

Reference:	FOI.21063.26
Subject:	Menopause Services
Date of Request:	16 July 2026

Requested:

Service provision

1. Do you have a dedicated menopause service?
2. Is it consultant-led, GP-led, nurse-led or multidisciplinary?
3. Is it face-to-face, virtual or both?
4. How many clinics are held each month?

Workforce

5. How many Whole Time Equivalent (WTE) staff work within the menopause service?
6. What are their roles (Consultant, GP with Special Interest, CNS, ANP etc.)?
7. Are there any current vacancies?

Activity

8. Number of referrals received in the last 12 months.
9. Number of women currently on the waiting list.
10. Number of patients accepted from Powys Teaching Health Board

Waiting times

11. Current average wait for a first appointment.
12. Longest wait.
13. Target waiting time (if applicable).

Access

14. Referral criteria.
15. Can GPs refer directly?
16. Is self-referral available?

Response:

1. Hywel Dda University Health Board (UHB) confirms it does have a dedicated Menopause Service.
2. The dedicated Menopause Service is consultant led.
3. The UHB confirms that the dedicated Menopause Service is mainly virtual.

4. The UHB confirms that sixteen (16) to eighteen (18) clinics are held per month.
5. The UHB confirms that 1.50 Whole Time Equivalent (WTE) staff members work within the Menopause Service.
6. Of those WTE staff members identified within response to question 4, the UHB provides a list of their roles below:
 - Medical Secretary
 - Consultant
 - GP with Special Interest (GPSI)
7. The UHB confirms that there were no vacancies within its Menopause Service, as at 31 July 2026.
8. The UHB confirms that five hundred and thirty-nine (539) referrals were received, during the period 31 July 2025 to 31 July 2026. Additionally, one hundred and seventy one (171) emails were received for advice by General Practices (GP).
9. The UHB confirms that one hundred and sixty-seven (167) individuals were on the waiting list to be seen, as at 31 July 2026.
10. The UHB has received referrals from Primary Care providers within Powys Teaching Health Board. However, it is unable to provide you with the exact number of referrals received or accepted, due to the low number of cases (less than 5), 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 FoIA. 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.
11. The UHB confirms that the current wait time for a first appointment is thirty-three (33) weeks.
12. The longest wait for a first appointment was forty-one (41) weeks, during the period 31 July 2025 to 31 July 2026.
13. In adherence with the All-Wales Menopause Task and Finish Group Report January 2023, the UHB's target waiting time is twelve (12) weeks.
14. The UHB confirms there is no referral criteria.
15. The UHB confirms GPs can refer directly.
16. The UHB confirms that it does not accept self-referrals.