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WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
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Bronllys Hospital
Bronllys
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Powys LD3 0LY

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Our ref: IG/FOI/FOI.319.26

7 September 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 04 August 2026, 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 the Health Board's response follows each question individually.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

Under the Freedom of Information Act 2000, I request the following recorded information. Where information is not held in exactly the form described, please provide the nearest held equivalent.

Q1. Reminder systems. The name(s) and supplier(s) of any appointment reminder service or system used by the organisation for patient appointments (for example SMS, automated voice/IVR, app or portal notification), and the total amount paid for each such service in each of the financial years 2023/24, 2024/25 and 2025/26. – **I can confirm that Powys Teaching Health Board (PTHB) uses the reminder messaging service supplied by IMImobile Europe Ltd. The total recorded spend for each financial year is as follows:**

2023/24: £121,964.67

2024/25: £24,882.32

2025/26: £24,882.32

Q2. Cost of missed appointments. Any figure used by the organisation as the estimated cost of a missed appointment ("did not attend" / DNA), and copies of, or links to, any internal analysis, paper or report produced in the last three years estimating the annual cost of missed appointments to the organisation. - **Please see below table:**

Year	Count of Attendances	Cost (£)
2023-2024	3,281	838,231

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Tŷ Glasbury, Ysbyty Bronllys,
Aberhonddu, Powys LD3 0LU
Ffôn: 01874 711661

Headquarters
Glasbury House, Bronllys Hospital
Brecon, Powys LD3 0LU
Tel: 01874 711661

2024-2025	3,167	750,856
2025-2026	3,037	660,195

Please note that these figures are for 'traditional' outpatient appointments and do not include community services.

Q3. Telephone performance. For the organisation's main patient appointment booking/cancellation telephone line(s): the average call answer or waiting time, and the call abandonment rate, for the most recent 12-month period for which data is held. – **Powys Teaching Health Board (PTHB) does not operate any district general hospitals. Therefore, our outpatient booking and appointment teams function differently from those within a traditional DGH model. Outpatient appointment management is delivered locally across our various hospital sites and service areas. As a result, incoming patient calls may be routed through multiple channels, including main hospital switchboards and direct dial numbers for individual services. However, the Health Board does operate a main outpatient telephony line for certain outpatient booking and appointment enquiries. For the most recent 12-month period for which data is available, the following applies:**

- **Average call answer time: 14 seconds**
- **Call abandonment rate: 1.18%**

Q4. Cancellation routes. The routes currently available to patients to cancel or rearrange an outpatient appointment (for example telephone, SMS reply, online form, app), and, if recorded, the number or proportion of cancellations received via each route in the most recent 12-month period. –**Patients can cancel via telephone, reply to SMS appointment reminders (where available) and there maybe alternative methods by each team who manage their own bookings. PTHB does not capture this data within our patient administration system. Any information we may be able to locate, likely only SMS, is not going to be indicative for the whole Health Board however please let us know if you wish to receive this data.**

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/>

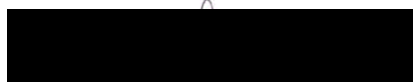
Re-use of Public Sector Information

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



Hywel Pullen
Deputy Director of Finance

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.