



Ref: ATISN 17370

5 April 2023

Dear ,

### **ATISN 17370 – NHS Letters**

Thank you for your request which I received on 05 April. You asked for:

1. *How many letters were sent via post*
2. *How many appointment and appointment reminder letters sent via post*
3. *How many change of appointment letters sent via post*
4. *How much is spent on post for change of appointment letters?*
5. *How many pre-admission and pre-arrival letters sent via post*
6. *How much is spent post for pre-admission and pre-arrival letters?*
7. *How many pages are in the average letter sent via post*
8. *How much is the total printing costs of letters sent via post*
9. *How much is the total stamp / franking costs of letters sent via post*
10. *How much is spent on post in total*

*If it is possible, I would like this information to be broken down by NHS Trust and given as a total for the NHS Wales, across a 5 year period, up until 31st March 2023. If it is not possible to retrieve the data in this exact format, then please share what is available and detail of the timeframes.*

### **Response**

The Welsh Government does not hold the information you have requested. You will need to contact the health boards and trusts individually. Please see below a link to contact details for each health board and trust.

[NHS Wales health boards and trusts | GOV.WALES](#)

### **Next Steps**

The request you sent me contains personal information about you - for example, your name and address. The Welsh Government will be the data processor for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response.

We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer  
Welsh Government  
Cathays Park  
CARDIFF  
CF10 3NQ  
Email: [DataProtectionOfficer@gov.wales](mailto:DataProtectionOfficer@gov.wales)

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: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@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,