

Dr Andrew Goodall
Director General Health & Social Services/NHS Wales
Chief Executive
Welsh Government

04 October 2019

Dear Andrew,

Management of follow up outpatients across Wales

The Public Accounts Committee considered the Welsh Government's response to the Committee's Report on the Management of follow up outpatients across Wales on 23 September. Members of the Committee were pleased to note that all 10 recommendations contained in the Report have been accepted by the Welsh Government and were reasonably assured that the issues raised are now being taken much more seriously than was apparent prior to Auditor General for Wales' Report, and the Committee's subsequent inquiry. However, we will be monitoring whether the sustained improvements are translated against the relevant performance measures.

There are some matters arising from the response that I would wish to receive clarification on in the short-term. For example, why the Welsh Government is unable to be more definitive at this point about its response to Recommendation 4. Members felt that the Welsh Government should be clearer when setting targets of what the consequence for health boards of not meeting them will be and even more so where some additional money is going in to support improvement, for example in Ophthalmology. I would welcome confirmation of the amount of funding that each individual health board has received/will receive in 2019-20 to support improvement in this discipline.

The response advises that I will receive updates at various different points in time. May I suggest that receipt of an update at the end of April 2020 is a key point at which to take stock of progress made in 2019-20 and will enable the Committee



to consider whether it wishes to take further evidence in the 2020 summer term if not satisfied with the rate of progress. In addition, I would also wish to request at that point, an update on other actions, specifically on Recommendation 2 as the response suggests the work will be complete by March 2020 and with regard to Recommendations 7 and 8, the responses suggests that decisions will have been taken by December 2019.

Yours sincerely,

A handwritten signature in black ink that reads "Nick Ramsay". The signature is written in a cursive style with a long horizontal flourish at the end of the name.

Nick Ramsay AM
Chair

