

**Eluned Morgan AS/MS**  
**Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol**  
**Minister for Health and Social Services**



**Llywodraeth Cymru**  
**Welsh Government**

Ein cyf/Our ref: WQ90031

Andrew RT Davies MS  
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Dear Andrew

Thank you for your recent written question asking what additional workload is required for a GP surgery when it raises its escalation status, and is meaningful support given to practices who are struggling in terms of additional clinical time or funding to pay for additional clinical time?

The Escalation Framework is a tool to support consistent assessment, monitoring and escalation of pressure levels within community services across Wales. It is operational in focus and not intended for use to assess the financial sustainability of services.

Health Boards have developed operational protocols with actions for practices and health boards to take in response to each level. The additional actions required by a practice will depend on its escalation level. These are graded from Level 1 to Level 5. Actions are focused on maintaining patient safety and service continuity.

From 1 April 2022, funding of £4m was made available recurrently for three years, accessible to practices via Health Boards to fund additional capacity for either clinical or administrative staff. This money is available to all practices based on evidence of additional hours worked at the practice.

Yours sincerely

**Eluned Morgan AS/MS**  
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**Minister for Health and Social Services**

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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.