

Our ref: IG/FOI/FOI.254.25

23 April 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 25 March 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partially holds the information that you require. For ease of reference your request is set out below and my response follows each question individually.

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

Can you please provide the following information under the Freedom of information act;

Clinical Services (Outpatients)	What is the average booked Clinic Utilisation for the mentioned clinical services?	What is the average financial cost to the trust for a vacant/DNA'd outpatient clinic appointment slot for the following clinical services?
General Surgery	*	New: £140.48 Follow up: £92.31
Urology Service	*	New: £297.01 Follow up: £196.92
Trauma and Orthopaedic Service	*	New: £192.18 Follow up: £135.54
Ear Nose and Throat Service	*	New: £149.06 Follow up: £132.18
Ophthalmology Service	*	New: £165.56 Follow up: £137.45
Oral Surgery Service	*	New: £68.88 Follow up: £45.76
Neurosurgical Service	Not Internally Provided by PTHB.	

Plastic Surgery Service	Not Internally Provided by PTHB.	
Cardiothoracic Surgery Service	Not Internally Provided by PTHB.	
General Internal Medicine Service	*	New: £156.09 Follow up: £116.35
Gastroenterology Service	*	Not Costed separately from General Surgery.
Cardiology Service	*	New: £177.56 Follow up: £93.54
Dermatology Service	*	New: £274.40 Follow up: 179.79
Respiratory Medicine Service	*	No distinct Outpatient clinics to cost.
Neurology Service	Not Internally Provided by PTHB	
Rheumatology Service	*	New: £190.13 Follow up: £120.95
Elderly Medicine Service	*	New: £71.59 Follow up: £47.91
Gynaecology Service	*	New: £118.33 Follow up: £90.86
Other - Medical Services	*	Not Applicable.
Other - Mental Health Services	*	New: £566.62 Follow up: £356.74
Other - Paediatric Services	*	New: 157.52 Follow up: 109.82
Other - Surgical Services	*	Not Applicable.
Other - Other Services	*	New: £236.58 Follow up: 180.45
Radiology/Imaging	For Radiology currently it is booked on average approximately 90% For sonography all appointments are booked per clinic, so 100%	£30.40 per planned film.
Respiratory physiology - Sleep Studies	*	PTHB does not have granularity of data to split to subspecialty.
Urodynamics - Pressures & Flows	I can confirm PTHB no longer performs urodynamics, therefore this is a nil response.	
Endoscopy	*	Not costed separately from General Surgery.
Trust Average	*	New: £240.87 Follow up: £203.25

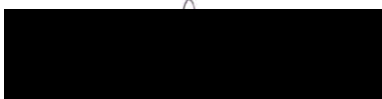
*** I can confirm we are unable to provide data on clinic utilisation because of the way that the clinics are set up in the Patient Administration System for Wales (WPAS) providing multiple columns/slots. Calculating blank to total slots would therefore grossly underestimate the clinic utilisation.**

Freedom Of Information Request	Response
<p>What is the unit cost to the trust for sending an appointment letter to patients and which provider does the trust utilise?</p> <p>If a unit/ consumption cost is not available, please provide details of the provider and the annual contract value for appointment notification letters.</p>	<p>Provider: Healthcare Communications</p> <p>Unit cost of sending an appointment letter ranges from £0.60p to £0.90p depending on the requirements of a given letter (length/pages, and other guidance needed to accompany the letter).</p>


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



David Farnsworth
Assistant Director, Community Services Group



Sarah Pritchard
Assistant Director of Finance

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.