



Our ref: WQ87126

Peter Fox MS  
Senedd Constituency Member for Monmouth

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24 January 2023

Dear Peter

Thank you for your recent written question asking me what steps the Welsh Government is taking to reduce delays in ambulance handovers in the Monmouth constituency.

As I stated in my response to WQ83864, ensuring sufficient capacity to facilitate timely handover for patients and crews is the operational responsibility of Aneurin Bevan University Health Board.

Each health board in Wales has developed an ambulance handover improvement plan and committed to handover improvement trajectories for each major emergency department, with an initial focus on eradicating delays over four hours and reducing the average number of minutes lost per ambulance arrival.

The Aneurin Bevan UHB plan includes a range of actions focusing on admission avoidance schemes, reducing delays at the front door, improving flow, improving discharge pathways and increasing community capacity to facilitate timely discharge.

We have started to see improvement in ambulance patient handover performance and a reduction in lost hours in some areas, supported by the national ambulance improvement plan. In Aneurin Bevan University Health Board, there has been an improving trend for the number of patients handed over within 15 minutes and within one hour since October 2022.

In light of the continued significant challenge around ambulance patient handover and the impact it is having on ambulance response times, I also hosted an emergency summit with health boards on 28<sup>th</sup> November. At the summit, I highlighted my concerns around patient safety and experience as a consequence of these delays and set out my expectations. I also sought assurance from health boards on their commitment to improve the timeliness and safety of patient handovers.

The Emergency Ambulance Services Committee continues to facilitate fortnightly collaborative meetings involving health boards and WAST to identify and operationally

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

implement handover delay improvement schemes. Intelligence from these meetings help to inform discussions with health boards at monthly Integrated Quality Planning and Delivery (IQPD) meetings.

I hope this information is helpful.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'M. E. Morgan'.

**Eluned Morgan AS/MS**

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services