

Reference:	FOI.17458.25
Subject:	Ophthalmology waiting times
Date of Request:	30 May 2025

Requested:

1. The total number of patients waiting for appointments, and the average routine wait time for the following specialties:

- Cataract
- Glaucoma (hospital)
- Glaucoma (ODTC)
- Paediatric
- Retina
- Diabetic Retina

2. The total number of patients waiting for urgent appointments for the following specialties:

- Cataract
- Glaucoma (hospital)
- Glaucoma (ODTC)
- Paediatric
- Retina
- Diabetic Retina

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all 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 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The UHB does not record Ophthalmic Diagnostic and Treatment Centre (ODTC) patients separately, these patients are included within the Glaucoma list. Therefore, the UHB would need to undertake a manual trawl of all Glaucoma patient records, to identify any information that may fulfil these parts of your request.

The UHB can confirm that there are currently four hundred and thirty-four (434) new patients waiting for a routine Glaucoma appointment. Therefore, to provide you with the exact information for routine appointments only, conducting the search would far exceed the ‘appropriate limit’, costing the UHB the following:

434 @ 15 minutes per item = 108.5 hours
108.5 hours @ £25 per hour = £2,712.50

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (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, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides the accessible information it holds below.

1. The UHB provides within the table below, the number of new patients waiting for a routine appointment and the average wait times for the eye conditions requested, as recorded on the Ophthalmology waiting list as at 2 June 2025.

Eye condition	Number	Average wait time
Cataract	7,676	51 weeks
Glaucoma (all)	432	28 weeks
Glaucoma (ODTC)	Section 12 exemption applied	
Paediatric	21	16 weeks
Retina	57	26 weeks
Diabetic Retina	154	30 weeks

2. The UHB provides within the table below, the number of new patients waiting for an urgent appointment and the average wait times for the eye conditions requested, as recorded on the Ophthalmology waiting list as at 2 June 2025.

Eye condition	Number	Average wait time
Cataract	251	16 weeks
Glaucoma (all)	434	26 weeks
Glaucoma (ODTC)	Section 12 exemption applied	
Paediatric	234	24 weeks
Retina	20	33 weeks
Diabetic Retina	193	22 weeks