

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



Llywodraeth Cymru
Welsh Government

Our ref: WQ87014

Janet Finch-Saunders MS
Senedd Constituency Member for Aberconwy

Janet.Finch-Saunders@senedd.wales

12 January 2023

Dear Janet

Thank you for your recent written question asking me what steps the Welsh Government are taking to assist the Welsh Ambulance Service NHS Trust with the volume of 111 calls.

The NHS Wales 111 Service is delivering several additional actions to respond to the current peaks in demand on the system. This includes enhancing the 111 Clinical Support Hub model and a review of rostering at weekends with a focus on appropriate levels of staffing to align with the peaks in demand.

I hope this information is helpful.

Yours sincerely

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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.