

10 February 2024

Dear

## **ATISN 24349 – Emergency Dental Services**

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 09 February 2025 relating to emergency dental services and refer to *NHS 111 Emergency Dental Services for the Ynys Mon Area during the period: 17:00 Friday 7th Feb 2025 until 09:00 Monday 10th February 2025.*

You requested the following:

- 1. The minimum acceptable levels of Dentist support specified by NHS Wales for the above?*
- 2. The names and addresses of Dental Practices who were actually on-call and supporting NHS 111 Emergency Dental Services during this period.*
- 3. The hours of work and the number of qualified Dentists who were made available by the above Practices during this period.*
- 4. The approximate population and description of the area covered by the above Dentists.*
- 5. The remuneration paid or offered to Dental Practices who were on-call.*
- 6. The number of patients who requested treatment and the number of patients who were actually offered and given treatment during this period.*

## **Response**

Welsh Government does not hold the information you have requested. You may wish to contact Betsi Cadwaladr University Health Board for the information that you are seeking and can contact them directly using the following link: [bcu.foi@wales.nhs.uk](mailto:bcu.foi@wales.nhs.uk)

## **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,