DAP after being seen may not always be flagged as such.

As a result, the numbers for Q3 and Q4 should be interpreted as approximate and not definitive.

Q5. I can confirm that patients seeking NHS dental care in Powys can either self-register via the Dental Access Portal (DAP) or contact the Powys Dental Helpline to be added. The Health Board does not provide patients with a specific timeframe for routine access, as availability is dependent on when dental practices request additional patients.

When a practice indicates capacity to accept new patients, the Health Board uses the DAP to identify individuals on the waiting list who live within a reasonable distance. These patients are then sent an invitation and given 28 days to respond. If a patient accepts the offer, their details are forwarded to the practice

and they are removed from the waiting list. If the patient declines, their position on the list may be affected depending on the reason selected:

- They may remain in the same position.
- They may be moved to the bottom of the list.
- They may be removed entirely.

Failure to respond within the 28-day period results in automatic removal from the waiting list.

Patients are not routinely re-added to the DAP after being seen by a dental practice. However, exceptions may occur, particularly if the initial treatment was limited to urgent care or if access issues persist. Patients treated by Community Dental Services are often re-added to the DAP once their course of treatment is complete and they are deemed dentally fit. This helps maintain movement on the waiting list and ensures patients with ongoing dental needs are identified promptly.

Patients are typically removed from the DAP once they have been successfully allocated and seen by a dental practice. Other reasons for removal include:

- No longer requiring treatment.
- Non-response to contact attempts or failure to attend appointments.
- Relocation to another Health Board area.

Patients may be re-added to the DAP if they contact the Health Board again seeking NHS dental care, particularly if they were not 'registered' with a practice following their previous appointment or if their dental needs remain unmet.

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 Powys.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

**Electronically checked and approved by:
Heidi Thomas, Assistant Clinical Dental Director on behalf of the
Associate Dental Director**

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.