

Our ref: IG/FOI/FOI.083.26

10 March 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 23 February 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 and have applied an exemption to elements of this request. 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 2000 to request the following information:

Please provide the following information about the management of patient information leaflets:

Q1. OPERATIONAL RESPONSIBILITY

The job title(s) of the person(s) or team responsible for the development, production, approval, and management of patient information leaflets (including printed and digital materials).

Q2. DOCUMENT VOLUME AND PRODUCTION

- The approximate number of patient information leaflets currently maintained by the Trust
- The software or system(s) used to produce and manage these leaflets (e.g., Microsoft Word, desktop publishing software, dedicated patient information management systems)

Q3. REPORTING STRUCTURE

The job title of the senior manager to whom the person(s)/team(s) in question 1 directly report.

Q4. BOARD-LEVEL ACCOUNTABILITY

The job title of the Board-level executive with overall accountability for patient information materials.

Q5. GOVERNANCE FRAMEWORK

If the Trust has a formal policy or governance document covering patient information leaflets, please provide:

- The document title and version number
- The job title of the Board-level signatory or accountable executive named in that document
- OR a copy of the policy itself if more convenient

Please note I do not require personal data such as names or contact details – job titles and reporting structures are sufficient.

Powys Response:

Powys Teaching Health Board (PTHB) does not currently have a Patient Information Policy. Responsibility for the development, approval and management of patient information leaflets therefore sits within individual departments.

PTHB does not hold centralised information on the number of patient information leaflets produced across its services. To determine whether the Health Board holds this information, and to locate, retrieve and extract it, we estimate that one member of staff would be required to undertake approximately 3½ working days of work. This exceeds the £450 cost limit set out under Section 12 of the Freedom of Information Act 2000. As a result, the Health Board is not obliged to comply with this part of your request.

In line with our duty to provide advice and assistance under Section 16 of the Act, I can confirm that Powys Teaching Health Board (PTHB) uses EIDO for patient information leaflets. EIDO is a national download library that all Welsh health boards subscribe to. Further information on EIDO can be found via: [EIDO Patient Information Leaflets](#). This service is centrally procured by NHS Wales Shared Services Partnership (NWSSP) and is funded by Welsh Risk Pool. Therefore, I suggest you contact NWSSP with your request via: shared.services@wales.nhs.uk.

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/>

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

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.