

Direct Line: 03000 252137  
E-mail: [Abubakar.Askira@gov.wales](mailto:Abubakar.Askira@gov.wales)

24 August 2022

Dear \_\_\_\_\_,

### Reference - ATISN 16556 - Request for Information

Thank you for your information request received on 3 August 2022. A response to your information request is provided below:

1. Number of issues, complaints or concerns raised in the period from 1 July 2021 to 1 August 2022 for St Kentigern Hospice Upper Denbigh Rd, Saint Asaph LL17 0RS

HIW did not receive any issues, complaints or concerns about St Kentigern Hospice during the period 1 July 2021 to 1 August 2022.

2. Number of issues, complaints or concerns raised in the period from 1 July 2021 to 1 August 2022 for Nightingale House Hospice Chester Rd, Wrexham LL11 2SJ.

HIW received a total of 8 concerns about Nightingale House for the period 1 July 2021 to 1 August 2022.

HIW operates within the Welsh Government's framework for handling Freedom of Information requests. If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedomofinformation@gov.wales](mailto:Freedomofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

**To check that healthcare services are provided in a way  
which maximises the health and wellbeing of people**

**Gwirio bod gwasanaethau gofal iechyd yn cael eu darparu  
mewn ffordd sy'n mwyaflu iechyd a llesiant pobl**

Llywodraeth Cymru / Welsh Government  
Parc Busnes Rhydycar / Rhydycar Business Park  
Merthyr Tudful / Merthyr Tydfil  
CF48 1UZ  
Tel / Ffôn 0300 062 8163  
Fax / Ffacs 0300 062 8387  
[www.hiw.org.uk](http://www.hiw.org.uk) / [www.agic.org.uk](http://www.agic.org.uk)

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely