

Our Ref: JP/rmb/FOI 20-305

Direct Line: 01633 435956  
Email: [FOI.ABB@wales.nhs.uk](mailto:FOI.ABB@wales.nhs.uk)

14 October 2020

Mr Rob Morgan  
[request-691626-ab890f41@whatdotheyknow.com](mailto:request-691626-ab890f41@whatdotheyknow.com)

Dear Mr Morgan

Thank you for your request for information under the Freedom of Information Act, received on 16 September 2020, reference number **FOI 20-305**. I can confirm that the Aneurin Bevan University Health Board has completed a search of its records and has established that it does hold information falling within the confines of your request. Please find below the response to your request.

**Please could you confirm what private company provide the staff who operate the patient Offload Department at the Royal Gwent?**

The company used is ID Medical.

**Also can you state what grade of staff operate this unit, is it only paramedics, or do you utilise paramedics and technicians or double paramedics from the private service?**

Paramedics operate the unit, as requested via the tendering process.

I hope that you find this information useful. If you are not satisfied that all of the information you have requested has been provided, or because of the way your request has been handled, you have the right to request a review. This would be looked into in accordance with the Information Commissioner's Office (ICO) guidelines, which state that a request for review should be received within two months of you receiving the Health Board's response to your request for information. The ICO also recommends that public authorities carry out internal reviews within 20 working days. Please contact Richard Bevan, Board Secretary, Aneurin Bevan University Health Board, Headquarters, St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ, email: [Richard.Bevan@wales.nhs.uk](mailto:Richard.Bevan@wales.nhs.uk) in the first instance if you wish to request a review.

If you are still dissatisfied at the end of the review, you have the right to take your complaint directly to the Information Commissioner, who can be contacted at the following address:

Information Commissioner's Office - Wales  
2<sup>nd</sup> Floor  
Churchill House  
Churchill Way  
Cardiff  
CF10 2HH

Telephone: 0330 414 6421

Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

In the meantime, if you have any other queries please do not hesitate to contact Richard Bevan on the contact details provided above.

Yours sincerely



**Judith Paget**  
**Prif Weithredwr/Chief Executive**