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| Reference: | FOI.18747.25 |
| Subject: | Telephone contact details |
| Date of Request: | 3 November 2025 |

Requested:

1. Would HDUHB confirm the telephone number for HDUHB Freedom of Information Office?
2. Would HDUHB confirm the telephone number for HDUHB Governance Office?
3. Would HDUHB confirm the telephone number for HDUHB Corporate Office?
4. Would HDUHB confirm the telephone number for HDUHB Communications and Engagement Director?
5. Would HDUHB confirm that telephone calls to these numbers are recorded?

Response:

Hywel Dda University Health Board (UHB) has applied an exemption under Section 21 of the Freedom of Information Act 2000 (FoIA), as some of the information requested is already within the public domain and is accessible by another means. Some of the telephone numbers requested are available on the UHB's website.

Links to the relevant webpages have been provided overleaf.

1. Freedom of Information team contact details - [How to make an information request - Hywel Dda University Health Board](#)
2. The UHB does not have a specific Governance Office, as Governance is divided into multiple teams. The UHB has an Information Governance team whose contact details are available on the UHB's website and can be accessed via the link provided below.

[Contact the Information Governance team - Hywel Dda University Health Board](#)

In relation to the Corporate Governance directorate, the only team to have a dedicated phonenumber is the Freedom of Information team, however, the UHB's Corporate Information Office can also be contacted via this telephone number. A link to the contact details have been provided in response to question 1.

3. Corporate Offices contact details - <https://hduhb.nhs.wales/healthcare/services-and-teams/general-enquiries/>
4. Director of Communications and Engagement contact details - [Director of Communications and Engagement - Hywel Dda University Health Board](#)
5. The UHB can confirm that telephone calls to these numbers are not recorded.

The UHB is aware that during the last week of October, the telephone lines in Hafan Derwen were temporarily unavailable due to the modernisation of the UHB's telephony infrastructure, and the

transitioning from the outdated Public Switched Telephone Network (PSTN) to a modern, internet-based system.

The upgrade has been successfully implemented and the telephone numbers referred to are now fully available.