

29 March 2023

Dear

Subject - ATISN 17239 - Request for Information - Forest View Medical Centre

Thank you for your information request received on 4 March 2022. A response to your information request is provided below:

1. *Please can you outline how many complaints have been received about Forest View Medical Centre, Treorchy in the period since 1 April 2022. Please categorise these complaints eg appointments system, medical concerns etc.*

Since 1 April 2022, HIW has received a total of 5 concerns in relation to Forest View Medical Centre, Treorchy.

These concerns were in relation to the following:

- 3 - appointments.
- 1 - staffing issue.
- 1 - unavailability of clinician for advice / follow up.

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

Please remember to quote the ATISN reference number above.

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