

Reference:	FOI.18075.25
Subject:	Dental Access Portal (DAP)
Date of Request:	13 August 2025

Requested:

Please provide data for each calendar month from January 2025 to the most recent month available, relating to the Dental Access Portal (DAP) in your Health Board:

1. The number of patients added to the DAP
2. The number of patients allocated to and seen by dental practices.
3. The number of patients removed from the DAP for other reasons (e.g., self-withdrawal, failure to attend, etc.).
4. The number of patients re-added to the DAP after having previously been seen in practice.

Please provide this information in a tabulated format.

5. Additionally, please provide a brief explanation of the patient journey within your DAP system:
 - a. Are patients routinely re-added to the DAP after they have been seen in practice?
 - b. At what point in the process are they removed, and under what circumstances might they be added back?

Response:

1. Hywel Dda University Health Board (UHB) provides within the table below, the number of patients added to the DAP, by month, during the period 1 January to 14 August 2025.

2025	Number
January	511
February	970
March	874
April	785
May	751
June	851
July	860
1-14 August	354

2. The UHB does not hold all of the information requested, as it cannot confirm if every patient was seen by a dentist at their allocated practice. This information would be held by the individual dental practices. Therefore, the UHB provides within the table overleaf, the number of patients number allocated to a dental practice, by month, during the period 1 January to 14 August 2025.

2025	Number
January	0
February	0
March	135
April	232
May	496
June	758
July	879
1-14 August	451

3. The UHB does not hold all of the information requested, as it does not record if patients did or did not attend their appointment, this information would be held by the individual dental practices. Therefore, the UHB provides within the table below, the number of patients that have been removed from the DAP automatically, as they have been made an offer but have not responded within the twenty-eight (28) day response deadline, and the number of patients who have self-withdrawn, by month, during the period 1 January to 14 August 2025.

2025	Number removed	Number withdrawn
January	0	0
February	0	1
March	93	*
April	145	11
May	430	80
June	804	7
July	1,091	*
1-14 August	47	0

Where the figures in the table have been replaced with an asterisk (*), the UHB is unable to provide you with the exact number of individuals due to the low number (5 or less), 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 Freedom of Information Act. 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 confirms that patients are not re-added to the DAP following allocation of a dental practice.
5. The UHB provides below a brief explanation of the patient journey using the DAP:
- Patients add their details to the portal using the link below:

<https://dhw.nhs.wales/product-directory/our-digital-services/dental-access-portal/>

- Patients unable to add their own details to the DAP can contact the Dental Services Team for assistance by telephoning 0300 303 8322 option 4 or emailing the Team at HDHB.Dental.hdd@wales.nhs.uk
 - Patients can log in to the DAP at any time to check progress.
 - Patients are generally allocated in chronological order to local services as they become available.
 - Patients will receive an email or a text (depending on the preference they have indicated when they enrolled) advising them that they have been offered a place and they should log into the DAP. Patients without a mobile number or email address will be contacted by telephone or letter advising them of the offer.
- a. Please see response to question 4. Patients become affiliated to the practice following the completion of a Band 1, 2 or 3 course of NHS dental treatment and become part of the historic patient base of the practice.
 - b. Patients become “inactive” when they are allocated to a dental practice, if they do not respond to an allocation offer or if they opt to remove themselves. Re-inclusion to the DAP would occur following instances of contract terminations and or removal following implementation of local policy by the practice. At present the DAP does not allow patients to re-enrol onto the system, however, they can make a request to be re-added via the UHB.