



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

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

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

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

Ein cyf / Our ref: CS/PR(CE25/0110)

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Gofynnwch am / Ask for: Emma Hughes

E-bost / Email: emma.hughes19@wales.nhs.uk

Dyddiad / Date: 13th March 2025

Sent by email – petitions@Senedd.wales
A hard copy will not follow

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 6th February 2025, requesting additional information about the Health Board's plans to deliver menopause services closer to home for women living in North West Wales, following further consideration of the above petition on 20th January 2025.

I am pleased to confirm that we are progressing a number of actions led by our Clinical Lead for Women's Services and Menopause Specialists, which will result in an increasing number of women receiving specialist menopause support in hospital clinics held closer to their homes, including at Ysbyty Gwynedd. This includes supporting more of our Consultant Gynaecologists to undertake the British Menopause Society's Menopause Certificate that I referenced in my previous response.

To date, five consultants have achieved this qualification, with a further five due to complete this training by April 2025. After this point, we anticipate that these consultants will be able to manage 90% of referrals for menopause support, with patients seen in general outpatient gynaecology clinics, with dedicated slots reserved for menopause consultations.

Our three accredited menopause specialists will continue to triage all referrals, and they will provide specialist advice and support to the smaller number of women with more complex presentations.

As we operate a treat in turn policy, based on our Women's Services pan North Wales capacity, some women from Gwynedd and Môn will continue to be invited to appointments at hospitals in Denbighshire, Flintshire and Wrexham, as this will ensure that they are seen more quickly. However, an increasing number of women will be able to receive specialist menopause care at clinics delivered from Ysbyty Gwynedd. The petitioner, Ms Owen, may be encouraged to learn that six of the ten consultants who will soon hold the BMS certificate are based within west of our region.

Cyfeiriad Gohebiaeth ar gyfer y Cadeirydd a'r Prif Weithredwr / Correspondence address for Chairman and Chief Executive:
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In order to reduce appointment waiting times whilst training is being progressed, we have introduced additional face to face and virtual clinics across all three of our District General Hospitals. The service is also continuing to explore the option of introducing virtual sessions for GPs, in order to facilitate a clinical review of their cases and offer specialist advice, where appropriate, reducing the need for referral into secondary care.

Turning to your question about Welsh language service provision, I note Ms Owen's comments about not being asked about their language preference when attending appointments. This further highlights the importance of the ongoing monitoring exercise the service is undertaking to establish compliance with the Welsh Language Standards. As part of this exercise, the service will be working with the Health Board's Welsh Language Team to understand current compliance and any improvement actions that are required.

I am grateful for the opportunity to provide an update on the Health Board's plans to improve its menopause service provision, and I fully acknowledge the strength of feeling about this issue among women in north west Wales.

I do hope that this response provides you and the petitioner with some reassurance about the Health Board's commitment to improving access to high quality menopause care, which is delivered as close to home as possible, in line with the recently published Women's Health Plan for Wales.

Kind regards,

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

Carol Shillabeer
Prif Weithredwr/Chief Executive