

12 November 2024

Dear

ATISN 22083 – NHS PALS

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 7 November 2024.

You have requested the following:

- 1. Details of how often the PALS IVR line on 03000 851234 plays out a message stating that no call handlers are available and to call back at another time?*

Our Response

1. Welsh Government does not hold this information. We suggest that you contact the Patient Advice and Liaison Service (PALS) Interactive Voice Response (IVR) in Betsi Cadwaladr University Health Board. Please see link: [Contact the Patient Advice and Liaison Service \(PALS\) - Betsi Cadwaladr University Health Board](#)

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

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,