

Our ref: IG/FOI/FOI.524.25

24 October 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, 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):

Under the Freedom of Information Act (2000), I am writing to request information to understand how older adults are accessing GP services within your area. Please provide the following information in relation to your area:

Booking options:

Q1. For GP practices in your area, please indicate the total number of practices in your area and the percentage that offer each of the following booking options to patients:

- a. Online booking
- b. Telephone booking
- c. In-person booking

I can confirm that all 16 practices within Powys offer online bookings, telephone bookings and in-person bookings.

Digital by default:

Q2. The NHS England 10-year plan outlines a shift toward services being "digital by default". Is this sentiment reflected in your area? If so, how does your area plan to make healthcare more digital? - **Powys Teaching Health Board (PTHB) is not covered within the NHS England 10-year plan. PTHB has a "Digital First" principle as part of our Digital Strategic Framework (2023 – 2027). This principle guides the default approach to modernising the health board through the use of Digital.**

Mitigation measures in your area:

Q3. Please outline the steps your area has taken to ensure that older adults (particularly those without internet access) are not disadvantaged by the shift to "digital by default". - **Please contact the General Medical Services (GMS) practices directly for this information.**

Examples of good practice:

Q5. Please provide examples of good practice from GP surgeries in your area that specifically support access for older people, including initiatives to maintain or enhance face-to-face access and ensure they are not adversely affected by the move towards "digital by default". - **Please contact the GMS practices directly for this information.**

Complaints:

Q5. Data on the number of complaints submitted in relation to difficulties booking appointments in your area between 1st April 2024 and the 31st March 2025? - **Please contact the GMS practices directly for this information.**

Q6. When submitting your response, it would be helpful if you could also provide details of the service providers/ surgeries/ practices covered in your area, and if you know of a GP practice in your area that you believe exemplifies outstanding involvement of older people, we would be grateful if you could share their contact details so we may get in touch with them. - **Please see the list below:**

- **Builth Wells Medical Practice**
- **Llandrindod Wells Medical Centre**
- **Presteigne Medical Practice**
- **Rhayader Group Practice**
- **Wylcwm Street Surgery**
- **Arwystli Medical Practice**
- **Caereinion Medical Practice**
- **Iechyd Bro Ddyfi/ Dyfi Valley Health**
- **Llanfyllin Group Practice**
- **Montgomery Medical Practice**
- **Newtown Medical Practice**
- **Welshpool Medical Centre**
- **Hay on Wye Health Centre**
- **Pengorof Surgery**
- **Ty Henry Vaughan**
- **War Memorial Health Centre**

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.

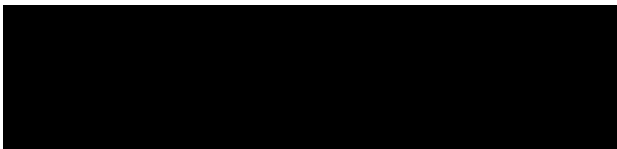
Telephone: 0330 414 6421
Complaints Portal: www.ico.org.uk/foicomplaints
Web site: <https://ico.org.uk/>

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Further information including a sample license terms and fees can be found at [Open Government Licence](#).

Yours sincerely



Jayne Lawrence
Assistant Director of Primary Care Service

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.