



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



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: 18th July 2024
Ref: CORP 2024 - 125

Dear xxx

Freedom of Information request: FOI, SAR, PALS & Complaints data (CORP 2024 – 125)

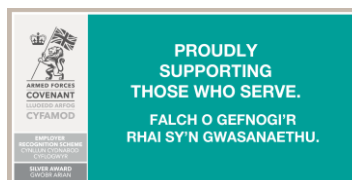
Thank you for your request for information which the Trust received on 27th June 2024.

Your Request:

	FOI	Non medical Subject Access Requests	Medical Subject Access Requests	PALS Queries	PALS queries that resulted in formal complaints	Formal Complaints received directly (not through PALS)
Number of cases/requests received in the last calendar year (2023)						
Of those requests/cases in 2023, the number answered within time limits for the request/case.						
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)						
Team/department that processes the request (name of team/department)						

Please find the Trust’s response below:

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu’r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.





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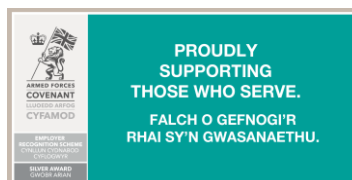


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	FOI	Non medical Subject Access Requests	Medical Subject Access Requests	PALS Queries	PALS queries that resulted in formal complaints	Formal Complaints received directly (not through PALS)
Number of cases/requests received in the last calendar year (2023)	218	N/A	186	N/A	N/A	57
Of those requests/cases in 2023, the number answered within time limits for the request/case.	162	N/A	151	N/A	N/A	100%
System/tool used to process requests/cases e.g. spreadsheets, in-house tools, specialist software (please name)	Excel Spreadsheet	N/A	Excel Spreadsheet	N/A	N/A	OFW Incident Management System – Datix
Team/department that processes the request (name of team/department)	Corporate Governance	N/A	Dealt with by Medico-Legal Clerk	N/A	N/A	Quality and Safety Team

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.

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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

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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