

Direct Line:
E-mail: HIW@gov.wales

25 July 2023

Dear

Reference - ATISN 18665 - Betsi Cadwaladr UHB Vascular Services

Thank you for your information request received on 29 June 2023. A response to your information request is provided below:

1. How many patients did you speak with?

We spoke with 15 patients.

2. Of those patients you spoke with, how many of these had their [sic] comments were included in the report?

All patient conversations were considered, and where appropriate, were summarised within the report.

3. How did you go about recruiting patients for this purpose?

We selected patients who were present onsite at the time of our fieldwork. These were patients who had received vascular surgery.

4. How many staff received the questionnaire?

HIW promoted the survey through our external facing website and corporate social media channels. We also produced and distributed a poster to be used by the health board across the vascular service to promote our survey. The survey may have been shared further by health board staff. It therefore not possible to report precisely how many staff received the questionnaire, however, we can confirm that we had a response rate of 21 staff to the questionnaire and a further 21 occasions where the questionnaire was accessed but not completed.

HIW operates within the Welsh Government's framework for handling Freedom of Information requests. 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

To check that healthcare services are provided in a way which maximises the health and wellbeing of people

Gwirio bod gwasanaethau gofal iechyd yn cael eu darparu mewn ffordd sy'n mwyafu iechyd a llesiant pobl

Llywodraeth Cymru / Welsh Government
Parc Busnes Rhydycar / Rhydycar Business Park
Merthyr Tudful / Merthyr Tydfil
CF48 1UZ
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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: Freedomofinformation@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