



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.214.26

17 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 27 May 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.

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 currently undertaking a piece of work within Children and Young People's Neurodevelopmental Services to better understand how Health Boards across Wales are managing concerns and challenges relating to long waiting times for assessment and support.

We would be grateful if you could share any information, approaches, or processes your service currently has in place, particularly in relation to the following:

Q1. Whether your service is currently receiving a high volume of concerns/complaints linked to waiting times. – **For our Children's Neurodevelopmental service, we receive approximately <5 concerns per month regarding waiting times.**

Q2. Whether children and young people on external waiting lists are considered "not yet within the service", with responsibility for care remaining with the GP/referrer until first appointment. – **Not applicable, we do not hold external waiting lists. Once a referral is received and accepted the child is under our Neurodevelopmental Service.**

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

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

Q3. Whether your service has a standard response/process for concerns relating to external waiting times. – **We do not have a standard response for concerns regarding waiting times; each family has individual needs and concerns which are addressed as such. We do however work to the Listening to People Legislation.**

Q4. How your service manages challenges or disputes regarding triage outcomes (e.g. declines) – **All new referrals are discussed as part of a Multi-Disciplinary Team (MDT) discussion. If this decision is challenged, we have the option of bringing the child back into panel with any additional information.**

Q5. Whether “listening calls” or similar supportive conversations are offered for families where the child/young person has not yet been seen by the service. – **The assessment process begins with a patient choice phone call carried out by the allocated keyworker. This contact has dual functionality by offering time for supportive listening and to form an important function in commencing the assessment process.**

Q6. Which roles/teams within the service support the management of concerns, complaints, and/or listening calls. – **All concerns / complaints are handled by the Governance Lead for Children’s Services. The concerns are then delegated to senior management including the Clinical Lead for the Neurodevelopmental Service, the Lead Advanced Nurse Practitioner for Children and young People and the Head of Children’s Nursing.**

The above questions are intended as a guide, however the wider aim is to understand whether services are experiencing increased levels of concern relating to waiting times, and what measures or processes have been implemented to support this.

Any information, examples, or insights you are able to share would be greatly appreciated and will help inform our ongoing review work.

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](http://www.ico.org.uk/foicomplaints)

Web site: <https://ico.org.uk/>

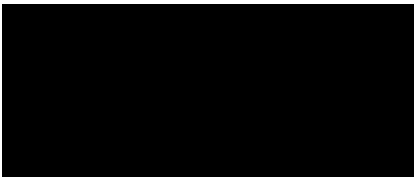
**Re-use of Public Sector Information**

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



**Amie Symes**  
**Director of Midwifery, Women and Family**

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.