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GIG
CYMRU
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Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

1 October 2026

Our ref: FOI.374.26/ Internal Review

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000 – Internal Review

I am writing in response to your correspondence received 11 September 2026 in which you requested an Internal Review to be undertaken in relation to Powys Teaching Health Board's (PTHB) initial response issued to you dated 09 September 2026.

I can confirm that this review has been conducted in line with the Freedom of Information Act and ICO Guidance on Complaints (Internal Reviews) and for ease of reference details of your internal review request is below and the Health Board's outcome response follows in regard to our response.

Request for Internal Review:

I would very much like to request an internal review to your decline of my request, for the following reasons:

Q1. Unfortunately, Appendix 10 does not contain the full analysis report of the Stage 2 public survey.

The content of Appendix 10 is about the six face-to-face workshops and not the online survey (see Appendix 10 page 2 & first paragraph of page 3; p134-135 of the full engagement report).

However, Appendix 11 does seem to provide a summary of the survey's initial findings. But it is an AI summary of the report and is not the full report itself.

In the Methodology section on page 2 (p156), the first paragraph says that the "full survey report [will] follow" and that "This [current] report is intended as an aid to quickly understand the key points raised during the Stage 2 public engagement. **It does not seek to replace** the detailed reporting that will be completed by Practice Solutions Ltd and delivered to PTHB by the end of August 2025."

It is this detailed report that I was requesting, and not the AI summary in Appendix 11.

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Appendix 12 is another summary by Practice Solutions of the Stage 2 engagement process. It claims to combine data from both the workshops and the public survey, but there are some issues, because the public survey did not ask the public to comment on Scenarios 1 and 6. Llais have commented that some of the workshops only received comment on these scenarios when attenders complained about not being asked about them. The rest of the summary gives no indication that views from the public online survey have actually been included in this report.

164 members of the public took time to complete the online public survey. A directed AI summary that may or may not include their views is not an adequate report.

So, I ask again, please can you send me the **full analysis report** by Practice Solutions Ltd of the Better Together Stage 2 online public survey (and not the summary analysis of the initial survey findings), as mentioned on page 31 of the Better Together: Stage 0 to Stage 2 Engagement Report.

Q2. Although Appendix 10 does briefly summarise the methodology used to select the focus group participants, it provides no details. The list of participants (Annex 2) was redacted from publication (see Appendix 10, page 3; p135 of the Stage 0 to 2 Engagement Report). The implication from the text is that the 38 people were community representatives from "partner organisations", but no details are given of which partner organisations attended or were invited. The methodology described seems to imply that invitations were "targeted" and any advertisement was mainly by electronic means.

In Appendix 1, Llais commented that "public attendance was low at all the workshops" they attended. Where they promoted the events themselves, Llais found that the public were unaware of the events and the other engagement activities. They also found no evidence of promotion of these events by traditional means (posters, flyers, mail drops) and an over-reliance on digital methods of communication. I am therefore concerned that the main summary of *public* engagement concentrates on these six workshops at which so few members of the public seem to have attended.

I'd like to make it clear that I do understand why PTHB didn't want to hear any views from the public (and staff) about scenarios 1 and 6. However, it is unacceptable to present the data *as if* they did ask and got the answer they wanted. Llais acknowledges that when health board representatives do take time to explain the reasons for not considering these scenarios, the public are broadly understanding. However, public engagement is about explaining the reasons not just to the few dozen invitees who attend a poorly advertised handful of workshops, but to *every* resident in Powys who might need to use health board services. So, again, please can you provide the methodology that was used to select the 38 participants of the public focus groups, and describe how you ensured that the participants were representative of all Powys residents.

PTHB Response:

I have undertaken a review of the original response, including the searches carried out and the information available to Powys Teaching Health Board (PTHB) at the date of your request.

Please accept our apologies that a duplicated document was inserted as Appendix 12 in the published version of the Stage 0-2 Engagement Report. This has been updated to include the combined analysis of the public events and the survey analysis and is available on our website at pthb.nhs.wales/about-us/better-together/better-together-documents/technical-documents/listening-to-the-people-of-powys-during-spring-and-summer-2025-engagement-report/?ts=1790596484708

Detailed operational information regarding how specific events or programmes have been publicised is not always held centrally but we have reviewed the information that we hold in relation to these workshops and can confirm:

- An invitation to attend these events was publicly available through the dedicated engagement website at [Better Together - Seeking Your Views on Adult Physical and Mental Health Community Services in Powys | Have Your Say Powys](#)
- A dedicated registration form was published which enabled any individual to sign-up: [Better Together - Seeking Your Views on Adult Physical and Mental Health Community Services](#)).
- Information was shared through other channels including PAVO Locality Forum events and the health board website (e.g. [Health board invites people to share their views - Powys Teaching Health Board](#))

I trust this response clarifies the Health Board's position and addresses the matters raised in your request for an internal review. Should you remain dissatisfied with how your request has been handled, you may complain to the Information Commissioner's Office who can be contacted at:

Information Commissioner's Office - Wales

2nd Floor,

Churchill House,

Churchill Way,

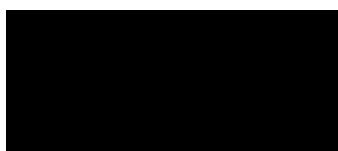
Cardiff, CF10 2HH

Tel: 029 2067 8400 Fax 029 2067 8399

www.ico.org.uk

[ICO - Information Commissioner's Office \(@ICOnews\) / X](#)

Yours sincerely



Pete Hopgood
Prif Weithredwr Dros Dro
Acting Chief Executive