

4 May 2023

Dear

ATISN 17452 – Pharmacies

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 03 May 2023 relating to community pharmacies. You requested the following:

- *How many times, dates and sanctions imposed on pharmacies in Holyhead and Bangor that closed during their contracted hours since December 2022 until now, you are interested in Tesco Holyhead and Bangor.*
- *Since December 2022, how many pharmacy branch closures in Holyhead and Bangor Gwynedd, have been reported as closed during its pharmacy's core and supplementary hours?*
- *Please provide for each instance of a pharmacy closure:*
 - *The date on which this occurred*
 - *The name of the pharmacy at which this occurred*
 - *The address of the pharmacy at which this occurred*
 - *The number of hours for which the pharmacy was closed*
 - *The times between which the pharmacy was closed*
 - *The reason(s) cited for the closure by the person or organisation reporting it, if any*
 - *The expected hours of pharmacy opening according to its core hours as per the terms of service stipulated*
 - *The expected hours of pharmacy opening according to their contract*
 - *Details of any corrective action taken / sanction imposed / fines/ levies*

Response

The Welsh Government does not hold the information you have requested. This information may be available from Betsi Cadwaladr University Health Board, and you may wish to contact them on this matter by using the following contact point: 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

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,