



Date issued: 12 February 2019

Royal Gwent Call Centre

I am writing in response to your request for information dated 06 February 2019 in which you requested information regarding the Royal Gwent Call Centre.

For ease of reference, I have reproduced your question below and set out our corresponding response.

Has an Audit been carried out recently by the Welsh Audit Office at the Royal Gwent Call Centre. Has a copy of the report been sent to Richard Bevan, Secretary to the A.B.H.B. at Caerleon. If an Audit report is available, may I have a copy without further delay.

The Auditor General for Wales has not carried out an audit at the Royal Gwent Call Centre and accordingly we do not hold an audit report. It appears that the Health Board's own Internal Audit Team has completed a review on 'Patient Experience' but we were not involved in that work. You may wish to contact the Health Board to request a copy of that report.

If you have any queries, or questions about my handling of your request, please do not hesitate to contact me.

Yours sincerely

Information Officer