

Our ref: IG/FOI/FOI.531.25

10 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 07 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 holds the information that you require. Please accept our apologies in the delay in responding. For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request:

I am writing to you under the Freedom of Information Act to request the following information: Recording of Patient Preferred Format on WPAS.

On WPAS (the Welsh Patient Administration System) for your Health Board area:

Q1. How many secondary care appointments were recorded across all specialties between 1 April 2024 and 31 March 2025?

Q2. How many unique patients were recorded as having appointments across all specialties between 1 April 2024 and 31 March 2025?

Q3. How many secondary care appointments were recorded for ophthalmology specialties between 1 April 2024 and 31 March 2025?

Q4. How many unique patients were recorded as having appointments for ophthalmology specialties between 1 April 2024 and 31 March 2025?

Under the tab Basic, Individual Details section and Sensory Loss section:

Q5. How many unique individuals, in the data item "sensory loss group", have the data value "requires specific information format" recorded between 1 April 2024 and 31 March 2025?

Q6. How many secondary care appointments had a need recorded for the data item "Sensory loss Accessible Information – requires specific information format" for each of the following corresponding values, between 1 April 2024 and 31 March 2025?

- a. requires information verbally
- b. requires information on digital versatile disc
- c. requires information on compact disc
- d. requires information on audio cassette tape
- e. requires information in Easyread
- f. requires information by email
- g. requires information in electronic audio format
- h. requires information in Moon alphabet
- i. requires information in Makaton
- j. requires information in contracted (Grade 2) Braille
- k. requires information in uncontracted (Grade 1) Braille
- l. requires information in at least 20 point sans serif font
- m. requires information in at least 24 point sans serif font
- n. requires information in at least 28 point sans serif font
- o. requires information on USB mass storage device
- p. requires information on electronic downloadable format
- q. requires healthcare information recording on personal audio recording device
- r. requires third party to read out written information

Q7. How many unique patients had a need recorded for the data item "Sensory loss Accessible Information – requires specific information format" for each of the following corresponding values, for any secondary care appointment between 1 April 2024 and 31 March 2025?

- a. requires information verbally
- b. requires information on digital versatile disc
- c. requires information on compact disc
- d. requires information on audio cassette tape
- e. requires information in Easyread
- f. requires information by email
- g. requires information in electronic audio format
- h. requires information in Moon alphabet
- i. requires information in Makaton
- j. requires information in contracted (Grade 2) Braille
- k. requires information in uncontracted (Grade 1) Braille
- l. requires information in at least 20 point sans serif font
- m. requires information in at least 24 point sans serif font
- n. requires information in at least 28 point sans serif font
- o. requires information on USB mass storage device
- p. requires information on electronic downloadable format
- q. requires healthcare information recording on personal audio recording device
- r. requires third party to read out written information

Q8. How many unique patients were sent communication and/or healthcare information, including patient letters, in the following formats for any secondary care appointment between 1 April 2024 and 31 March 2025:

- a. Digital versatile disc
- b. Compact disc

- c. Audio cassette tape
- d. Easyread
- e. Email
- f. Electronic Audio Format
- g. Moon alphabet
- h. Contracted (Grade 2) Braille
- i. Uncontracted (Grade 1) Braille
- j. in at least 20 point sans serif font
- k. in at least 24 point sans serif font
- l. in at least 28 point sans serif font
- m. USB mass storage device
- n. Electronic downloadable format
- o. Healthcare information recording on personal audio recording device

Q9. How many secondary care appointments had a need recorded for the data item "Accessible Information – requires communication professional" for each of the following corresponding values, between 1 April 2024 and 31 March 2025?

- a. British Sign Language interpreter needed
- b. Makaton Sign Language interpreter needed
- c. Needs an advocate
- d. Requires deafblind communicator guide
- e. Sign Supported English interpreter needed
- f. Requires deafblind manual alphabet interpreter
- g. Requires deafblind block alphabet interpreter
- h. Requires deafblind haptic communication interpreter
- i. Requires manual notetaker
- j. Requires lipspeaker
- k. Visual frame sign language interpreter needed
- l. Hands-on signing interpreter needed
- m. Requires speech to text reporter
- n. Requires sighted guide

Q10. How many unique patients had "Accessible Information – requires communication professional" recorded for each of the following corresponding values, for any secondary care appointment between 1 April 2024 and 31 March 2025?

- a. British Sign Language interpreter needed
- b. Makaton Sign Language interpreter needed
- c. Needs an advocate
- d. Requires deafblind communicator guide
- e. Sign Supported English interpreter needed
- f. Requires deafblind manual alphabet interpreter
- g. Requires deafblind block alphabet interpreter
- h. Requires deafblind haptic communication interpreter
- i. Requires manual notetaker
- j. Requires lipspeaker
- k. Visual frame sign language interpreter needed
- l. Hands-on signing interpreter needed
- m. Requires speech to text reporter
- n. Requires sighted guide

Q11. How many unique patients were supported by a communication professional, in the following categories for any secondary care appointment between 1 April 2024 and 31 March 2025:

- a. Makaton Sign Language interpreter
- b. Deafblind communicator guide
- c. Deafblind manual alphabet interpreter
- d. Deafblind block alphabet interpreter
- e. Deafblind haptic communication interpreter
- f. Hands-on signing interpreter
- g. Sighted guide

Powys Response:

Q1. I can confirm that 187,522 consultant-led and health care professional led appointments were attended between 1 April 2024 and 31 March 2025.

Q2. 40,705 unique patients attended consultant-led and health care professional led appointments during this timeframe.

Q3. 6,382 Ophthalmology appointments were attended during this timeframe.

Q4. I can confirm 3,003 unique patients attended ophthalmology appointments during this timeframe.

Q5 - Q11. I can confirm that PTHB does not centrally record the information requested. PTHB staff do not record any of the requested information under the tab Basic, Individual Details section and Sensory Loss sections and therefore we are unable to answer these questions. However, PTHB does collect some of the information on a case-by-case basis which would be recorded within the individual's medical records.

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/>

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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



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.