

Our ref: IG/FOI/FOI.528.25

03 November 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 06 October 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) partly hold 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):

I am writing to you under the Freedom of Information Act to request the following information:

A. Print Room:

1. Do you have a print room equipped with one/ more high-speed production device/s to handle large volume printing? – **No.**
2. Is this run by your own staff or outsourced to a third-party provider? – **Not applicable.**
3. If run internally, how many full-time equivalent (FTE) run this facility? – **Not applicable.**
4. Number of devices & model type/s? – **Not applicable.**
5. Name of incumbent supplier? – **Not applicable.**
6. Contract start/ end date and length of any option to extend? – **Not applicable.**
7. If outsourced, please advise contract start/ end date and length of any option to extend? – **Not applicable.**

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



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

8. Was this contract awarded through a framework? If yes, which one used? – **Not applicable.**

9. Annual spend (ex VAT) covering equipment & staff costs or total outlay if this service is outsourced. – **Not applicable.**

B. External Print:

1. Do you outsource any print requirement to an external supplier/s (for example to print forms, booklets, leaflets, manuals, posters, banners etc)? – **Yes.**

2. Name of incumbent supplier/s? – **SoloPress.**

3. If this arrangement provided under contract, please advise start / end date and length of any option to extend? – **Not under contract**

4. Was this contract awarded through a framework? If yes, which one used? – **Not applicable.**

5. Alternatively, was this awarded through a DPS arrangement? – **Not applicable.**

6. Annual spend (ex VAT) for this service over the past 12 months? – **I can confirm that the annual spend for this service was £13,369.64.**

C. Mail Room (Inbound and/or Outbound):

1. Do you have your own in-house Mail Room operation? – **Yes**

2. If yes, how is the service run - physical or digital mail distribution? – **Physical mail distribution.**

3. Is this run by your own staff or outsourced to a third-party provider? – **Run by Powys Teaching Health Board (PTHB) staff.**

4. If run by your own staff, how many full-time equivalent (FTE) staff run this facility? – **1 x WTE. In addition franking and mail handling duties in North Powys forms a small part of the daily role for 3 members of staff (estimated 30 minutes per North Powys site).**

5. If outsourced, please advise name of current provider, contract start / end date and length of any option to extend? – **Not applicable.**

6. Was this contract awarded through a framework? If yes, which one used? – **Not applicable.**

7. Annual spend (ex VAT) covering running and staff costs or total outlay if this service outsourced? – **Not applicable.**

8. Do you use a Hybrid Mail service as part of your patient communications approach? – **No.**

9. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded? – **Not applicable.**

D. Medical Records

1. Have you yet to start, partly started or completed scanning your medical records? – **PTHB is yet to start scanning of legacy medical records. PTHB is currently introducing a new Electronic Health Record (EHR) system to support community and mental health teams in Powys which will replace the current Welsh Community Care Information System (WCCIS), however some services will continue to use paper records at this time.**

2. If started or completed, was this handled in-house or by an external company? If yes, please name the supplier – **Not applicable.**

3. Have you digitalised all your forms and are running a PiP (Paperless in Patient) approach (from the point of patient presentation to them leaving are all patient records digitalised)? – **No. We continue to use a combination of both paper and digital format.**

4. If you are not using a PiP approach, do you scan your end of episode material? – **PTHB currently uses both a hybrid of paper and digital health record systems therefore end of episode material is either stored within paper records or added to the digital record dependant on the service.**

5. Do you store medical records on site or is this handled off site by an external company? If yes, please name supplier – **Medical records are either stored onsite or offsite with Powys County Council.**

6. Do you use a digital HR staff onboarding and administration system that interfaces with ESR to support HR processes and workflows? – **PTHB currently use TRAC for onboarding. This system interfaces with ESR.**

E. Finally, who at the Health Board is responsible for these arrangements? – **The Head of Information Governance, Records and Data Protection Officer has the operational responsibility for Records management within the organisation. Digital Transformation supports the digital direction of our records. Day to day operational responsibility sits with each of the Service Leads.**

If you have queries or any concerns, contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications. If you are dissatisfied with the handling or response to your request and wish to ask for a review of this, please contact us and we will arrange for this to be done.

Further information is available from the Information Commissioner's Office who can be contacted at:

Address: Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH.

Telephone: 0330 414 6421
Complaints Portal: www.ico.org.uk/foicomplaints
Web site: <https://ico.org.uk/>

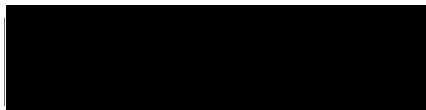
Re-use of Public Sector Information

All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015.

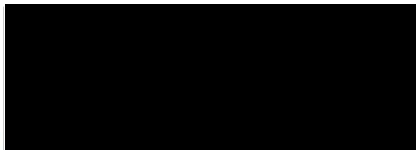
Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however, the Health Board reserves the right, in certain circumstances to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information including a sample license terms and fees can be found at Open Government Licence.

Yours sincerely



Wayne Tannahill
Associate Director of Capital, Estates and Property



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.