

Reference:	FOI.21351.26
Subject:	Care received by Powys residents
Date of Request:	14 August 2026

Requested:

Under the Freedom of Information Act 2000, please provide the following information for Powys residents receiving care at Bronglais Hospital, Aberystwyth for each year 2021–2026.

This request is specific, narrow, and relates only to Powys residents

Referral and First Appointment Waiting Times

1. Please provide:
 - a. Average time from referral to being placed on the waiting list
 - b. Longest time recorded
 - c. Number of Powys residents waiting longer than 3, 6 and 12 months
 - d. Average time from waiting list to first consultant appointment
 - e. Longest time recorded
 - f. Number waiting longer than 6, 12, 18 months, 2 years and 3 years

Planned Treatment Waiting Times

2. Please provide:
 - a. Total number of Powys residents awaiting planned treatment
 - b. Breakdown by specialty
 - c. Breakdown by urgency category
 - d. Average waiting time
 - e. Longest waiting time
 - f. Number waiting longer than 6, 12, 18 months, 2 years and 3 years

Surgical Waiting Times

3. Please provide:
 - a. Total number of Powys residents awaiting surgery
 - b. Breakdown by type of surgery
 - c. Longest surgical wait time

Longest Recorded Waiting Times (All Pathways)

4. Please provide the single longest waiting time recorded for a Powys resident for:
 - a. First consultant appointment
 - b. Diagnostics
 - c. Planned treatment
 - d. Surgery
 - e. Any other clinical pathway
 Please include:
 - f. Specialty
 - g. Duration
 - h. Reason for delay (if recorded)

Total Powys Residents on All Waiting Lists

5. Please provide:
 - a. Total number of Powys residents on any waiting list
 - b. Breakdown by specialty

- c. Breakdown by urgency
- d. Breakdown by treatment type
- e. Breakdown by diagnostic category

Harm, Deterioration and Safety Concerns

6. Please provide:
- a. Number of Powys residents whose condition deteriorated while waiting
 - b. Number requiring additional treatment due to delays
 - c. Number requiring emergency admission due to deterioration
 - d. Number whose condition became irreversible due to delays
 - e. Number whose mental health deteriorated due to long waits
 - f. Any internal reports relating to harm caused by delays

Deaths While on Waiting Lists

7. Please provide:
- a. Number of Powys residents who died while on any waiting list
 - b. (including waiting for first appointment, diagnostics, planned treatment, surgery or any other pathway)
 - c. Any internal reports, investigations or recorded reasons relating to these deaths

Further Operations Caused by Delays

8. Please provide:
- a. Number of Powys residents who required a further operation, additional surgery or more complex surgery because their condition deteriorated while waiting
 - b. Number of planned surgeries converted to emergency surgeries due to delay
 - c. Any internal reports or investigations relating to deterioration caused by delayed treatment

Diagnostic Delays

9. Please provide:
- a. Total number of Powys residents waiting for diagnostics (MRI, CT, ultrasound, endoscopy, X-ray, cardiac tests)
 - b. Average diagnostic waiting time
 - c. Longest diagnostic waiting time
 - d. Number waiting over 6 months, 12 months and 24 months
 - e. Any harm caused by delayed diagnostics

Staffing Impact

10. Please provide:
- a. Staffing levels for all specialties treating Powys residents
 - b. Vacancy rates
 - c. Number of clinics cancelled due to staffing shortages
 - d. Any recorded impact of staffing shortages on Powys waiting times

Complaints, Incidents and Investigations

11. Please provide:
- a. Number of complaints submitted by Powys residents
 - b. Number of serious incidents involving Powys residents
 - c. Any internal investigations relating to delays, deterioration or harm
 - d. Any external reviews involving Powys residents

Governance, Risk and Decision-Making

12. Please provide:

- a. Any risk register entries relating to Powys residents
- b. Any unresolved risks affecting Powys residents
- c. Any leadership or operational decisions that increased waiting times for Powys residents
- d. Any warnings, concerns or escalations relating to Powys patient safety

Legacy Issues from 2019–2020

13. Please provide:

- a. Any unresolved issues originating from 2019–2020 that continued to affect Powys patient waiting times,
- b. Diagnostics, treatment pathways or safety during 2021–2026.
- c. This includes:
- d. waiting list backlogs
- e. diagnostic delays
- f. staffing shortages
- g. service gaps
- h. governance or decision-making delays
- i. operational failures

Format

Please provide all information electronically (PDF, Word or spreadsheet).

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with 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.

As your request for information is broad and voluminous, it requires input from multiple departments across the UHB to identify the information for the five (5) year period requested, which would require over the 18 hours of work allowed under the FoIA to locate, retrieve, and extract the information as this information is not recorded centrally.

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 how you may refine your request by specifying the specialties required e.g. Cancer services, Dermatology, Endoscopy, Trauma and Orthopaedics (T&O), Urology etc. Additionally, you may wish to refine your request by reducing the timeframe requested to a one (1) year period e.g. 2025 calendar year.

However, the UHB would still be required to request this information from multiple sources and records may need to be manually trawled, to identify the information required to fulfil your request. Therefore, even with a refined request, the outcome would be dependent on the number of sources that would need to be contacted and the time it would take to identify and collate any relevant information, within a shorter time period.

Please note:- not all of the information requested will be able to be provided, even with a refined request, as it is not all recorded according to County.