



Our ref: OQ61187

Hefin David MS  
Member of the Senedd for Caerphilly

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18 June 2024

Dear Hefin,

I am writing to follow-up your query during Oral Senedd Questions in Plenary on 5 June about your constituent's experience of welfare calls undertaken by the Welsh Ambulance Services NHS Trust and how these fit with the prioritisation of 999 calls.

Firstly, please pass on sincere condolences to your constituent. I appreciate this must have been a very difficult time for them.

While Welsh Ambulance Service call handlers have a duty of care to provide all patients/callers with instructions about what to do should their condition worsen or circumstances change, it is deemed good practice to undertake a welfare call and contact a patient/caller in the event of a delayed response. This call can provide patients/callers with assurance that their needs are being addressed. Any concerns/issues about the patient's condition must be triaged through the Advanced Medical Priority Dispatch System (AMPDS) and passed to the clinical desk for reassessment.

Given the concerns you raised, I have asked my officials to seek assurance about the application of welfare calls through our regular performance management and monitoring mechanisms.

Thank you for raising this issue.

Yours sincerely,

**Eluned Morgan AS/MS**  
Cabinet Secretary for Health and Social Care  
Ysgrifennydd y Cabinet dros Iechyd a Gofal Cymdeithasol

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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.