

Our ref: IG/FOI/FOI.168.26

12 May 2026

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 15 April 2026 and subsequent clarification received on 24 April 2026, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does not hold the information that you require.

For ease of reference your request is set out below and the Health Board's 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. Please can you provide cost information on outsourced letter transcription for the last 3 years?

Q2. Please can you provide the number of letters by month not meeting a turnaround time of 7 days for the last 3 years?

Q3. Please can you provide the annual number of documents in backlog for the last 3 years?

Clarification Requested:

All questions – Please can you confirm which services you require this information for. E.g. Corporate letters, clinical letters etc.

Q2 & Q3 – Please can you confirm if you are referring to outsourced letters only.

Clarification Received:

Outsourced clinical letters, please

Powys Response:

Q1 - Q3. I can confirm Powys Teaching Health Board (PTHB) does not outsource letter transcription and therefore this is a nil response.

If you are dissatisfied with the handling or response to your request, you have the right to ask for an internal review. Should you wish an internal review, please quote the reference number and send your correspondence to the above address.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner 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/>

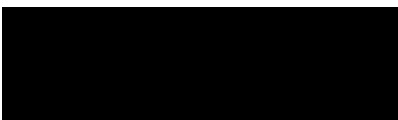
Re-use of Public Sector Information

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



David Farnsworth
Assistant Director, Community Services Group



Vicki Cooper
Chief Digital Data Officer

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.