

Our ref: IG/FOI/FOI.013.26

20 February 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 9 January 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.

Your Freedom of Information (FOI) Request:

Under the Freedom of Information Act 2000, I would like to request the following information regarding inbound telephone activity into your Outpatient Booking/ Appointment Teams. To support efficient and consistent collation across Trusts, I would be grateful if you could provide your responses directly into the table below.

| Metric | Response | Notes / Definitions |
|---|-------------|--|
| 1. Total inbound calls received by your Outpatient Booking/ Appointment Teams (most recent 12-month period of available data) | Eg: 342,091 | Please provide a total figure for the Trust or per department if reported separately. |
| 2. Percentage of abandoned calls | Eg: 23% | Definition: An <i>abandoned call</i> is one where the caller disconnects before the call is answered by a staff member or before reaching a completed interaction (e.g., leaving the queue or self-service pathway). |
| 3. Average call answer time (ASA) | Eg: 15:41 | Please provide the average time taken to answer calls (e.g., 2 minutes = 02:00 minutes). If multiple departments have different ASAs, please provide each. |

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

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

| | | |
|---|--|--|
| 4. Categories/ reasons for inbound calls received | Eg: Blood tests – 15% Appointment rescheduling and queries – 63%. General enquiry – 10% Etc. | Please list the main call reasons tracked by your systems in the form of a percentage (e.g., appointment booking, rescheduling, cancellations, blood tests, queries, waiting list queries, etc.). If available, please include approximate volumes or percentages for each category. |
|---|--|--|

If the information is held across multiple call centres or systems, please indicate this in the table or provide supplementary detail as needed.

Powys Response:

Powys Teaching Health Board (PTHB) does not operate any district general hospitals, and therefore our Outpatient Bookings/Appointment Teams function differently from a traditional District General Hospital (DGH) model. We do not have a single, centralised Outpatient booking department or a unified booking hub. Instead, 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 or direct dial numbers for individual services. The following table reflects the data we do capture which is from our telephony system for Newtown Therapies Hub only:

| Question | PTHB Response |
|--|--|
| 1. Total inbound calls received by your Outpatient Booking/Appointment Teams (most recent 12-month period of available data.) | 32,409 calls received between 30/01/2025 - 29/01/2026. |
| 2. Percentage of abandoned calls | 2.77% of calls were abandoned. |
| 3. Average call answer time (ASA) | Calls were answered, on average, in 1 minute 1 second. |
| 4. Categories/ reasons for inbound calls received | Calls are not categorised. Therefore, we are unable to answer this part of your request. |

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/>

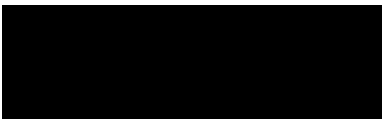
Re-use of Public Sector Information

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.

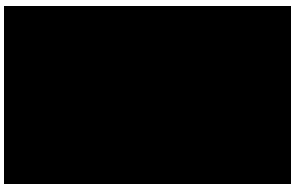
Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms 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



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.