

Reference:	FOI.18720.25
Subject:	COVID-19 patient interactions
Date of Request:	10 November 2025

Requested:

I am writing under the Freedom of Information Act 2000 to request information held by your organisation regarding COVID-19 patient interactions at your COVID-19 hub (or equivalent service), for the prior 12 months up to the latest data point available, with a particular focus on access to antivirals.

1. Patient Attendance
 - How many patients in total have accessed the service in the last 12 months?

2. What referral method to the service made up the contribution of all referrals?
 - a. HCP Referral (primary care)
 - b. HCP Referral (secondary care)
 - c. Patient Self-referral
 - d. Other

3. Daily Interventions
 - a. How many patients were qualified to receive some sort of pharmacological intervention (aligned to NICE), regardless of whether they went on to receive treatment?
 - b. How many patients received pharmacological treatment?
 - c. For patients who did not receive pharmacological treatment, what were the top 3 reasons for a patient not receiving treatment? e.g.: Outside of treatment window, not eligible (NICE), watch & wait, symptoms not severe enough, late positive test result, etc.
 - d. For those patients that did receive treatment, what was their main underlying primary condition that qualified them to be eligible to receive treatment?
 - o e.g. Solid Cancer, immune suppressed, renal disease, etc.

4. Capacity
 - a. How many HCPs do you have within the COVID-19 service?
 - b. i.e. no. of prescribers, no. of additional staff, etc.

Clarification

To clarify, a “COVID-19 Hub (or equivalent service)” is a place where suspected COVID 19 patients would be referred to for testing, assessment or treatment.

Response:

Hywel Dda University Health Board (UHB) does not have a specific COVID-19 service, this is now incorporated into the Health Protection Service. Therefore, the UHB provides below the accessible information it holds to fulfil your request.

1. The UHB confirms that twenty-seven (27) patients have accessed services for COVID-19, during the period 1 November 2024 to 31 October 2025.
Please note: due to changes within the UHB the information provided above does not include Primary Care data from 1 June 2025.

2. The UHB confirms that twenty-five (25) of the referrals were patient self-referrals via the 111 service and two (2) were received from Primary Care.
- 3a. The UHB confirms that twenty-four of the patients were eligible to receive pharmacological intervention in accordance with National Institute for Health and Care Excellence (NICE) guidance, during the period 1 November 2024 to 31 October 2025.
- 3b. The UHB confirms that fifteen (15) patients received pharmacological treatment, during the period 1 November 2024 to 31 October 2025.
- 3c. The UHB does not hold three (3) reasons for patients not receiving treatment. However, the UHB can confirm the top two (2) reasons were:
 - i. Symptoms improved
 - ii. Outside of treatment window
- 3d. The UHB confirms that the main underlying primary conditions that qualified patients' eligibility for the treatment were:
 - Immunosuppressed due to disease or treatment
 - Neurological
 - Cancer/Chemotherapy/Radiotherapy/Haematology
4. The UHB does not hold the requested information as it does not have a specific COVID-19 service, this would be incorporated into staff's daily roles within the wider Health Protection Service.