

Reference:	FOI.19866.26
Subject:	Referral acknowledgement letters
Date of Request:	9 March 2026

Requested:

Please can you tell me why you no longer send acknowledgement letters to patients informing them you have received a referral from GP etc. This has not been done for a few years (personal experience) and yet on your website you state the following:

"The waiting time commences from when the Health Board receives your GP, Dentist, Ophthalmologist, or other primary care staff member referral. You will receive a letter acknowledging the receipt of the referral."

[Referral to treatment waiting times - Hywel Dda University Health Board](#)

I just feel that this needs to be removed ASAP if this is not the case.

Response:

Hywel Dda University Health Board (UHB) can confirm that no outpatient referral acknowledgement letters are currently being sent to patients and have not been since January 2025. This decision was taken because of the extraordinary increase in the costs of postage. However, the UHB is rolling out a digital system which will replace this.

The UHB is aware of the out of date information on its website and are working to rectify this as soon as possible.