

**Sarah Murphy AS/MS**  
Y Gweinidog Iechyd Meddwl a Llesiant  
Minister for Mental Health and Wellbeing



Llywodraeth Cymru  
Welsh Government

Carolyn Thomas MS  
Chair  
Petitions Committee

[petitions@senedd.wales](mailto:petitions@senedd.wales)

16 February 2026

Dear Carolyn,

As you will be aware, the Cabinet Secretary for Health and Social Care issued a Ministerial Direction to the NHS Business Services Authority (NHS BSA) to deliver a baby loss certificate service for Welsh citizens. I am writing to provide you with an update on this work.

User research is currently underway, and we are supporting NHS BSA to increase participation from Welsh citizens through promotion on social media channels. The response to date has been positive, and the first phase of user research is scheduled to conclude on 13 February. A bilingual user journey has also been developed for testing as part of this process.

We are continuing to work through the technical requirements associated with aligning the Welsh and English systems. This is a requirement of the Government Digital Standards and essential to ensure applicants can be appropriately validated, enabling both parents to have the option to be named on the certificate.

A discovery report outlining the implementation costs and proposed timeline will be prepared for consideration by the Welsh Government the week commencing 2 March.

Yours sincerely,

**Sarah Murphy AS/MS**  
Y Gweinidog Iechyd Meddwl a Llesiant  
Minister for Mental Health and Wellbeing

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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.