

Our ref: IG/FOI/FOI.090.26

19 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 26 February 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):

I am writing to make a request under the Freedom of Information Act 2000. Where any of the information below is already published, I would be grateful if you could direct me to the relevant source rather than compiling it afresh. My request covers the period 1 April 2023 to the date of this request.

#### Section A – Current System Landscape

Q1. The total number of GP practices within your Health Board area, broken down by clinical system provider (e.g. EMIS Web, Vision, or other named system). – **16 GP Practices all with OPTUM/EMIS.**

#### Section B – Migration Activity

Q2. The number of practices that have submitted a request to migrate to an alternative clinical system provider. – **4.**

Q3. The number that are in progress or have completed such a migration, including which provider they migrated from and to. – **4 practices, all from Vision to EMIS/OPTUM.**

Q4. The number that had a migration request declined, deferred, or significantly delayed, and the reasons given. – **0 declined, delays due to Digital Health and Care Wales (DHCW) timetable.**

#### Section C – Early-Stage Enquiries (only if such records are held)

Q5. The number of practices that have made informal or preliminary enquiries to the Health Board about the possibility of migrating to an alternative provider. **Digital Health Care Wales (DHCW) manages this on behalf of Powys Teaching Health Board (PTHB). PTHB does not hold this information. You may wish to contact DHCW directly via [DHCW.FOI@wales.nhs.uk](mailto:DHCW.FOI@wales.nhs.uk)**

#### Section D – Policy and Financial Information

Q6. Any published policies, criteria, or guidance used by the Health Board (or Digital Health and Care Wales on the Health Board's behalf) when assessing requests to change clinical system provider. A link or reference to existing documentation would suffice. – **Digital Health Care Wales (DHCW) manages this on behalf of Powys Teaching Health Board (PTHB). PTHB does not hold this information. You may wish to contact DHCW directly via [DHCW.FOI@wales.nhs.uk](mailto:DHCW.FOI@wales.nhs.uk)**

Q7. The approximate dates or financial years in which current GP clinical system contracts within your Health Board area are due for renewal. – **Digital Health Care Wales (DHCW) manages this on behalf of Powys Teaching Health Board (PTHB). PTHB does not hold this information. You may wish to contact DHCW directly via [DHCW.FOI@wales.nhs.uk](mailto:DHCW.FOI@wales.nhs.uk)**

8. Whether the Health Board has allocated specific budgets for GP clinical system migrations during this period, and if so, the total amount. – **Digital Health Care Wales (DHCW) manages this on behalf of Powys Teaching Health Board (PTHB). PTHB does not hold this information. You may wish to contact DHCW directly via [DHCW.FOI@wales.nhs.uk](mailto:DHCW.FOI@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](http://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



**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.