

Reference:	FOI.21352.26
Subject:	Accident and Emergency (A&E) presentations
Date of Request:	17 August 2026

Requested:

Please provide annual data on patient attendances and recorded presentations across your Trust / Health Board facilities for the 10-year period from 1 January 2016 to 31 December 2025, together with available year-to-date figures for 2026.

Scope of Data Requested

1. Please provide the annual counts of attendances/presentations (broken down by calendar year and hospital site/facility) where the presenting complaint, chief complaint, or recorded diagnosis corresponds to the following categories:
 - a. Migraines (e.g. ICD-10 code G43 or equivalent local/SNOMED code)
 - b. Headaches (e.g. ICD-10 code R51 or equivalent)
 - c. Nausea and vomiting (e.g. ICD-10 code R11 or equivalent)
 - d. Balance problems / Dizziness / Vertigo (e.g. ICD-10 code R42, H81 or equivalent)
 - e. Depression (e.g. ICD-10 code F32, F33 or equivalent)
 - f. Sleep deprivation / Insomnia (e.g. ICD-10 code G47, F51 or equivalent)
 - g. Skin conditions (e.g. ICD-10 Chapter XII: L00–L99)
 - h. Cardiac conditions (e.g. ICD-10 Chapter IX: I00–I52)
 - i. Respiratory conditions (e.g. ICD-10 Chapter X: J00–J99)
 - j. Mental health presentations / referrals
 - k. Referrals to secondary physical or psychological healthcare services originated during or following these attendances.

Specifications

- Setting: Please provide data for Emergency Department (A&E) Attendances (specifying non-admitted presentations vs. inpatient admissions where differentiated). (For Welsh Health Boards holding central primary care records: please also include aggregate GP data where recorded).
- Extraction Criteria: Please state the search criteria used (e.g. free-text triage complaints, ICD-10 diagnosis codes, SNOMED CT descriptors).
- Format: Please supply the figures in an unlocked spreadsheet format (.xlsx or .csv).

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all the information requested, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the information requested for question 1k, the UHB would need to undertake a manual search of the patient health records of those that attended a UHB A&E department, during the time period requested, to identify any information that would fulfil this part of your request, as it is not recorded centrally.

The UHB has identified that ten thousand, seven hundred and forty-five (10,745) patients attended a UHB A&E department with the recorded ICD-10 diagnosis codes requested for questions 1a to j, during the 2024 calendar year. It is estimated that a manual search of these records alone would far exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of records identified, conducting a search, taking a minimum of five (5) minutes per record, would exceed the 'appropriate limit', costing the UHB the following:

10,745 @ 5 minutes per record = 895 hours 25 minutes
895 hours 25 minutes @ £25 per hour = £22,385.42

The UHB is therefore applying an exemption under Section 12 of the FoIA, which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under Section 16 of the FoIA, we are required as a public authority, to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA, this can include assisting a requestor to further refine their request.

The UHB suggests that you may refine your request by reducing the timeframe requested to a one (1) month period e.g. August 2026. However, the UHB would still be required to undertake a manual trawl of all A&E patient health records for the refined period, to identify the information required to fulfil your request. Therefore, the outcome would be dependent on the number of records identified within a shorter time period.

Additionally, where the figures in the table have been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of patients due to the low number of cases (less than 5), as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding this detail under Section 40(2) of the FoIA.

This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations (UK GDPR) as its disclosure would constitute unfair and unlawful processing and would be contrary to the principles and articles of the UK GDPR. This exemption is absolute and therefore, there is no requirement to apply the public interest test.

In reaching this decision, the DPA and UK GDPR define personal data as data that relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

Under Section 16, the UHB provides the accessible information it holds, within a spreadsheet as requested, at Attachment 1.