



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

Bloc 5, Llys Carlton, Parc Busnes Llanellwy,  
Llanellwy, LL17 0JG

-----  
Block 5, Carlton Court, St Asaph Business  
Park, St Asaph, LL17 0JG

Carolyn Thomas MS,  
Chair,  
Petitions Committee,  
Welsh Parliament,  
Cardiff Bay,  
Cardiff,  
CF99 1SN

**Ein cyf / Our ref:** CS/CT(CE24/1101)

**☎:** 01745 448788 ext 6382

**Gofynnwch am / Ask for:** Emma Hughes

**E-bost / Email:** [emma.hughes19@wales.nhs.uk](mailto:emma.hughes19@wales.nhs.uk)

**Dyddiad / Date:** 18<sup>th</sup> December 2024

Sent by email - [petitions@senedd.wales](mailto:petitions@senedd.wales)

Dear Chair,

**RE: Petition P-06-1444: Women of North Wales have the right to have a Menopause Services/Clinic in Ysbyty Gwynedd.**

Thank you for your letter of 17<sup>th</sup> October 2024, sent in your capacity as Chair of the Senedd Petitions Committee, requesting information regarding menopause services, following consideration of the above petition on 30<sup>th</sup> September 2024.

All of the Health Board's Consultant Gynaecologists see patients with menopause related symptoms within their clinics across the region. Specialist Menopause Clinics are also offered with three Consultant Gynaecologists who are accredited as menopause specialists by the British Menopause Society. Delivered virtually and in person from Deeside Hospital and Wrexham Maelor Hospital, these clinics offer specialist advice to patients from across North Wales who have more complex needs. Our menopause specialists also deliver regular e-advice sessions to promote menopause awareness amongst primary care healthcare professionals.

Six of our consultants are currently undertaking the British Menopause Society's menopause training, which will further strengthen our ability to provide specialist menopause advice closer to home for women across North Wales.

We are taking a number of actions to expand and sustain our ability to support this patient group, including training and education for our medical and nursing colleagues in both primary and secondary care, as well as education for women via webinars and teaching sessions. Job plans for the menopause specialists are currently being reviewed, to provide additional physical and virtual capacity across North Wales.

Consideration is also being given to a pilot of virtual sessions with GPs, in order to review their cases and provide them with specialist advice without the need for referral into secondary care.

---

**Cyfeiriad Gohebiaeth ar gyfer y Cadeirydd a'r Prif Weithredwr / Correspondence address for Chairman and Chief Executive:**  
Swyddfa'r Gweithredwyr / Executives' Office  
Ysbyty Gwynedd, Penrhosgarnedd  
Bangor, Gwynedd LL57 2PW

**Gwefan:** [www.pbc.cymru.nhs.uk](http://www.pbc.cymru.nhs.uk) / **Web:** [www.bcu.wales.nhs.uk](http://www.bcu.wales.nhs.uk)

Mae Swyddfa'r Prif Weithredwr yn croesawu gohebiaeth yn Gymraeg a bydd yn sicrhau y darperir ymateb yn Gymraeg heb oedi.  
The Chief Executive's Office welcomes correspondence through the medium of Welsh and will ensure that a response is provided in Welsh without incurring a delay



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

In the short-term, to increase capacity we are introducing the concept of 'Menopause Super Clinics', which include one of our menopause specialists working alongside two consultants who are currently in training.

Turning to your question about the Welsh language, I can confirm that the service is currently undertaking a monitoring exercise to establish compliance with the Welsh Language Standards, working closely with the Health Board's Welsh Language Team. Part of this work relates to processes for establishing patients' preferred language, and understanding the language skills of staff within the service, in order to match Welsh speaking patients with a Welsh speaking health professional. If an individual required an appointment through the medium of Welsh, and a Welsh speaking health professional was not available, the Welsh Language Team would be contacted to provide simultaneous translation for the appointment. Outside office hours, the Health Board has a contract with 'The Big Word', who provide simultaneous translation services.

We fully recognise the important role that patient feedback can play in informing service improvements. Feedback is collected on a regular basis from women who attend for face-to-face consultations and we have recently adapted our feedback forms to make it easier to identify menopause related responses.

Meanwhile, we have a collection of very-specific feedback from specialist clinics which is extremely positive, although delays in receiving consultation understandably remains a cause for concern.

I hope that this response provides some reassurance about the Health Board's commitment to provide accessible, high-quality menopause services across North Wales. If you require further information, please do not hesitate to contact me again.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Carol Shillabeer'.

---

**Carol Shillabeer**  
**Prif Weithredwr/Chief Executive**