

15 October 2026

Dear

ATISN 27542 - District Nurse Service

Thank you for your request to Welsh Government for information under the Freedom of Information Act (2000) received on 19 of September relating to relating to the District Nurse Service in Cardiff, which is administered by Cardiff and Vale University Health Board. Following clarification received on 23 of September, you asked for:

Information held between the period 1/01/2024 until the date of your request 19/09/26:

1. *Copies of the most recent report held in relation to the District Nurse Service in Cardiff.*
2. *Copies of any documents held regarding how the District Nurse Service in Cardiff operates.*
3. *Copies of any information or documents held concerning how the District Nurse Service removes or discharges patients from the service.*
4. *Copies of any information or documents held that explain what evidence Cardiff and Vale University Health Board maintains or relies upon to justify the withdrawal of District Nurse services from patients, and how that removal is evidenced by Cardiff and Vale NHS Trust and by NHS Wales / Welsh Government.*
5. *Copies of any documentation held that outlines how decisions are made regarding the provision, continuation, or withdrawal of District Nurse services. This includes (but is not limited to) any decision-making frameworks, decision trees, protocols, pathways, criteria, or guidance.*
6. *Copies of any information held regarding who is informed when decisions are made to remove or withdraw District Nurse services from a patient (for example, the patient, their family/carers, GPs, or other professionals).*
7. *A list or description of any other documents or records held that relate to complaints or concerns involving the District Nurse Service in Cardiff.*
8. *Details of complaints made about the service and their outcomes, how the complaints are registered and progressed.*

Our Response

- 1 & 2. The Welsh Government holds information relating to part 1 of your request at Doc 1 and part 2 of your request at Doc 2. Any information which is not in scope of your request has been redacted.

Please note the caveat that the information is reliant on management data and as such more caution should be applied regarding data quality due to the data sources.

3. The Welsh Government does not hold this information, as these are operational decisions often made on a patient-by-patient basis. You may wish to contact Cardiff and Vale University Health Board for this information - <https://cavuhb.nhs.wales/about-us/governance-and-assurance/freedom-of-information/>
4. Please see response for part 3 above.
5. Please see response for part 3 above.
6. Please see response for part 3 above.
7. The Welsh Government does not hold this information The Welsh Government sets the policy for how complaints about NHS services in Wales are handled, but we do not have a role in investigating or processing individual complaints.

A complaint or concern relating to a health service, must be dealt with by the relevant health board medical providers responsible for the patient's care. Prior to 1 April 2026 this would have been actioned in accordance with the Putting Things Right process [NHS Wales complaints and concerns: Putting Things Right | GOV.WALES](#). From 1 April 2026 the relevant independent NHS Wales concerns process is "Listening to People": [Listening to people: NHS Wales complaints, incidents and redress process | GOV.WALES](#).

8. See response for part 7 above.

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,