



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: 15th May 2025
Ref: CORP 25/26 - 017

Dear xxx

Freedom of Information request: Hospital Car Parks - QR Code Scams (CORP 25/26 – 017)

Thank you for your request for information which the Trust received on 17th April 2025.

Your Request:

1. *Have hospital parking enforcement officers (or equivalent role with oversight over hospital car parks) recorded/noted any incidents of fake or scam QR codes in hospital car parks owned or controlled by the trust? (Yes or No)*
2. *If the trust uses 3rd party operators to manage their hospital car parks - have these operators made the trust aware of any incidents of fake/scam QR codes in these car parks? (Yes or No)*
3. *Has the trust received any reports from members of the public relating to incidents of fake/scam QR codes in these car parks?*
4. *if yes to any of the above, please provide details of (i) how many and (ii) which sites these incidents took place at.*
5. *If held, please also provide documentation relating to the most recent five incidents (this may include photos/internal reporting/correspondence etc, redacted where necessary)*

Please find the Trust's response below:

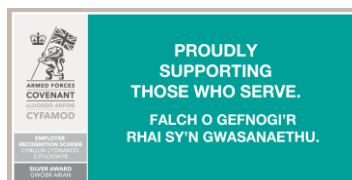
Car parks managed by Velindre University NHS Trust, including at Velindre Cancer Centre and the Welsh Blood Service, are managed in-house. The car parks are free to use and therefore there have not been any reported or recorded incidents of fake/scam QR codes.

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

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.



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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