

9 February 2024

Dear

### **ATISN 20116 – Penalties**

Thank you for your email which was received on 22 January 2024 and has been dealt with under the Freedom of Information Act (2000). You referred to NHS Penalties and requested the following:

*Please can you provide me the financial penalties, in health board and chronological order, that have been imposed on Welsh NHS health boards for:*

- 1. Not having a Welsh sign displayed with an English sign.*
- 2. Not having a Welsh sign displayed to the left or above an English sign.*
- 3. Employees not answering the phone in Welsh.*
- 4. And approximately how many NHS appointments have been lost due to Welsh NHS health boards paying these penalties please?*

### **Our Response**

Welsh Government does not hold this information, you may wish to contact the Health Boards individually and I have provided the link to do so here: [Contact Us - NHS Wales](#)

### **Next steps**

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,