

Reference:	FOI.857.19
Subject:	Wigs and hair loss appliances
Date of Request:	03.06.19

Requested

1. The number of patients who received wigs and hair-loss appliances fully or partially on prescription in your health board area in the last financial year (2018/19) due to treatment for cancer and other illnesses.
2. The breakdown of this figure by gender.
3. The details of the types of support available to patients who suffering hair loss as a result of treatment for cancer and other illness in your health board area.
4. Are there any services in your area designed specifically for men?

Response:

1. Hywel Dda University Health Board (UHB) issued 400 wigs and hair-loss appliances to patients within the 2018/19 financial year.
2. The UHB is unable to provide you with the gender of the patients who were issued with wigs and hair-loss appliances, as it is estimated that the cost of answering your request would exceed the “appropriate level” as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The “appropriate level” 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 UHB does not keep a central record of the gender of the patients who were issued with wigs and hair-loss appliances. In order to provide you with the patients gender the UHB would be required to conduct a manual search orders for wigs and hair loss-products and cross reference these with patient records. The UHB estimates that conducting the manual search will exceed the ‘appropriate level’, costing the UHB the following:

400 @ 5 minutes per patient record = 33.3 hours
 33.3 hours @ £25 per hours = £833

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000, 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*.

3. The UHB does not offer any specific support for patients suffering from hair loss.
4. The UHB does not offer any gender specific service for patients suffering from hair loss.