

<b>Reference:</b>	FOI.18535.25
<b>Subject:</b>	Recording of patient preferred format
<b>Date of Request:</b>	7 October 2025

**Requested:**

On WPAS (the Welsh Patient Administration System) for your Health Board area:

1. How many secondary care appointments were recorded across all specialties between 1 April 2024 and 31 March 2025?
2. How many unique patients were recorded as having appointments across all specialties between 1 April 2024 and 31 March 2025?
3. How many secondary care appointments were recorded for ophthalmology specialties between 1 April 2024 and 31 March 2025?
4. How many unique patients were recorded as having appointments for ophthalmology specialties between 1 April 2024 and 31 March 2025?

Under the tab Basic, Individual Details section and Sensory Loss section:

5. How many unique individuals, in the data item “sensory loss group”, have the data value “requires specific information format” recorded between 1 April 2024 and 31 March 2025?
6. How many secondary care appointments had a need recorded for the data item “Sensory loss Accessible Information – requires specific information format” for each of the following corresponding values, between 1 April 2024 and 31 March 2025?
  - a. requires information verbally
  - b. requires information on digital versatile disc
  - c. requires information on compact disc
  - d. requires information on audio cassette tape
  - e. requires information in Easyread
  - f. requires information by email
  - g. requires information in electronic audio format
  - h. requires information in Moon alphabet
  - i. requires information in Makaton
  - j. requires information in contracted (Grade 2) Braille
  - k. requires information in uncontracted (Grade 1) Braille
  - l. requires information in at least 20 point sans serif font
  - m. requires information in at least 24 point sans serif font
  - n. requires information in at least 28 point sans serif font
  - o. requires information on USB mass storage device
  - p. requires information on electronic downloadable format
  - q. requires healthcare information recording on personal audio recording device
  - r. requires third party to read out written information
7. How many unique patients had a need recorded for the data item “Sensory loss Accessible Information – requires specific information format” for each of the following corresponding values, for any secondary care appointment between 1 April 2024 and 31 March 2025?
  - a. requires information verbally

- b. requires information on digital versatile disc
  - c. requires information on compact disc
  - d. requires information on audio cassette tape
  - e. requires information in Easyread
  - f. requires information by email
  - g. requires information in electronic audio format
  - h. requires information in Moon alphabet
  - i. requires information in Makaton
  - j. requires information in contracted (Grade 2) Braille
  - k. requires information in uncontracted (Grade 1) Braille
  - l. requires information in at least 20 point sans serif font
  - m. requires information in at least 24 point sans serif font
  - n. requires information in at least 28 point sans serif font
  - o. requires information on USB mass storage device
  - p. requires information on electronic downloadable format
  - q. requires healthcare information recording on personal audio recording device
  - r. requires third party to read out written information
8. How many unique patients were sent communication and/or healthcare information, including patient letters, in the following formats for any secondary care appointment between 1 April 2024 and 31 March 2025:
- a. Digital versatile disc
  - b. Compact disc
  - c. Audio cassette tape
  - d. Easyread
  - e. Email
  - f. Electronic Audio Format
  - g. Moon alphabet
  - h. Contracted (Grade 2) Braille
  - i. Uncontracted (Grade 1) Braille
  - j. in at least 20 point sans serif font
  - k. in at least 24 point sans serif font
  - l. in at least 28 point sans serif font
  - m. USB mass storage device
  - n. Electronic downloadable format
  - o. Healthcare information recording on personal audio recording device
9. How many secondary care appointments had a need recorded for the data item “Accessible Information – requires communication professional” for each of the following corresponding values, between 1 April 2024 and 31 March 2025?
- a. British Sign Language interpreter needed
  - b. Makaton Sign Language interpreter needed
  - c. Needs an advocate
  - d. Requires deafblind communicator guide
  - e. Sign Supported English interpreter needed
  - f. Requires deafblind manual alphabet interpreter
  - g. Requires deafblind block alphabet interpreter
  - h. Requires deafblind haptic communication interpreter
  - i. Requires manual notetaker
  - j. Requires lipspeaker
  - k. Visual frame sign language interpreter needed

- l. Hands-on signing interpreter needed
- m. Requires speech to text reporter
- n. Requires sighted guide

10. How many unique patients had “Accessible Information – requires communication professional” recorded for each of the following corresponding values, for any secondary care appointment between 1 April 2024 and 31 March 2025?

- a. British Sign Language interpreter needed
- b. Makaton Sign Language interpreter needed
- c. Needs an advocate
- d. Requires deafblind communicator guide
- e. Sign Supported English interpreter needed
- f. Requires deafblind manual alphabet interpreter
- g. Requires deafblind block alphabet interpreter
- h. Requires deafblind haptic communication interpreter
- i. Requires manual notetaker
- j. Requires lipspeaker
- k. Visual frame sign language interpreter needed
- l. Hands-on signing interpreter needed
- m. Requires speech to text reporter
- n. Requires sighted guide

11. How many unique patients were supported by a communication professional, in the following categories for any secondary care appointment between 1 April 2024 and 31 March 2025:

- a. Makaton Sign Language interpreter
- b. Deafblind communicator guide
- c. Deafblind manual alphabet interpreter
- d. Deafblind block alphabet interpreter
- e. Deafblind haptic communication interpreter
- f. Hands-on signing interpreter
- g. Sighted guide

**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 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

The UHB does not centrally record the information requested for questions 8 and 11 on its Welsh Patient Administration System (WPAS). Therefore, in order to provide you with the data requested, the UHB would need to contact each service and request them to undertake a manual trawl of their records, to identify any information that may fulfil these parts of your request.

The UHB can confirm that it has one hundred and forty-seven (147) services and teams listed on its website. Therefore, contacting each of these services and requesting a search of systems would exceed the 18 hours stipulated within the Freedom of Information Act 2000 (FoIA). Based on the number of teams that would need to be contacted and the subsequent number of staff members

within each team, conducting a search would far exceed the 'appropriate limit', costing the UHB the following:

147 @ 15 minutes per item = 36.75 hours

36.75 hours @ £25 per hour = £918.75

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, which can include assisting a requestor to further refine their request.

Unfortunately, the UHB is unable to provide advice on how you can refine your request for questions 8 and 11 further. This is due to the UHB still being required to contact each service to request a manual trawl of records to be undertaken to identify any of the information requested.

Additionally, the UHB is unable to provide you with some of the requested information as there is a potential risk of identifying individuals if this was disclosed. The UHB is therefore withholding the following details under Section 40(2) of the FoIA:

- The figures in the tables for questions 6, 7 and 9 have been replaced with an asterisk (\*) due to the low numbers of cases (5 or less)
- The total figure in the table for question 9 has been replaced with a double asterisk (\*\*) as it could be used to calculate the redacted figure.
- The information requested for question 10, due to the low number of cases (5 or less).

This information is protected by the Data Protection Act 2018 (DPA)/UK General Data Protection Regulations, 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.

1. The UHB confirms that one million, sixty-eight thousand, eight hundred and seventy-eight (1,068,878) secondary care appointments, across all specialties, were recorded on its WPAS, during the 2024/25 financial year.
2. The UHB confirms that two hundred and forty-eight thousand, one hundred (248,100) unique patients were recorded as having an appointment, across all specialties, on WPAS, during the 2024/25 financial year.
3. The UHB confirms that forty-five thousand, four hundred and six (45,406) secondary care appointments for ophthalmology were recorded on WPAS, during the 2024/25 financial year.

4. The UHB confirms that eighteen thousand, four hundred and fifty-three (18,453) unique patients were recorded as having an ophthalmology appointment recorded on WPAS, during the 2024/25 financial year.
5. The UHB confirms that one hundred and ninety-three (193) unique individuals had 'sensory loss' recorded on WPAS, during the 2024/25 financial year.
6. The UHB provides within the table below, the number of secondary care appointments recorded where a patient had 'sensory loss' recorded on WPAS, for the reasons listed, during the 2024/25 financial year.

No.	Sensory loss reason	Number
	Requires information verbally	*
	Requires information on digital versatile disc	0
	Requires information on compact disc	0
	Requires information on audio cassette tape	0
	Requires information in Easyread	5
	Requires information by email	14
	Requires information in electronic audio format	0
	Requires information in Moon alphabet	0
	Requires information in Makaton	10
	Requires information in contracted (Grade 2) Braille	0
	Requires information in uncontracted (Grade 1) Braille	0
	Requires information in at least 20 point sans serif font	*
	Requires information in at least 24 point sans serif font	0
	Requires information in at least 28 point sans serif font	13
	Requires information on USB mass storage device	0
	Requires information on electronic downloadable format	0
	Requires healthcare information recording on personal audio recording device	0
	Requires third party to read out written information	0
	<b>Total</b>	<b>48</b>

7. The UHB provides within the table below, the number of unique patients who had 'sensory loss' recorded on WPAS, for the reasons listed, during the 2024/25 financial year.

No.	Sensory loss reason	Number
a.	Requires information verbally	*
b.	Requires information on digital versatile disc	0
c.	Requires information on compact disc	0
d.	Requires information on audio cassette tape	0
e.	Requires information in Easyread	*
f.	Requires information by email	*
g.	Requires information in electronic audio format	0
h.	Requires information in Moon alphabet	0
i.	Requires information in Makaton	*
j.	Requires information in contracted (Grade 2) Braille	0
k.	Requires information in uncontracted (Grade 1) Braille	0
l.	Requires information in at least 20 point sans serif font	*
m.	Requires information in at least 24 point sans serif font	0

n.	Requires information in at least 28 point sans serif font	*
o.	Requires information on USB mass storage device	0
p.	Requires information on electronic downloadable format	0
q.	Requires healthcare information recording on personal audio recording device	0
r.	Requires third party to read out written information	0
	<b>Total</b>	<b>11</b>

8. An exemption under Section 12 of the FoIA has been applied.

9. The UHB provides within the table below, the number of secondary care appointments that had 'accessible information' recorded on WPAS prior to their appointment, for the reasons listed, during the 2024/25 Financial year.

No.	Sensory loss reason	Number
a.	British Sign Language interpreter needed	20
b.	Makaton Sign Language interpreter needed	0
c.	Needs an advocate	0
d.	Requires deafblind communicator guide	0
e.	Sign Supported English interpreter needed	0
f.	Requires deafblind manual alphabet interpreter	0
g.	Requires deafblind block alphabet interpreter	0
h.	Requires deafblind haptic communication interpreter	*
i.	Requires manual notetaker	0
j.	Requires lipspeaker	0
k.	Visual frame sign language interpreter needed	0
l.	Hands-on signing interpreter needed	0
m.	Requires speech to text reporter	0
n.	Requires sighted guide	0
	<b>Total</b>	<b>**</b>

10. An exemption under Section 40 of the FoIA has been applied.

11. An exemption under Section 12 of the FoIA has been applied.