

Reference:	FOI.20212.26
Subject:	Outsourced letter transcription
Date of Request:	15 April 2026

Requested:

1. Please can you provide cost information on outsourced letter transcription for the last 3 years?
2. Please can you provide the number of letters by month not meeting a turnaround time of 7 days for the last 3 years?
3. Please can you provide the annual number of documents in backlog for the last 3 years?

Response:

1. Hywel Dda University Health Board (UHB) does not hold the information exactly as requested, as it is not able to identify the type of document that was transcribed. Provided within the table below, is the UHB's total spend on outsourced transcription services, for the 2023/24, 2024/25 and 2025/26 financial years.

Financial year	Spend
2023/24	£8,487.64
2024/25	£1,093.54
2025/26	£17,263.38

2. & 3. The UHB does not hold the requested information as it is not recorded.