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Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University  
NHS Trust



Gwasanaeth Gwaed Cymru  
Welsh Blood Service



Canolfan Ganser Felindre  
Velindre Cancer Centre

Pencadlys Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University NHS Trust Headquarters

2 Cwrt Charnwood  
Heol Billingsley  
Parc Nantgarw  
Caerdydd/Cardiff  
CF15 7QZ

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Date: 11<sup>th</sup> April 2023  
Ref: CORP 2023-052

Dear \*\*\*\*\*

**Freedom of Information request: Digital Communication with Patients CORP 2023 - 052**

Thank you for your request for the following information which we received on 23<sup>rd</sup> March 2023.

Your Request:

*Do you use any applications or tools to communicate with your patients digitally?*

*I am interested in all aspects of patient communication, but particularly:*

- Pre- and post-operative communication
- eConsent
- Outpatients
- Patient engagement at home
- Patient satisfaction

*Please advise of*

- the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.
- the suppliers presently providing such software solutions and contract values
- the contract award date and renewal date for such services

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





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The Trust's response:

The Trust has reviewed your request which is correctly formatted and complies with Section 8 of the Freedom of Information Act.

This letter acts a refusal notice under Section 17 in relation to the application of an Absolute Exemption under Section 40(1) and (2)(a) which states:

*(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.*

*(2) Any information to which a request for information relates is also exempt information if—*

*(a) it constitutes personal data which does not fall within subsection (1)*

This is because you have requested personal data for someone other than yourself:

*“the individual(s) (name and/or job title) with responsibility for developing digital communications with patients”.*

In relation to the remaining requested information:

*I am interested in all aspects of patient communication, but particularly:*

- *Pre- and post-operative communication*
- *eConsent*
- *Outpatients*
- *Patient engagement at home*
- *Patient satisfaction*

The attached spreadsheet provides the information requested.

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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. You must request 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](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff / Caerdydd  
CF15 7QZ  
Tel / Ffon - 029 20196161

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](mailto:wales@ico.org.uk)

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Yours sincerely,

Lauren Fear  
Director of Corporate Governance and Chief of Staff  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

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