



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
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Our ref: IG/FOI/FOI.310.26

19 August 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 30 July 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 information relevant to your request. Where recorded information is not held, this is stated in the response below.

Your Freedom of Information (FOI) Request and Powys Response (Bold):

Under the Freedom of Information Act 2000, I would like to request the following information relating to the exchange of patient information between NHS organisations and care homes. For the most recent 12-month period for which data is available, please provide:

Q1. Any recorded information showing the volume or proportion of patient information exchanged with care homes by:

- paper (including posted or hand-delivered documents);
- fax; and
- electronic methods (such as secure email or digital record-sharing systems).

PTHB does not hold recorded information showing the volume or proportion of patient information exchanged with care homes by paper, fax or electronic methods.

Q2. If the information requested in question 1 is not held, please confirm whether your organisation records the method by which patient information is shared with care homes.

Where information is shared, the method of sharing may be evident from the relevant patient record, correspondence, email trail or system record.

In practice, information shared by example our District Nursing services would normally be shared electronically, e.g. NHS email, where there is a nursing element to the person's care. For Complex Care, information

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is shared electronically via email or secure portal to care providers. Copies of correspondence are saved to the patient file, and the file note is updated where appropriate.

Q3. Copies of any current policies, guidance or strategies relating to the digitisation of information sharing between NHS services and care homes.

PTHB does not hold any current policies, guidance or strategies specifically relating to the digitisation of information sharing between NHS services and care homes. However, where personal information is shared, PTHB would follow the Wales Accord on the Sharing of Personal Information (WASPI), PTHB's records management policies and procedures, and the requirements of UK GDPR.

Q4. Copies of any reports, audits, business cases or assessments produced within the last three years that evaluate or discuss the continued use of paper or fax for sharing patient information with care homes.

Services have advised that patient information is shared electronically only. PTHB also does not use fax machines anymore.

If you are dissatisfied with the handling or response to your request, you have the right to ask for an internal review. Should you wish an internal review, please quote the reference number and send your correspondence to the above address.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner 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.