

Reference:	FOI.21575.26
Subject:	Hospital appointments
Date of Request:	11 September 2026

Requested:

1. Under the Freedom of Information Act 2000 how many times have Ceredigion residents cancelled or missed Hospital appointments, because Hospital Transport had been booked, but later cancelled, in the following periods:
 - a. January 23026 to date
 - b. January 2025 to 31st December 2025
2. Under the Freedom of Information Act 2000 how many times have Pembrokeshire residents cancelled or missed Hospital appointments, because Hospital Transport had been booked, but later cancelled, in the following periods:
 - a. January 23026 to date
 - b. January 2025 to 31st December 2025
3. Under the Freedom of Information Act 2000 how many times have Ceredigion residents cancelled or missed Hospital appointments because of a lack of Transport, for the following periods:
 - a. January 23026 to date
 - b. January 2025 to 31st December 2025
4. Under the Freedom of Information Act 2000 how many times have Pembrokeshire residents cancelled or missed Hospital appointments, because of a lack of Transport for the following periods:
 - a. January 23026 to date
 - b. January 2025 to 31st December 2025

Response:

Hywel Dda University Health Board (UHB) does not hold all of the information requested as the ability to record the cancellation of appointments to a lack of hospital transport was only recently introduced on the Welsh Patient Administration System (WPAS) in June 2026. Therefore, the UHB provides the information it holds below.

- 1a. The UHB confirms ten (10) Ceredigion residents cancelled or missed a hospital appointment, due to hospital transport being booked and later cancelled, during the period 1 June to 11 September 2026.
- 1b. The UHB does not hold this information.
- 2a. The UHB confirms eighteen (18) Pembrokeshire residents cancelled or missed a hospital appointment, due to hospital transport being booked and later cancelled, during the period 1 June to 11 September 2026.
- 2b. The UHB does not hold this information.
- 3 - 4. The UHB is unable to provide this information as it is not recorded on WPAS.