

Reference:	FOI.20512&20651.26
Subject:	Computed Tomography (CT) scanner in Bronglais General Hospital (BGH)
Date of Request:	25 May and 9 June 2026

Requested:

FOI.20512

1. The specific time on Friday 22nd May 2026 that the CT scanner at Bronglais General Hospital (BGH) was reported to be malfunctioning (or if not Fri 22nd, the date & time at which the same malfunction was reported)
2. Information relating to the reporting of the malfunction:
 - a. To whom was the malfunction initially reported, and by what means
 - b. Maintenance arrangements for the CT scanner and expected timescale for repair
3. The specific time and date that the information relating to this incidence of the CT scanner not working, was shared with the Welsh Ambulance service, and who received this information
4. A copy of NHS Wales policies and procedures relating to reporting of malfunctioning equipment
5. A copy of NHS Wales policies and procedures relating to sharing information relating to malfunctioning critical equipment, such as the CT scanner, with other hospital departments and the ambulance service
6. A copy of NHS Wales policies and procedures relating to emergency closure of an A&E department and 999 diversion to other sites
7. A copy of the latest NHS Wales Stroke Pathway
8. The name of the individual who had ultimate responsibility for the BGH A&E department on the evening of Friday 22nd May
9. How many patients in total were transferred from BGH to Glangwili Hospital on Friday 22nd May 2026, for a CT scan

FOI.20651

I would like to request a copy of the following:

1. Hywel Dda policies and procedures relating to booking a mobile CT scanner to Bronglais Hospital in instances where the in-situ CT scanner is not working.
2. All internal records (including emails, records of phone conversations etc.) relating to the mobile CT scanner on or around Friday 22nd May 2026

Response:

FOI.205152

1. Hywel Dda University Health Board (UHB) can confirm that the CT scanner in BGH was reported as malfunctioning at 15:15 on Wednesday 20 May 2026.
- 2a. The malfunctioning of the CT scanner in BGH was reported by telephone on 20 May 2026 to the Accident and Emergency (A&E) departments Team Leader, Site Manager, Clinical Site Manager, Welsh Ambulance Services University NHS Trust (WAST), and the Stroke service in BGH. Further reporting was then made to service leads via email and the local BGH Teams channel. The same process was followed on Thursday 21 May 2026.
- 2b. The maintenance contractor was informed of the CT scanner malfunction on 20 May 2026 and advised that an engineer would be out to assess the malfunction on the morning of 21 May 2026. Upon inspection, the engineer determined that a new tube was required, and the repair was expected to be completed by the afternoon of 26 May 2026, at the earliest. The BGH site manager circulated this information regionally and nationally, which included making the Operational Delivery Unit (ODU) in WAST aware.
3. The UHB confirms that WAST were informed of the malfunction by telephone at 15:30 on 20 May 2026 and a follow up email was sent to the WAST Generic email account at 16:17.

The UHB is unable to confirm who received the information as this detail is considered the personal information of third parties. This decision has been made as it is not within the reasonable expectations of these individuals that their personal data, would be released into the public domain by the UHB. This information is classed as personal data of a third party. Therefore, it is being withheld in accordance with the exemption set out in section 40(2) of the Freedom of Information Act 2000 (FoIA), by virtue of section 40(3)(a) of the FoIA, which permits a public authority to withhold personal data other than the requestor's where the disclosure would breach Data Protection principles.

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.

4. The UHB does not hold the requested information as there is no All Wales policy relating to the reporting of malfunctioning equipment. However, the UHB provides a copy of its Medical Device Management Policy, at Attachment 1.
5. The UHB does not hold the requested information as there is no All Wales policy relating to the sharing of information regarding malfunctioning critical equipment. However, the UHB is developing a local 'Standard Operating Procedure during CT/MRI Downtime', which is currently in the consultation process.

Additionally, local process sees information relating to equipment that is out of order, reported on System Calls via the Patient Flow Unit at intervals throughout the day at 10:00am, 1:00pm and 4:00pm.

6. The UHB does not hold the requested information as there is no All Wales policy relating to the emergency closure of an A&E department and 999 diversion to other sites. Neither does the UHB hold a local policy/procedure specifically relating to the closure of an A&E department.

However, the All Wales Escalation Policy covers the recommended actions to be applied by Health Boards across Wales, dependent on the related escalation category and includes the consideration of diversion of emergency ambulance demand to neighbouring hospital sites. A copy has been provided at, Attachment 2.

The UHB also has an Emergency Pressures and Escalation Policy, which provides a clear operational approach to the effective management of capacity and escalation. A copy has been provided at, Attachment 3. Please note: this policy is currently being reviewed.

The closure of an A&E department would be covered more generally through the provisions of a Major Incident and related Business Continuity Procedure (BCP) which would apply a similar set of principles to any critical health facility, not specifically an emergency department. The UHB is currently developing a plan of this nature.

7. The UHB provides a copy of its current Stoke Pathway for BGH, at Attachment 4. However, the UHB is currently reviewing Stroke Services as part of its Clinical Services Plan (CSP), details of which, including the current public consultation on Stroke Services are available on the UHB's website. For ease, a link to the relevant webpages have been provided below:

[Clinical services plan - Hywel Dda University Health Board](#)

[Stroke consultation - Hywel Dda University Health Board](#)

8. The responsibility hierarchy is as follows:
Team leader, Sister, Consultant, Assistant General Manager, System Triumvirate, Care Group Triumvirate, Deputy Chief Operation Officer (COO), COO, with overall responsibility sitting with the Chief Executive Officer (CEO).

However, the UHB can confirm that Mel Jenkins, Senior Nurse Unscheduled Care and Jo Bradburn, Deputy Director of Allied Health Professions were the on call contacts, on the evening of Friday 22 May 2026.

9. The UHB has no record on its Welsh Patient Administration System (WPAS) of any patients being transferred from BGH to Glangwili General Hospital (GGH) for a CT scan, on 22 May 2026.

However, we suggest you contact the Freedom of Information team in WAST who may be able to assist you further with this part of your request. Contact details are as follows:

FOI.amb@wales.nhs.uk or alternatively, you can contact: Freedom of Information Officer, Welsh Ambulance Services NHS Trust Headquarters, Ty Elwy, Unit 7, Ffordd Richard Davies, St Asaph Business Park, St Asaph, Denbighshire, LL17 0LJ.

FOI.20651

1. The UHB does not hold the requested information as it does not have a specific policy relating to the booking of a mobile CT scanner to BGH in instances where the in-situ CT scanner is not

working. Procuring a mobile CT unit is undertaken on a case-by-case basis via a risk-based approach.

2. The UHB does not hold the requested information as there was no mobile CT scanner in BGH, during the period 21 to 23 May 2026.