ATISN 26-0036

11 November 2026

Dear

Thank you for your information request received on 15 October 2026. A response is provided below.

Your Request

Under the Freedom of Information Act 2000, I would like to request the following information about registered providers offering testosterone replacement therapy (TRT) or other hormone therapy for men, for each of the 2025/26 and 2019/20 financial years:

(a) the number of such providers registered with the HIW

(b) the number of concerns, complaints or pieces of information of concern the HIW received about these providers

(c) the number of enforcement actions the HIW took against these providers, including against any found to be operating without registration

I am asking only for information that can be identified from searchable fields in your systems, such as service types, regulated activities or keyword searches of provider descriptions, and not for case files to be reviewed manually. If the HIW cannot identify testosterone therapy providers from its records, please confirm this.

If this request would exceed the appropriate cost limit, please advise me under section 16 what information you could provide within it.

Our Response

(a) There were no providers registered with HIW offering testosterone replacement therapy (TRT) or other hormone therapy for men during the financial year 2019-2020.

Based on the information identified from searchable records, the following providers were registered with HIW during the 2025/26 financial year. Please note that Kratos appears twice due to overlapping registrations for Willcox House and UFIT, although it operated from only one location at any one time.

Setting	**Date Registered**	**Date Deregistered**
*Kratos (Willcox House)	Mar-26	n/a
*Kratos (UFIT)	Aug-22	Jun-26
Hexagon Health	Mar-25	n/a

Circumcision Centre Wales Excel Clinic	Jul-23	n/a
Rosmedics	Oct-20	n/a
Neo Medical Health	Feb-24	n/a

Please note that the information provided has been identified through searches of searchable fields within our records management system and, in accordance with your request, we have not manually reviewed individual documents or case files, including Statements of Purpose, to identify references to testosterone therapy.

(b) HIW has not received any concerns, complaints or pieces of information of concern about these providers.

(c) HIW has not undertaken any enforcement action against these providers or against any providers operating without registration.

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