

Our ref: IG/FOI/FOI.264.25

24 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 27 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.

Your Freedom of Information (FOI) Request:

I am writing to request information under the Freedom of Information Act 2000 regarding support services available to haemato-oncology and leukaemia patients at your NHS health board. Please confirm receipt of my request in the first instance. Please provide responses to the following questions:

Support Workers:

1. Do you provide cancer support workers, or similar roles (e.g., navigators, cancer care co-ordinators) to your haemato-oncology patients?

If yes:

- How many do you employ, and what is the Full-Time Equivalent (FTE)?
- What is their average caseload?
- How many are employed by a third party (e.g., charity), and what is the FTE?
- What is their caseload?

2. What percentage of your leukaemia patients have accessed their services?

Counselling Services:

3. Do you provide counselling or psychological support for leukaemia patients through:

- Mental health professionals?
- Digital platforms (e.g., apps)?
- Any other relevant services?

Pencadlys
Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661



Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

4. How many staff do you employ to provide cancer emotional support, and what is the FTE?
5. What are:
 - a. The average,
 - b. The minimum, and
 - c. The maximum waiting times from referral to first appointment or first access point for emotional support services?
6. How do patients get referred to these services (e.g., clinical nurse specialist, GP, self-referral)?
7. Are there any limits on the number of sessions or amount of time cancer patients can access counselling?
8. What percentage of all cancer patients you care for access emotional support in-house?
9. What percentage of leukaemia patients you care for access emotional support?

Welfare Support:

10. Do you offer welfare advice or practical support (e.g., benefits, financial help, transport) to:
 - a. All cancer patients?
 - b. Leukaemia patients?
11. How do patients access this support, and how is the information shared with them?
12. How many staff and FTE staff are responsible for delivering welfare support services?
13. How many leukaemia patients accessed welfare support in the past 12 months? What percentage of the total leukaemia patients you care for does this represent?

Powys Response:

Q1. Powys Teaching Health Board (PTHB) does not directly provide specialist haemato-oncology services due to the specialist nature of the condition and not a high enough population to make this a viable, safe service. We commission this and other similar services from other Health Boards/English Hospital Trusts so the level of data we receive does not go into the detail requested.

There is the opportunity for Powys residents to access support through the 'Improving the Cancer Journey in Powys' programme where a holistic needs assessment can be undertaken locally, and needs identified addressed. This is supported through Third Sector delivery partners; PTHB does not have access to the caseload or staffing levels of the Third Sector organisations.

Q2. As per answer to question 1, there are no specialist haemato-oncology services undertaken directly within PTHB. This information can be requested directly from the services we commission.

Q3. As per answer to question 1, there are no specialist haemato-oncology services undertaken directly within PTHB. Patients are able to access the services provided by their commissioned Health Board / Trust. PTHB provides non-specialist counselling and psychological support for patients. Our online Cognitive Behavioural Therapy (CBT) service, our Local Primary Mental Health Support Service (LPMHSS) and our Psychology Services may support people living with leukaemia, but we don't have any specialist provision or designated resource for this.

Q4. As per answer to question 1, there are no specialist haemato-oncology services undertaken directly within PTHB, therefore there are no staff currently employed specifically to provide cancer emotional support.

Q5. As per answer to question 1, there are no specialist haemato-oncology services undertaken directly within PTHB. Patients are able to access the services provided by their commissioned Health Board/ Trust. PTHB provides non-specialist counselling and psychological support for patient.

Q6 – Q9. As per answer to question 1, there are no specialist haemato-oncology services undertaken directly within PTHB. Patients are able to access the services provided by their commissioned Health Board/ Trust, this information can be requested directly from the services we commission. PTHB provides non-specialist counselling and psychological support for patient.

Q10. As per answer to question 1, there are no specialist haemato-oncology services undertaken directly within Powys Teaching Health Board. Patients are able to access the welfare advice and practical support services provided by their commissioned Health Board/ Trust.

All cancer patients, including those with leukaemia are also able to access local welfare advice via the Money Advice Team in Powys County Council. There is also the opportunity for Powys residents to access support through the Improving the Cancer Journey in Powys programme where a holistic needs assessment can be undertaken locally, and needs identified addressed, this is supported through Third Sector delivery partners.

Q11. Access to Money Advice Team is either via self-referral, referral via a health or social care professional or via the Improving the Cancer Journey in Powys programme.

Q12. This information would need to be requested directly from the services we commission and Powys County Council, there are no staff directly employed by PTHB to deliver welfare support services.

Q13. This information would need to be requested directly from the services we commission, there are no staff directly employed by PTHB to deliver welfare support services.

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

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.