

Reference:	FOI.17659.25
Subject:	Public consultations
Date of Request:	30 June 2025

Requested:

1. Since January 2015 how many public consultations have there been?
2. What has been the cost of the consultation process?
3. Has anything noticeable occurred and any noticeable changes been made?

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with all of 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.

To provide you with all the information requested, the UHB would be required to contact several departments across the UHB including, but not limited to, the Engagement Team, Finance Team, Mental Health Services, Paediatrics, Planning and Primary Care, to request a manual search be undertaken to identify any information that may fulfil your request. This is due to the information not being centrally recorded.

Additionally, due to the broad requested time period of 1 January 2015 to 30 June 2025, some of the information requested may not be stored electronically and may be in paper based form and stored in offsite archives. Any information pertaining to your request that may be stored in this manner is not easily identifiable or accessible.

Furthermore, some staff are no longer employed by the UHB and any information relating to your request that may be stored locally on individual computers is no longer accessible.

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, 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. Therefore, the UHB provides the accessible information it holds below.

As some of the information requested is already within the public domain, the UHB has applied an exemption under Section 21 of the FoIA, as the information is accessible by another means.

The UHB has answered a similar Freedom of Information request, FOI.16087.24 - Health Board’s ‘A Healthier Mid and West Wales’ (AHMWW) Strategy, and it is available on our disclosure log. Whilst on the disclosure log on the UHB website you can search for the response by entering the title of the Freedom of Information request or key words such as ‘A Healthier Mid and West Wales’ etc.

Also, at the UHB's Public Board meeting held on 30 January 2025, the Board was presented with its Clinical Services Plan, and it is available on our website.

For ease of reference, please click on the attached links, which will take you directly to the UHB's disclosure log webpage and the UHB's Clinical Services Plan Report:

[Disclosure Log - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/healthboards/17222/all-disclosure-logs)

[Clinical Services Plan Report](#)

1. The UHB confirms that it has identified five (5) public consultations that have been undertaken during the period 1 January 2015 to 30 June 2025. The UHB provides within the table below details of these consultations:

No	Consultation	Year
1	Transforming Mental Health Services (TMHS)	2017
2	Transforming Clinical Services (TCS) including New Hospital Site Selection	2018 & 2023
3	Urgent and Emergency Children and Young People's (Paediatric) Services (UECYPS) at Withybush General Hospital and Glangwili General Hospital	2023
4	Future options for the Minor Injury Unit (MIU) at Prince Philip Hospital (PPH), Llanelli	2025 (ongoing)
5	Clinical Services Plan (CSP)	2025 (ongoing)

2. The UHB provides within the table below, the costs identified relating to the five (5) public consultations.

Consultation	Costs
Transforming Mental Health Services	£9,145.85 - (N.B. this includes documentation costs – but <u>not</u> consultancy/evaluation costs)
TCS including New Hospital Site Selection	Section 21 applied
Urgent and Emergency Children and Young People's (Paediatric) Services	£249,315.70 – Engagement consultation including independent analysis and booking engagement events, it is not including design and printing costs £49,088.95 – Communications (across financial years 2022/23 and 2023/24), including design and print costs
MIU PPH	The total costs for communication and engagement (including independent assurance) are: <ul style="list-style-type: none"> • Expenditure as of 24 July 2025 (actuals) - £24,166.47 • Total anticipated £31,017.64
CSP	Section 21 applied.

For ease, the UHB has provided an extract from the CSP Board report outlining the consultation costs.

An extract from the CSP Report that was presented to the Board at its public Board meeting held on 30 January 2025 is provided below:

5.0 Resource and Requirements Analysis	
Consultation Project Team	Project leadership, project management, Communications and Engagement posts identified for the project team are funded within existing team budgets, and from additional requirements identified through the Programme Business Case development and previously approved. Therefore, no additional staffing costs are envisaged for the delivery of the project.
Supplier Costs for Quality Assurance Support and Consultation & Engagement Support	<p>Supplier costs were approved during November's Public Board meeting.</p> <p>Quality Assurance for Consultation and Engagement (Hugh Irwin Company) - The contract duration will be for two years, with the option to extend for a further year. The initial contract value for two years is £74,080 with a potential total contract value of £111,120.</p> <p>Consultation and Engagement Consultancy Services (Opinion Research Services) - The contract duration will be for two years, with the option to extend for a further year. The initial contract value is £104,995.50; there is a provision allowed within the contract for optional costs of £56,211 should the scope of the project change, therefore, the potential total contract value is £161,206.50.</p> <p>Total = £272,326.50</p>
Communications and Engagement Costs	<p>The communications and engagement forecasting has been based on the 2018 Health Board 'Our Big NHS Change' consultation, which is of a comparable scale and complexity to the forthcoming CSP consultation. A 10% mark-up for inflation has been added into the costings below based on the 2023 consultation prices, as guided by Procurement.</p> <p>Documentation (including design and printing of multiple versions of consultation documentation) - £50,700</p> <p>Opportunities to engage (including events and other engagement activity) - £4,600</p> <p>Promotion (including advertising opportunities to engage with our communities) - £35,800</p> <p>Support, translation and administration (including alternative and additional languages, postage etc.) - £34,000</p> <p>Total = £125,100</p>
Total Consultation Costs	<p>Total Consultation Costs - £397,426.50, of which £125,100 are new costs.</p> <p>**** Costs set out are an indicative estimation only. This is due to the issue that until a further detailed stakeholder analysis is undertaken (to inform alternative versions and targeted events etc.) and various consultation documents are identified and written, we do not have the information we need for quotations. Cost estimates are based on 2023 consultation cost figures.</p>



3. The UHB provides below information around the actionable service changes that have been undertaken as an outcome of the consultations held.

TMHS

The UHB's Mental Health Services (MHS) have aligned the Community Mental Health Team and Crisis Resolution Home Treatment Team, resulting in more seamless working between these teams due to co-location. General hospital liaison services have been enhanced with additional Welsh Government (WG) funding, with the out of hours MHS having a senior clinical co-ordinator as well as the 111 press 2 service.

New hospital and AHMWW

Progress towards new hospital infrastructure continues, with regular dialogue with WG. However, there is a clear affordability issue for the scale of development needed. This is an issue that not only impacts the UHB, but also other Health Boards in need of significant estate development. It seems likely that a phased approach will be required, with interim investment to maintain the existing hospital estate longer than originally planned. The UHB has been clear in its reporting that a new Urgent and Planned Care Hospital is unlikely to be developed within the next ten (10)

years, for information a link is provided to the UHB's press release from 20 November 2024 around the [refresh strategy for a healthier Mid and West Wales](#). Progress is continuing with the development of community facilities, consistent with the UHB's AHMWW Strategy for more services to be delivered close to people's homes and working in partnership with other organisations.

The UHB is currently working to refresh the AHMWW Strategy given that it was established over six (6) years ago. This will take account of the changed affordability assumptions and the impact for the UHB's estate and clinical services.

CSP

The aim of the AHMWW Strategy is to change our service from one that just treats illness, to one that keeps people well and provides any help needed early on.

Until we deliver that strategy, especially the plans for a new hospital and how that hospital would work with other hospitals, some of our healthcare services are dealing with significant challenges on a daily basis.

To respond to this, we are reviewing services that are in urgent need of attention, so we can develop a set of plans to support key services over the medium-term. During 2023, the Board agreed services required focused support and would form a programme of work to deliver a CSP.

We are working on plans to support the nine (9) services in need: Critical Care, Dermatology, Emergency General Surgery, Endoscopy, Ophthalmology, Orthopaedics, Radiology, Stroke and Urology.

Details on the progress of the UHB's CSP and MIU PPH Consultations are available on the UHB's website and can be accessed via the links provided below:

[Clinical Services Plan Consultation - Hywel Dda University Health Board](#)

[Minor Injury Unit - Prince Philip Hospital Consultation | Have your Say Hywel Dda UHB](#)