

Reference:	FOI.19155.25
Subject:	District Nurses (DN)
Date of Request:	19 December 2025

Requested:

1. What is the organisational structure of District Nursing services in the Llanelli area?
2. Who is the responsible manager for District Nursing provision in the Swiss Vally area of Llanelli?
3. Do you have contact details (tel., email) for same?
4. Which member of the Executive Board has overall responsibility for the District Nursing service?
5. Is there a code of practice that covers the provision of District Nursing services or one that covers the wider Hywel Dad University Health Board.
6. Does the Health Board have a formal complaint process?

Response:

1. Hywel Dda University Health Board (UHB) does not hold the requested information as it does not currently have an organisation chart for the District Nursing Service (DNS).
2. The UHB confirms that the DNS manager for the Swiss Valley area of Llanelli is Iona Evans, Head of Nursing Carmarthenshire System.
3. The contact email address is iona.evans@wales.nhs.uk
4. The Executive Director with overall responsibility for the DNS is Andrew Carruthers, Chief Operating Officer.
5. The UHB confirms that Registered Nurses, including DNs, uphold the Nursing and Midwifery Council (NMC) The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates. For ease, a link to the NMC website has been provided below, where The Code can be viewed or downloaded:

[The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates - The Nursing and Midwifery Council](#)

Additionally, Healthcare Support Workers (HCSW) follow the Code of Conduct for HCSW in Wales, which is available of the Health Education and Improvement Wales (HEIW) website. For ease, a link to the document has been provided below:

[e2871 NLIAH NHS HSW Booklet ENG](#)

6. The UHB confirms that it does have a complaint process using 'Putting Things Right'. Details on how to raise a concern or complaint is available on the UHB's website. A link to the relevant webpage has been provided below:

[Patient support services \(complaints & feedback\) - Hywel Dda University Health Board](#)