

Date: 3rd November 2025
Ref: CORP 25/26 - 139

Dear xxx

Freedom of Information request: WPAS Preferred Format Data (CORP 25/26 – 139)

Thank you for your request for information which the Trust received on 7th October 2025.

Your Request and the Trust's response can be found in Appendix 1 below.

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

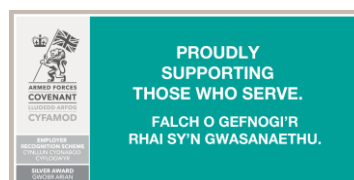
You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

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Velindre University NHS Trust is happy to receive communication in Welsh or English.





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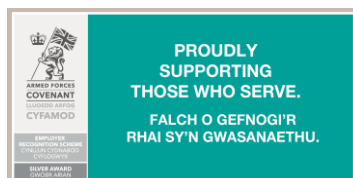
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NHS Trust

Pencadlys Ymddiriedolaeth GIG Prifysgol Felindre
Velindre University NHS Trust Headquarters
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Heol Billingsley
Parc Nantgarw
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CF15 7QZ
Ffôn/Phone : (029) 20196161
<https://velindre.nhs.wales>

Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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APPENDIX 1

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?

Not applicable to the Trust – Velindre University NHS Trust provides tertiary care.

2. How many unique patients were recorded as having appointments across all specialties between 1 April 2024 and 31 March 2025?

16,463 patients.

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

3. 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?

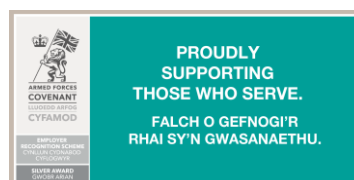
<6*

Where the figure provided is less than 6, and where simple calculations could identify fields that contain less than 6, the Trust has applied an exemption under Section 40(2) (personal data) of the Freedom of Information Act 2000. This is because the Trust believes there is a potential risk of individuals being able to be identified if the figures were disclosed.

4. 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

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- 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**

Not applicable to the Trust – Velindre University NHS Trust provides tertiary care.

5. 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?

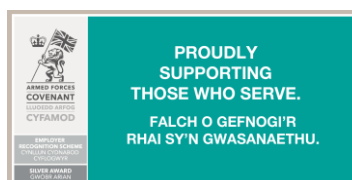
- a. requires information verbally**
- b. requires information on digital versatile disc**
- c. requires information on compact disc**
- d. requires information on audio cassette tape**
- e. requires information in Easyread**
- f. requires information by email**
- g. requires information in electronic audio format**
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- j. requires information in contracted (Grade 2) Braille**
- k. requires information in uncontracted (Grade 1) Braille**
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- 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**

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6. 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**

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- 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

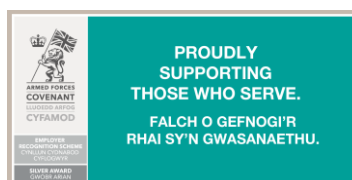
Not applicable to the Trust – Velindre University NHS Trust provides tertiary care.

7. 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

Not applicable to the Trust – Velindre University NHS Trust provides tertiary care.

8. 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

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- 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**

Not applicable to the Trust – Velindre University NHS Trust provides tertiary care.

- 9. 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**

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