

Our ref: IG/FOI/FOI.541.25

7 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 13 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.

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:

Q1. How many letters in total were sent by the Trust between 1st October 2024 - 30th September 2025? – **266,396**.

Of those, how many and what percentage were:

a. Posted locally (i.e. franked and sent out by the post room):

– **266,223 (99.4%)**.

b. Sent via hybrid mail (i.e. posted by your hybrid mail supplier):

– **173 (0.06%)**.

c. Sent digitally (i.e. published and read by the recipient via the NHS app):

– **0 (0%)**.

Q2a. Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent 1st class? – **50,000**.

Q2b. Of those letters posted locally or sent via hybrid mail between 1st October 2024 - 30th September 2025, how many were sent via 2nd class? – **213,356**.

Please note: 3040 variance is for other mail options outside of 1st & 2nd class.

Q3. If you use a hybrid mail service:

- a. As of September 2025, who is your hybrid mail provider? – **Powys Teaching Health Board (PTHB) does not currently use a hybrid mail service.**
- b. Which frameworks do you use to tender for hybrid mail? – **Not applicable.**
- c. What date was the agreement signed? – **Not applicable.**
- d. When does the contract expire? – **Not applicable.**

Q4. If you use a patient portal for some or all of your patient communications:

- a. As of September 2025, who is your patient portal or NHS app supplier: – **PTHB does not currently use a patient portal.**
- b. What month and year did your patient portal or NHS app go live for online communications: – **Not applicable.**
- c. As of September 2025, what is the total number of patients registered to receive online communications via your patient portal or NHS app: – **Not applicable.**
- d. What percentage of letters submitted to your hybrid mail provider were first passed into the NHS app (i.e. the letter was not read in the app by the intended recipient): – **Not applicable.**
- e. Does your hybrid mail supplier charge you for passing letters into your NHS app: – **Not applicable.**
- f. What were the total number of letters sent and read by patients via your patient portal or NHS app between 1st October 2024 - 30th September 2025 (i.e. read online): – **Not applicable.**

Q5. As of 2025, who manages digital transformation initiatives?

Name: Vicki Cooper

Email Address: pthb-ADDDAT@wales.nhs.uk

Q6. As of 2025, who is your print room manager/ manager of mailing operations?

PTHB does not have a specific print room/ mail room manager, this function is overseen by our Facilities Team and we have therefore provided their email address as a point of contact.

Email Address: admin.estates.powys@wales.nhs.uk

Q7. As of 2025, who manages procurement for print and post solutions?

Name: Procurement Services ICT and Digital

Phone: 02921 500800

Email Address: nwssp.nwales.procurement@wales.nhs.uk

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/>

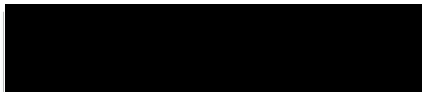
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Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the 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

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.