

16 July 2024

Dear

ATISN 19717 – NHS 111 System

Thank you for your email received on 3 July 2024 which was dealt with under the Freedom of Information Act (2000). You have requested the following:

Please provide the cost benefit analysis of Wales' NHS 111 system and service since its implementation across Wales in 2021.

Our Response

For NHS 111 Wales, the Welsh Ambulance Service NHS University Trust are responsible for the delivery of clinical assessment and triage, health advice and information by telephone and online services to the population of Wales.

Following a search of our paper and electronic records, I have established that the information you require is not held by the Welsh Government. We keep the NHS 111 Wales Service under review through a number of governance mechanisms.

As of 1 April 2024, the NHS Wales Joint Commissioning Committee (JCC) is now responsible for planning and commissioning of these services, which will include holding the Welsh Ambulance Service NHS University Trust to account for quality, experience, outcomes and value. You may wish to contact the JCC on nwjccasc@wales.nhs.uk for information you are seeking.

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,