



Ein cyf/Our ref: WQs 92239 & 92240

Andrew R.T. Davies MS  
Senedd Regional Member for South Wales Central

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Dear Andrew,

Thank you for your recent Written Questions asking what action is the Welsh Government taking this calendar year to improve the effectiveness of A&E departments in Wales and what is the Welsh Government doing to help relieve pressure on A&E departments that are subject to prolonged exceptional demand?

We published the [Six Goals for Urgent and Emergency Care policy handbook](#) in 2022 – our five-year strategy to drive a whole-system transformation to improve access to urgent and emergency care.

Ensuring people can access care in the right place, first time is at the heart of the strategy, including helping people safely avoid the emergency department and access care closer to home, whenever clinically appropriate. Health boards have been allocated up to £6m over the past two years to deliver local six goals programme.

We have also published the [Quality Statement for Care in Emergency Departments](#), which sets out the outcomes and standards people should expect to receive when accessing care in high-quality emergency departments across Wales. The statement is a product of engagement with NHS staff and the public and was developed in collaboration with clinical leaders and supported by the Royal College of Emergency Medicine.

Health boards will be supported to deliver the quality statement and the priorities by the NHS Executive through the national Six Goals for Urgent and Emergency Care Programme, and the strategic clinical network for critical care, trauma and emergency medicine.

In 2024-25, health boards will focus their plans on the delivery of a small number of clinically-endorsed priorities:

- Reduce risk of harm caused by crowding in emergency departments.
- Improve patient experience by better quality facilities and alignment of the right workforce capacity to respond to patient demand.

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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.

- Deliver faster triage and assessment processes, which support clinical prioritisation,
- Deliver faster and more effective patient referral and streaming processes to help people receive the right specialist care more quickly.
- Deliver sustainable working practices to support decarbonisation and maximise efficiencies.
- Develop improved data quality to support planning and improve experience and outcomes.
- Review and implement emergency department measures that reflect what matters most to patients and staff.

We will continue to closely monitor progress and the Minister has committed to providing an update to Members against the priority actions ahead of winter 2024-25.

Yours sincerely,

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

**Eluned Morgan AS/MS**

Cabinet Secretary for Health and Social Care

Ysgrifennydd y Cabinet dros Iechyd a Gofal Cymdeithasol