

Llais,
33-35 Heol y Gadeirlan,
Caerdydd,
CF11 9HB

Llais,
33-35 Cathedral Road,
Cardiff,
CF11 9HB



By email only

15 March 2024

Dear Chief Executive,

Following the publication on the 12 March 2024 of the papers for the next meeting of the Emergency Ambulance Services Committee (EASC) on 19 March 2024, Llais has prepared an update for consideration by all Health Boards at their forthcoming Board meetings.

Llais had access to meeting papers, including the final Emergency Medical Retrieval and Transfer Service (EMRTS) review recommendation report, at the same time as the public on 12th March 2024.

Llais raised concerns with the EMRTS review team before Phase 3 that the timescales of this last stage were tight and shared concerns that these timescales should not compromise the important need of meaningful consideration of the comments, views, issues, and concerns shared by individuals during Phase 3 nor the final decision-making process.

Throughout the process The Board of Community Health Councils/ Llais have listened and shared what has been heard with CASC, EASC and the seven Health Boards.

This summary builds on the Llais feedback given throughout the process and relates to Phase 3, recognising that the concerns and issues raised have been consistent throughout the process.

What have we heard?

We have predominantly heard from the communities of Mid and North Wales; the feedback Llais has seen largely mirrors the themes reflected in the EMRTS Phase 3 Engagement report.

Cadeirydd / Chair: **Athro / Professor Medwin Hughes DL**

Prif Weithredwr / Chief Executive: **Alyson Thomas**

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In addition, Llais has heard:

- People and communities are not reassured of the impact of the proposal on rural areas.
- People and communities are not reassured that there will be no impact by the decision to move bases.
- People feel strongly that Option A and B will lead to a further reduced emergency provision in rural Wales – DGH/ WAA/WAST (particularly given red call response time statistics) (*Llais recognises that this is somewhat addressed in the final report recommendation 4*)
- Concerns about further erosion of services to rural areas.
- People and communities do feel they have been engaged with, but some report not feeling listened to.
- A continuous feeling, as per other phases, that a decision had been made before any engagement had been undertaken.
- People found it hard to understand because of the complexity and volume of the documentation, and the lack of clearly summarised information for those who wanted the facts.
- The workshop (to decide on shortlist of options) was not inclusive i.e. no community representation.
- That the only two options provided in Phase 3 were option A) a base in Rhuddlan and option B) a base in Rhuddlan with an RRV in Wrexham.
- Conflicting analysis of EASC's data [by a member of a campaign group]

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Llais' observations

Although NHS bodies retain the responsibility for service change, it is important that they work in partnership with their communities and develop proposals in a genuinely co-designed way. Llais remains concerned that not enough clear and easy to understand information was provided for people to be able to engage effectively in Phase 3 and for informed views to be considered and reflected in the final proposals. Such as:

- There was a high volume of social media comments (circa 17K FB comments) and petitions that have not *yet* been analysed nor taken into account in writing the final recommendation report.
- Llais remains concerned that the Phase 3 engagement may have digitally excluded some people from effectively engaging with the process.
- We have some concerns that there is insufficient detail in the five recommendations to provide assurance that community concerns have been a) addressed b) incorporated and c) mitigated.

Representation has been made to EASC in Llais' response to the Phase 3 engagement report, which we note EASC will address at the Joint Committee Meeting.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'AM', is written over a light blue horizontal line.

Angela Mutlow
Strategic Director of Operations & Corporate Service

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Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

Croesewir gohebiaeth yn y Gymraeg a'r Saesneg. Os byddwch yn ysgrifennu atom yn Gymraeg, byddwn yn ateb yn Gymraeg. Ni fydd hyn yn arwain at oedi wrth ymateb i'ch gohebiaeth.

We welcome correspondence in Welsh and English. If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.

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