

Our ref: IG/FOI/FOI.034.26

19 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 26 January 2026, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require, but 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:

Under the Freedom of Information Act, I would like to request the following information regarding existing contracts for the products and services listed below that are used within Powys Health board.

Product/Service	Provider(s)	Contract End Date	Contract owner (ICB/ Practice)	Framework provider (if applicable)	Contract value
Document Management system					
Online Consultation/ Patient Triage					
Medicines Optimisation					
Capacity & Demand					
Patient check in system					

#### Powys Response:

I can confirm that Powys Teaching Health Board has no existing contacts for the following products and services:

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

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

- Document Management system
- Online Consultation/ Patient Triage
- Capacity & Demand
- Patient check in system

Please see the table below for medicines optimisation and Online Consultation/ Patient Triage contracts:

Product/ Service	Medicines Optimisation	Medicines Optimisation	Medicines Optimisation	Online Consultation/ Patient Triage
Provider(s)	Better Meds	OptimiseRx	ScriptSwitch	Attend Anywhere PTY Ltd
Contract End Date	02/2030	03/2026	10/2025	31/03/2027
Contract owner (ICB/ Practice)	Health Board	Health Board	Health Board	Health Board
Framework provider (if applicable)	N/A	NHS Shared Business Services (SBS) medicine optimisation prescribing decision support systems framework	Crown Commercial Service G-Cloud framework	GCloud 14
Contract value	*	*	*	*

\* I can confirm that Powys Teaching Health Board (PTHB) are withholding the contract value as it is considered exempt under Section 43 Commercial Interests of the Freedom of Information Act. This section of the Act sets out an exemption from the right to know if releasing the information is likely to prejudice the commercial interests of any person (a person maybe an individual, company, the public authority itself or any other legal entity).

This exemption was considered by the Health Board when deciding whether to release this information because it was felt that, in doing so, it could create a significant risk in prejudicing the commercial interests of the Health Board and third parties we work with.

As this is a qualified exemption the Health Board must consider the public interest in deciding whether to withhold or disclose the information. The Health Board accepts that there is a public interest in ensuring openness and transparency. However, the Health Board believes that disclosure of information in a manner which fails to protect the interests and relationships arising in a commercial context could discourage third parties from dealing with the Health Board because of fears that the disclosure of information could damage them commercially. In turn, this could jeopardise the Health Board's ability to compete fairly and pursue its function to bring forward development in the area and obtain value for money. As a result, exemption Section 43 is engaged as it is not considered in the public interest to disclose this.

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/>

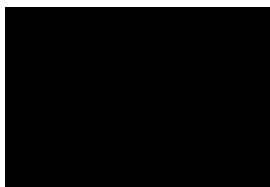
### **Re-use of Public Sector Information**

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.

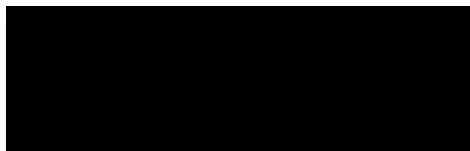
Under the terms of the Regulations, the Health Board will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms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



**Vicki Cooper**  
**Chief Digital Data Officer**



**Claire Madsen**  
**Executive Director of Allied Health Professionals, Health Sciences and Digital**

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.