

<b>Reference:</b>	FOI.19303.26
<b>Subject:</b>	Psychological Therapies waiting times
<b>Date of Request:</b>	14 January 2026

**Requested:**

Please could you provide me with the following information in relation to psychological therapies delivered by your Health Board for each month from April 2024 to December 2025.

The number of patients who are waiting to start a psychological therapy (end of month census snapshot):

- Patients waiting up to and including 84 days
- Patients waiting 85 days and over and up to and including 126 days
- Patients waiting 127 days and over and up to and including 182 days
- Patients waiting 183 days and over and up to and including 252 days
- Patients waiting 253 days and over and up to and including 364 days
- Patients waiting 365 days and over

For clarity, this request is in relation to those patients who are waiting to start a psychological therapy, as defined as high intensity or specialist psychological therapies / interventions (as defined in Matrics Cymru). Referrals for low intensity interventions i.e. those delivered via Local Primary Mental Health Support Services (LPMHSS) are not the subject of this request.

Please could you also provide any known protected characteristics for the patients involved in this data. This could include age, ethnicity and gender.

**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 (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The UHBs Mental Health and Learning Disabilities (MHL) team does not hold a central record of the protected characteristics of patients on the waiting list for Psychological Therapies. Therefore, in order to provide this information, the UHB would be required to identify the received referral or medical record from the data held on the central waiting list to collate this information for the time period requested.

The UHB can confirm that eight hundred and ninety (890) patients have been identified as waiting for a Psychological Therapy in December 2025 alone. It is estimated that a manual search of these records would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of records identified, conducting a search of patient records/referrals taking a minimum of five (5) minutes per digital record, would exceed the ‘appropriate limit’, costing the UHB the following:

899 @ 5 minutes per record = 74 hours and 55 minutes  
74 hours and 55 minutes @ £25 per hour = £1,872.92

The UHB is therefore applying an exemption under Section 12 of the 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, we are required as a public authority, to provide advice and assistance so far as it is reasonable to individuals who have made a request under the FoIA, this can include assisting a requester to further refine their request.

The UHB suggests that you may refine your request by reducing the timeframe requested. However, the UHB would still be required to undertake a manual search of patient records to identify any information to fulfil your request, and therefore, the outcome may be the same.

The UHB provides within the tables below and overleaf, the number of patients waiting for a Psychological Therapy, at the end of each month, during the period 1 April 2024 to 31 December 2025.

<b>2024</b>	<b>Up to 84 days</b>	<b>85 to 126 days</b>	<b>127 to 182 days</b>	<b>183 to 252 days</b>	<b>253 to 364 days</b>	<b>365 days and over</b>
April	221	99	113	157	197	112
May	213	96	113	15	207	134
June	254	94	138	54	48	65
July	249	114	126	93	50	65
August	237	92	68	48	34	60
September	229	119	92	54	41	67
October	239	111	133	68	45	43
November	253	117	135	114	53	44
December	236	118	127	131	64	51

<b>2025</b>	<b>Up to 84 days</b>	<b>85 to 126 days</b>	<b>127 to 182 days</b>	<b>183 to 252 days</b>	<b>253 to 364 days</b>	<b>365 days and over</b>
January	225	110	100	108	83	48
February	221	114	127	105	109	48
March	231	85	137	112	132	60
April	218	107	114	131	138	79
May	247	98	109	130	143	99
June	247	83	101	114	147	120
July	246	79	82	98	147	140
August	248	97	71	91	144	155
September	261	99	75	77	120	167
October	268	106	100	52	120	183
November	267	99	120	81	100	205
December	266	119	123	76	86	220