



Ein cyf/Our ref: WQ83387

Sian Gwenllian MS
Senedd Member for Arfon

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1 October 2021

Dear Sian

Thank you for your recent Written Questions asking me how the Government is responding to the increasing pressure on the ambulance service in Arfon/Gwynedd.

I have received the first iteration of the Emergency Ambulance Services Committee Delivery Plan, which sets out a range of time-bound actions, to be delivered between now and the end of March 2022.

Key actions outlined in the plan include:

- Improved forecasting to better understand and plan for actual demand and match resourcing accordingly;
- Continued implementation of recommendations from the independent demand and capacity review, including commitment to recruit 36 new staff immediately and use of fire and rescue service crews;
- Demand management – controlling the demand on services whilst ensuring patients are safe and receive the care they need in the place that they need it;
- Physician Triage and Assessment (PTAS) - Health Board clinicians directly managing appropriate patients remotely, and redirecting to clinically safe alternatives when appropriate.

These actions should enable the Welsh Ambulance Service to better manage 999 demand in the community, increase capacity, improve responsiveness to people with time-sensitive complaints and enable improvement in ambulance patient handover.

In light of current pressures and anticipated winter demand, the Welsh Ambulance Services Trust is also working with the military to explore opportunities for military personnel to support delivery of ambulance services over the coming months.

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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.

Further actions are also in place, or under rapid development, to enable health boards, the ambulance service and Regional Partnership Boards to improve delivery through whole system solutions to better manage patients in the community and improve the flow of patients through the hospital system and out into the community when ready.

I expect to receive monthly updates on progress against the plan and my officials will be meeting with the Emergency Ambulance Services Committee management team on a regular basis as part of ongoing assurance mechanisms to ensure this work is undertaken with pace and purpose.

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