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Ysgrifennydd y Cabinet dros Iechyd a Gofal Cymdeithasol
Cabinet Secretary for Health and Social Care



Llywodraeth Cymru
Welsh Government

Carolyn Thomas MS
Chair
Petitions Committee

petitions@senedd.wales

11 March 2026

Dear Carolyn,

Further to the letter of 9 February 2026, the discovery phase for a Baby Loss Certificate service concluded on Monday 2nd March 2026. A summary of findings is included below to update the committee.

The discovery phase tested a fully bilingual digital journey with 9 Welsh users from across Wales with varying levels of Welsh fluency. The user experience was positive with feedback provided on the current service, as well as specific aspects of the proposed Welsh service.

The digital delivery was found to be technically feasible although some limitations exist related to the quality of data available such as email address and telephone number for identity verification. A digitally assisted journey is already in place in England and will be required by users in Wales to support those users that cannot be verified digitally, or who cannot use a digital service.

Two options have been proposed with a decision required from UK Government to determine whether the Welsh service can be integrated with the English service, or whether a new standalone service will need to be built. The next steps are for NHS BSA to conclude discussions with UK Government in order to finalise costs and timelines. Officials continue to work with NHS BSA to ensure this information is available in this Senedd term.

Yours sincerely,

Jeremy Miles AS/MS
Ysgrifennydd y Cabinet dros Iechyd a Gofal Cymdeithasol
Cabinet Secretary for Health and Social Care

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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.