



Ref: ATISN 26356

12 November 2025

Dear ,

ATISN 26356 – Digital Health Care

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 10 November 2025 regarding the introduction of an online digital access for health in Wales.

You requested the following:

1. *Copies of all contracts, procurement documentation, supplier award letters or pilot-project agreements associated with the introduction of a digital identity verification/online authentication service that enables citizen access to health or social-care portals (for example, via the NHS Wales App) in Wales.*
2. *For each contract or procurement: the name of the supplier, date of award, contract value, contract duration (start and end date), and a brief description of the service scope (e.g., identity verification, authentication, portal access enrolment).*
3. *Data on the rollout or pilot of the service: number of citizen users enrolled to date, number of identity verifications completed, number of users successfully granted portal access, and any related performance metrics or targets and whether they have been met.*
4. *Copies of any monitoring, evaluation or audit reports, and any governance or decision-making documents (such as board papers, internal review papers) related to the scheme.*

Our Response

- 1 & 2 The Welsh Government does not hold this information. Please see advice below.
- 3 The latest NHS App Dashboard states “As of 10 November 2025, 3,995 patients have completed the Welsh Identity Verification Service (WIVS) process.”
- 4 The Welsh Government does not hold this information. However, we recently published a Welsh Health Circular on [identity verification for digital health services in primary care](#).

As advised in our acknowledgement letter of 10th November, you may wish to contact Digital Health and Care Wales (DHCW) directly as it is likely that they will have significantly more



information about the Welsh Identity Verification Service (WIVS) than us. DHCW can be contacted on the following:

Email: [Freedom of Information Requests](#)
[Freedom of information - Digital Health and Care 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

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,