

Our ref: IG/FOI/FOI.522.25

13 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 30 September 2025 and subsequent clarification received on 3 October 2025 and 21 October 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require, but have applied an exemption to elements of this request.

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:

Q1. Does the health Board use direct entry for digital forms or are these paper based? Or a mixed economy?

Q2. Does the Health Board have an EDMS?

Q3. If not, are there any plans to procure and implement and EDMS?

Q4. Does the Health board circulate physical medical records around the hospital?

Q5. How many physical medical records does the Health Board hold?

Q6. Does the Health Board have onsite medical records libraries? If so, how many?

Q7. Are these libraries at capacity?

Q8. Does the health Board have a contract with a 3rd party storage/ records management provider?

Q9. If so who is the provider?

Q10. How much does the Health Board spend on offsite storage per annum?

Q11. How many WTE in medical records? Please break this down by bands.

Q12. What the medical records annual budget/spend?

Q13. How many WTE in access request / SAR team?

Q14. How many requests for SAR per annum?

Q15. How many systems used to complete a SAR?

Q16. What systems are used to complete a SAR?

Q17. Is completing a SAR a paper based, digital or mixed process?

Clarification Requested:

Q1. Please can you confirm whether you are asking if the SAR request form is digital?

Q12. Please can you confirm if you require the budget information for storage costs only or pay costs.

Q15 & Q16. Please can you provide clarification on this point as to what is meant by systems?

Clarification Received:

Q1. Please can you tell me if the SAR request is either a digital process (completed all electronically), a paper process or a mixture of both?

Q12. Both storage and pay costs.

Q15 & Q16. Please can you state the number of digital systems that require access to complete a subject access request - if any are used. If the process is entirely paper based then this would be n/a

Powys Teaching Health Board Response:

Q1. Powys Teaching Health Board (PTHB) currently holds personal or health information in a mixture of paper and digital format. Our SARs process and how we receive information for disclosure is digital. The only paper element to the process would be if the initial request was received in paper format or the requestor has specifically requested their response is posted to them in paper format.

Q2. PTHB does not have any Electronic Document Management System (EDMS) in place.

Q3. I can confirm that there is no current active plan to procure and implement an EDMS.

Q4. Yes, PTHB does circulate physical medical records around our hospitals.

Q5. Due to the different methods of tracking used within the health board we are unable to provide an exact number.

Q6. Each of PTHBs site locations has its own file library. In addition, Bronllys Hospital, Knighton Hospital, Newtown and Llandrindod Wells facilities have additional archive records storage facilities.

Q7. No.

Q8. Yes, PTHB does have a contract with a 3rd party storage/ records management provider.

Q9. Powys County Council.

Q10. The offsite storage cost for 2024/ 2025 was £35,928 and the offsite storage budget was £18,456.

Q11. There is no central medical records budget, this is incorporated into service/ direct wider budget allocation.

Q12. Storage costs please refer to Q10 above for off-site storage. Internal libraries/ storage facilities costs would be incorporated into the overall cost for the building, as such we are unable to split that level of detail out. PTHB is unable to disaggregate the time and associated costs related to access requests, including Subject Access Requests (SARs), as there are no dedicated teams assigned solely to this function. These responsibilities are managed within broader administrative roles, particularly within Outpatient Services, where staff also handle a range of other duties—including aspects of medical records management. As a result, it is not possible to determine the proportion of time spent exclusively on managing medical records.

Q13. PTHB is unable to provide this information, as whilst overall management and co-ordination responsibilities fall within the remit of the Information Governance and Records Management Team, on-site teams support to source and provide records within the operational services. No specific roles are dedicated to this function, with staff undertaking these duties within wider roles.

Q14. Under Section 21 of the Freedom of Information Act, an organisation does not have to respond to a request if the information being sought is reasonably accessible to the applicant by another means. Section 21 is absolute and therefore does not require a public interest test. Powys Teaching Health Board (PTHB) has applied this exemption to your request as the information you are seeking is available in the public domain.

To comply with our obligation under Section 16 of the Act, the duty to provide help and assistance. Please visit the below link for the number of request for

personal information during the period of 1 April 2024 - 31 March 2025 (page 136). [PTHB Annual Report and Accounts 2024/2025](#)

Please also visit the following link for PTHB's committee papers for a more detailed breakdown: [Powys Teaching Health Board Committees - Powys Teaching Health Board](#)

Q15 & Q16. Please see the list below for following systems/ applications which are used by both local SAR representatives and the Information Governance team to complete a SAR. Please note: PTHB use a multitude of systems and that the below list is not exhaustive:

- Welsh Immunisation System (WIS)
- CYPrIS (Children and Young Persons Integrated System)
- Welsh Patient Administrative System (WPAS)
- RL Datix
- Welsh Clinical Portal (WCP)
- Welsh Nursing Care Records (WNCR)
- Welsh Community Care Information System (WCCIS)
- Auditbase
- Dentally
- Image Exchange Portal (IEP)
- Rad Plus
- Microsoft Word & Excel
- Microsoft SharePoint
- Microsoft Purview
- Oracle
- Electronic Staff Record (ESR)
- OPAS G2
- NHS Wales Secure File Share Portal

Q17. Mixed, please refer to information provided in Q1 above.

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/>

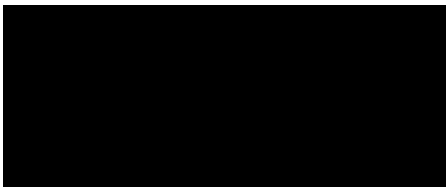
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All information supplied by the Health Board in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2015. Under the terms of the Regulations,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



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.