

24 September 2026

Dear

Complaint in respect of ATISN 27352 – Free Prescriptions

I am responding to your email which was received on 03 September and acknowledged on 07 September 2026. In your e-mail you asked us to review the response issued to your request for information under the Freedom of Information Act 2000 (FOIA). This letter is to inform you of the outcome.

In your Freedom of Information request dated 15 August, you requested details of any research, evaluations, reports or analysis held by the Welsh Government which examine whether abolishing prescription charges improved access to medicines, reduced secondary-care use or generated wider NHS Wales savings, and any related cost-benefit, cost-effectiveness or health-economic assessment since 2007.

I can confirm that a search was undertaken and it was established that one document fell into scope of your request (Doc 1). This was primarily a discussion paper developed for Ministers to consider and assist with future development of policy around free prescriptions in Wales. As such, no decision was made in relation to the information and analysis contained within and it was concluded it would not be within the public interest to make this document freely available and as such this document was entirely withheld under section 35 1(a)— the formulation or development of government policy as outlined in our previous response.

I have reviewed the discussion paper again and concluded that it contains a summary of factual research and analysis drawn from information which is already in the public domain and some information which should be withheld under section 35.

A further search has identified a further paper deemed within scope of your request containing factual analyses, which has also now been reviewed (Doc 2).

I have reviewed our response to your FOI request in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet.

On this occasion, it is my view we should have provided a redacted version of Doc 1 and the full version of Doc 2 in response to your request. I can therefore confirm I have decided to uphold your complaint and have enclosed copies of these two documents identified through the initial search and review of your complaint.

Next Steps

If you remain dissatisfied with this response you also have the right to complain to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545 745
Fax: 01625 524 510
[FOI and EIR complaints | ICO](#)

Also, if you think that there has been maladministration in dealing with your request, you have the option to make a complaint to the Public Services Ombudsman for Wales who can be contacted at:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
Bridgend
CF35 5LJ

Telephone: 0845 6010987 (local rate)
Email: ask@ombudsman-wales.org.uk

Yours sincerely,

Alex Slade
Director of Strategy & Director of Primary Care and Mental Health
Health, Care and Prevention Group