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: 21st July 2026
Ref: CORP 26/27 - 039

Dear xxx

Freedom of Information request: Governance of Locally Developed Information Tools (CORP 26/27 – 039)

Thank you for your request for information which the Trust received on 15th June 2026. We apologise for the delay in responding.

Your Request:

1) *Has the Trust completed an audit or survey of locally developed or maintained information tools used within clinical or operational services in the last three years? If so, please provide the date of the most recent audit and a summary of its scope and principal findings. If no such audit has been completed, please confirm this.*

2) *Does the Trust's Board Assurance Framework or Corporate Risk Register currently include a risk entry relating to the use of clinical or operational information held outside the Trust's formally managed IT systems? If so, please provide the risk detail in full. If no such risk entry exists, please confirm this.*

3) *How many incidents (e.g. Serious Incidents, Patient Safety Incidents, data breaches, or formal complaints) in the last three years had a root cause or contributing factor related to the accuracy, availability, security, or governance of information held outside the Trust's formally managed IT systems? If the Trust does not categorise or record incidents in a way that would allow this question to be answered without a manual review of individual records, just confirm this rather than attempting the search.*

4) *Which role(s) within the Trust has designated responsibility for the oversight and governance of information tools used within clinical or operational services that sit outside the Trust's formally managed IT systems? Please provide the job title and directorate. If no role has designated responsibility, please confirm this. If disclosing the job title would identify a specific individual, please provide the directorate and pay band instead.*

5) *Has the Trust issued a current policy or guidance to staff regarding the creation, use, and governance of locally developed information tools used within clinical or operational services as defined above? If so, please provide a copy or a link to the published version. If no such policy exists, please confirm this.*

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For the purposes of this request, 'locally developed or maintained information tools used within clinical or operational services' means any spreadsheet, database, document, shared drive folder, whiteboard, paper-based tracker, printed patient list, or other digital or non-digital tool that contains patient-identifiable or service-level information and is created or maintained by clinical or operational staff outside the Trust's formally managed IT systems and record-keeping processes (such as the EPR, PAS, or other centrally supported applications). It does not need to contain patient identifiable data to be included, it just needs to be in use within clinical or operational services.

Please find the Trust's response below:

1) **Has the Trust completed an audit or survey of locally developed or maintained information tools used within clinical or operational services in the last three years? If so, please provide the date of the most recent audit and a summary of its scope and principal findings. If no such audit has been completed, please confirm this.**

   The Trust has not completed any centrally commissioned audit or survey specifically relating to locally developed or maintained information tools used within clinical or operational services during the last three years.

2) **Does the Trust's Board Assurance Framework or Corporate Risk Register currently include a risk entry relating to the use of clinical or operational information held outside the Trust's formally managed IT systems? If so, please provide the risk detail in full. If no such risk entry exists, please confirm this.**

   The Trust's current Board Assurance Framework and Corporate Risk Register do not contain any risk entries specifically relating to the use of clinical or operational information held outside the Trust's formally managed IT systems.

3) **How many incidents (e.g. Serious Incidents, Patient Safety Incidents, data breaches, or formal complaints) in the last three years had a root cause or contributing factor related to the accuracy, availability, security, or governance of information held outside the Trust's formally managed IT systems? If the Trust does not categorise or record incidents in a way that would allow this question to be answered without a manual review of individual records, just confirm this rather than attempting the search.**

   The Trust does not categorise or record incidents, patient safety incidents, data breaches or complaints in a manner that would enable incidents of this nature to be identified through a routine search.

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4) **Which role(s) within the Trust has designated responsibility for the oversight and governance of information tools used within clinical or operational services that sit outside the Trust's formally managed IT systems? Please provide the job title and directorate. If no role has designated responsibility, please confirm this. If disclosing the job title would identify a specific individual, please provide the directorate and pay band instead.**

   The Trust has not identified any role with specifically designated responsibility for the oversight and governance of "locally developed or maintained information tools" as defined within the request.

5) **Has the Trust issued a current policy or guidance to staff regarding the creation, use, and governance of locally developed information tools used within clinical or operational services as defined above? If so, please provide a copy or a link to the published version. If no such policy exists, please confirm this.**

   The Trust has not issued a policy specifically governing locally developed or maintained information tools as defined within the request.

As part of our duty to assist you, relevant requirements relating to information governance, records management, information security and the use of Trust information systems are addressed through the Trust's wider information governance framework and associated policies - https://velindre.nhs.wales/about-us/policies/.

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:

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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

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.