

Mark Drakeford AC / AM  
Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services



Llywodraeth Cymru  
Welsh Government

Eich cyf/Your ref P-04-545  
Ein cyf/Our ref MD/02250/14

William Powell AM  
Chair  
Petitions Committee

[Stephen.George@Wales.gov.uk](mailto:Stephen.George@Wales.gov.uk)

23 June 2014

*Deu William,*

Thank you for your letter of 30 May on behalf of the Petitions Committee regarding petition P-04-545 about Aneurin Bevan hospital procedures.

I will attempt to respond to each point in turn.

Regarding the point on the discharging of vulnerable patients late at night without hospital transport, I would expect patients to be discharged only into an appropriate and safe environment. I hope the Health Board will be able to respond fully to this point.

In relation to the third point regarding the Health Board's complaints procedure, you will be aware that in February, I announced a review of the way NHS Wales handles concerns and complaints. The review is due to conclude shortly and a report of the findings and recommendations will be published. Following the conclusion of the review, I will expect all Health Boards to realign their complaints procedure in accordance with the review's recommendations.

Finally, in relation to the second and fourth points, I regret I am unable to comment without further clarification of what these points refer to. I am not aware of the virtual inpatient scheme and given the diverse needs of mental health patients, I would require more detail regarding the specific objections being raised in order to respond to the final point.

I hope you will appreciate that as the issues raised by the petition fall entirely within the remit of the Health Board, it would be more appropriate for the Health Board to respond.

I note you have written to the Health Board and would be interested to have sight of the response you receive from them.

Best wishes

Mark

**Mark Drakeford AC / AM**

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services