



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Information Governance Team
Monnow Ward
Bronllys Hospital
Bronllys
Brecon
Powys LD3 0LY
Email: Powys.FOI@wales.nhs.uk
Tel: 01686 252170 / 01874 442071

Our ref: IG/FOI/FOI.198.26

10 June 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 14 May 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):

Further to my previous Freedom of Information request regarding balance/vestibular services, I would be grateful if you could provide the following additional information.

For the purposes of this request, "specialist balance appointment" refers to appointments for vestibular/balance assessment services provided by audiology and/or ENT departments AND/OR treatment services where applicable.

Please note that Powys Teaching Health Board (PTHB) does not run balance and vestibular clinics within the Audiology department. Patients requiring assessment for balance or vestibular issues are initially seen by Ear, Nose and Throat (ENT) consultants in ENT clinics across Powys. Those patients are then referred to commissioned providers for any required diagnostic testing.

Q1. What was the average waiting time for a specialist balance appointment on:

- 1 April 2026
- 1 April 2025
- 1 April 2024

We do not centrally record this information however patients requiring a balance assessment would be initially seen by the ENT service. The average wait time from referral to first appointment for patients who had their first ENT appointment in the given month was:

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

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

- **April 2026 - 9 weeks**
- **April 2025 - 13 weeks**
- **April 2024 - 14 weeks**

Q2. How many patients were waiting for a specialist balance appointment on:

- 1 April 2026
- 1 April 2025
- 1 April 2024

PTHB are not able to provide the data for patients waiting for a specialist balance appointment as we do not capture this level of detail in our clinical systems. Please see the list below for the number of patients waiting for a first ENT outpatient appointment on the specified dates:

- **31 March 2026 - 479**
- **31 March 2025 - 693**
- **31 March 2024 - 690**

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](http://OpenGovernmentLicence).

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.