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Public Health
Wales

Freedom of Information request to Public Health Wales

FOI Reference:	FOI 417
Date request received	25 August 2020
Date information is due to be sent	23 September

Information Requested:

Under the Freedom of Information Act, please could I request the following information:

- 1) Please list the services that require users to verify their identity by sending in physical forms of documentation (e.g. a passport)?
 - 1a) For each of these services, how many identities were verified in this way in your 2019/20 financial year, and what did it cost to process?
 - 1b) Are these verifications performed by a third party or conducted by an in-house team?
- 2) Please list the services that allow users to use a digital method for proving their identity; and name the methods used (e.g. Gov.UK Verify or other equivalent digital biometric identity method)?
 - 2a) For each of these services, how many identities were verified in this way in your 2019/20 financial year, and what did it cost to process?

By 'identity verification' I mean the same definition used by Government which is 'a digital identity is information used by computer systems to represent a unique person, organisation, application or device. So for a citizen or consumer, a "digital identity" is a trusted way of proving one or more attributes about themselves online or offline and the linkage of those attributes to that same person as a uniquely identifiable individual.'

Information provided for the answer:

Thank you for your recent request. The only service that Public Health Wales require users to verify their identity is when they submit a Subject Access Request. We ask the individual to provide photographic identification to prove they are entitled to receive the information. In 2019, we requested this on 12 occasions.

This is done in-house, via email by the Information Governance team as part of their job role and there is no additional cost to the organisation.

For recruitment purposes, new staff are required to provide photographic ID as part of the new hire process. All recruitment services are handed by the NHS Wales Shared Services Partnership. You can contact them here: shared.services@wales.nhs.uk

For other NHS patient services, you would need to contact the local health board and ask them directly. I have included their contact details below for your convenience.

Aneurin Bevan University Health Board

<http://www.wales.nhs.uk/sitesplus/866/page/39187>

Betsi Cadwaladr University Health Board

<http://www.wales.nhs.uk/sitesplus/861/page/39134>

Cardiff and Vale University Health Board

<http://www.cardiffandvaleuhb.wales.nhs.uk/freedom-of-information-new>

Cwm Taf Morgannwg University Health Board

<https://cwmtafmorgannwg.wales/foi/>

Swansea Bay University Health Board

<https://sbuhb.nhs.wales/about-us1/foia/>

Hywel Dda University Health Board

<http://www.wales.nhs.uk/sitesplus/862/page/52085>

Powys Teaching Health Board

<http://www.powysthb.wales.nhs.uk/freedom-of-information>

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, you should write to the Corporate Complaints Manager, Public Health Wales NHS Trust, 3, Number 2, Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ.

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust. The Information Commissioner can be contacted at:

Information Commissioner for Wales

2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 029 2067 8400

Email: wales@ico.org.uk