



Comisiynydd Pobl Hŷn Cymru Older People's Commissioner for Wales

Mr Jason Killens
Chief Executive
Wales Ambulance Services NHS Trust
HM Stanley Hospital
St Asaph
LL17 0RS

06 December 2018

Dear Jason,

Winter Delivery Plans 2018-2019

In August, I began my four-year appointment as Older People's Commissioner for Wales. My role is to be an independent, strong and effective champion for older people across Wales, particularly those who are most vulnerable.

It is my aim to make Wales the best place in the world to grow older. I have recently met with Clare Bevan, Executive Director of Quality, Safety and Patient Experience and colleagues and look forward to working with you to achieve this goal.

I am writing following the statement issued by the Cabinet Secretary for Health and Social Services in Plenary on 13 November regarding the health and care services preparedness for this winter.

There were significant issues and challenges last year, as set out in the evaluation report – Winter 2017-18: An Evaluation of the Resilience of Health and Care Services.

I am aware that you have produced a Winter Delivery Plan for this winter, and that the Cabinet Secretary described that he had scrutinised these plans.

03442 640 670

Rydym yn croesawu
galwadau yn Gymraeg

Adeiladau Cambrian
Sqwâr Mount Stuart
Caerdydd CF10 5FL

Cambrian Buildings
Mount Stuart Square
Cardiff CF10 5FL

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.

In order to better understand the work that you are undertaking to improve the experiences of older people accessing health and care services during the winter months, and in order to share relevant best practice, I would be grateful if you could share your winter plan with me and any good practice and specific actions you are taking that are specifically relevant for older people.

I would also be grateful if you could let me know whether the Welsh Ambulance Services NHS Trust will be taking any additional action in response to the figures published last week that showed Excess Winter Mortality increased by 84% during 2017-18, with the number of deaths amongst older people increasing significantly.

In addition to this, my office would welcome a conversation with the lead officer for this work within your organisation and I would be grateful if you could share their details with me.

For information, I have also written to the Cabinet Secretary for Health and Social Services requesting further clarity on the scrutiny that he undertook of the winter plans so that I can better understand the actions being taken to improve the experiences of older people.

Upon receipt of this information, I intend to publish a short paper during spring 2019 that reflects on winter preparedness on an all Wales basis from the perspective of older people which I hope health boards and partners will use to shape and develop their plans for 2019-20.

As I am sure you will agree, ensuring that older people can access the health and social care services they may need during the winter months is essential and delivering the right action to prevent the issues seen last winter is a crucial part of this. I therefore look forward to receiving a response from you by 21 December 18 and look forward to working with you to ensure that improvements are delivered on behalf of older people throughout Wales.

Yours sincerely,

A handwritten signature in black ink, reading 'Heléna Herklots', with a horizontal line underneath the name.

Heléna Herklots CBE
Older People's Commissioner for Wales