



Ein cyf/Our ref: WQ91631

Gareth Davies MS
Senedd Constituency Member for Vale of Clwyd

Gareth.L.Davies@senedd.wales

20 March 2024

Dear Gareth,

Thank you for your recent Written Questions asking if I will outline what the Welsh Government is doing to curb verbal abuse of NHS staff by patients.

The NHS in Wales takes abuse of its staff very seriously. In Wales, we have the Anti-Violence Collaborative which has a membership made up of representatives from NHS Wales, the Police, CPS, Welsh Government and trade unions.

We also have the 'Obligatory responses to violence in healthcare' agreement which sets out the responsibilities of partners when dealing with violent or aggressive incidents relating to NHS staff. The agreement focuses on incidents that need to be addressed by the criminal justice system, including:

- Improving the reporting of violent incidents
- Strengthen the investigation and prosecution process by improving the quality and timeliness of shared information
- Improve victim and witness care and confidence
- Raise the issues of violence and aggression against NHS staff as well as the action that will be taken by all parties.

The Anti Violence Collaborative are currently refreshing the 'Obligatory responses to violence in healthcare' agreement strengthening the duties of our partners in keeping our staff safe from all types of abuse.

Yours sincerely,

Eluned Morgan AS/MS
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

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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.