

<b>Reference:</b>	FOI.19839.26
<b>Subject:</b>	Continuous Glucose Monitoring (CGM)
<b>Date of Request:</b>	5 March 2026

**Requested:**

Under the Freedom of Information Act, could you please confirm how many people within your Health Board are currently be prescribed continuous glucose monitoring (CGM) such as Freestyle Libra or Dexcom ONE, broken down by Type 1 and Type 2 diabetes?

**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.

A Section 12 exemption is being applied to your request as the UHB cannot provide the information broken down by Type 1 and Type 2 diabetes. To provide you with this data, the UHB would need to individually search each patient record across the forty-seven (47) General Practices (GP) within its catchment area, to identify the information requested.

The UHB can confirm that it has approximately twenty-nine thousand (29,000) individuals diagnosed with diabetes, though not all patients are prescribed CGM monitors routinely, the patient’s need for a CGM monitor is assessed on an individual basis. It is estimated that a manual search of these records would far exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA), costing the UHB the following:

29,000 @ 2 minutes per record = 966.66 hours  
 966.66 hours @ £25 per hour = £24,166.66

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.

Unfortunately, the UHB is unable to provide advice on how you can refine your request further. This is due to the UHB still requiring a manual trawl of all diabetes patient records to be undertaken to identify the information requested.

Under the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance; it is under this duty that the accessible information UHB provides it holds.

The UHB provides within the table overleaf, the estimated number of patients (estimated based on quantity of devices dispensed during this period) who received a Freestyle Libre or Dexcom Device, from Primary Care only, during the period 1 September to 30 November 2025.

<b>Device</b>	<b>Number</b>
Freestyle Libre	4,491
Dexcom Device	293

\*Please note: this information is for Primary Care only and does not include Secondary Care. This is due to Secondary Care mainly issuing these devices to patients for short term trials to educate patients, or initiate the requirement before asking GP's to prescribe the device for ongoing use.