



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

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Our ref: IG/FOI/FOI.385.26

30 September 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 07 September 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):

Please provide the following information relating to adult audiology services for residents of North Powys (including patients seen at Newtown Hospital and Welshpool Hospital). As at the most recent reporting date available:

Q1. The median waiting time from GP referral to first adult audiology assessment.

NOTE: Data available is for referral to treatment not referral to assessment.

- **Median RTT for new hearing pathways - 42 days**
- **Median RTT for new tinnitus pathways - 43 days**
- **Median RTT for new balance (BPPV) pathways - 8 days**

Q2. The average waiting time from GP referral to first adult audiology assessment.

NOTE: Data available is for referral to treatment not referral to assessment.

- **Mean RTT for new hearing pathways - 39 days**
- **Mean RTT for new tinnitus pathways - 25 days**
- **Mean RTT for new balance (BPPV) pathways - 8 days**

Q3. The total number of patients waiting for a first adult audiology assessment.

- **Adult hearing - 98**

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- **Adult tinnitus - 11**
- **Adult balance (BPPV) - 1**

Q4. The number of patients waiting:

a) more than 14 weeks

- **New adult hearing - 2**
- **New adult tinnitus - 0**
- **New adult balance (BPPV) - 0**

b) more than 26 weeks

- **New adult hearing - 0**
- **New adult tinnitus - 0**
- **New adult balance (BPPV) - 0**

c) more than 52 weeks

New adult hearing - 0

- **New adult tinnitus - 0**
- **New adult balance (BPPV) - 0**

Q5. The longest current wait for a patient awaiting a first adult audiology assessment.

- **New adult hearing - 113 days**
- **New adult tinnitus - 62 days**
- **New adult balance (BPPV) - 8 days**

Q6. Any internal performance reports or dashboards used to monitor audiology waiting times in North Powys.

North Powys Audiology waiting times are monitored by Betsi Cadwalader University Health Board as a commissioned provider via an internal dashboard using data from Auditbase system. Dashboard data is provided in responses above.

Q7. The number of new adult audiology referrals received in each of the last 12 months. - **Please see below tables:**

New adult hearing referrals:

Month	Demand Count
Aug 2026	33
Jul 2026	53
Jun 2026	31
May 2026	40
Apr 2026	50
Mar 2026	48
Feb 2026	37
Jan 2026	41
Dec 2025	32
Nov 2025	38
Oct 2025	41
Sep 2025	50

New adult tinnitus referrals:

Month	Demand Count
Aug 2026	8
Jul 2026	3
Jun 2026	4
May 2026	6
Apr 2026	4
Mar 2026	4
Feb 2026	1
Jan 2026	3
Dec 2025	5
Nov 2025	2
Oct 2025	3
Sep 2025	3

Adult balance (BPPV) referrals:

Month	Demand Count
Aug 2026	1
Jul 2026	2
Jun 2026	1
May 2026	2
Apr 2026	1
Mar 2026	1
Feb 2026	2
Jan 2026	3
Dec 2025	1
Nov 2025	2
Oct 2025	6
Sep 2025	1

Q8. The number of adults fitted with NHS hearing aids in each of the last 12 months. - **Please see below table:**

Month	Activity
Aug 2026	29
Jul 2026	13
Jun 2026	23
May 2026	12
Apr 2026	20
Mar 2026	25
Feb 2026	17
Jan 2026	24
Dec 2025	18
Nov 2025	22
Oct 2025	19
Sep 2025	35

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/>

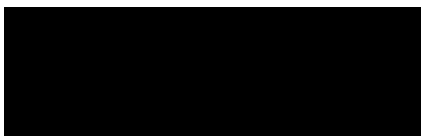
Re-use of Public Sector Information

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.