

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Mr D P Lewis
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Dear Mr Lewis

**BETSI CADWALADR UNIVERSITY HEALTH BOARD'S
CONSULTATION AND COMMUNICATION PROCEDURES**

Thank you for your letter, dated 17 April 2012, regarding the above.

With regard to the emergency changes which were necessary over the winter, the Health Board acknowledges that communication could have been improved and, indeed, the Community Health Council (CHC) did write formally to the Chairman of the Health Board to share its concerns.

The Health Board also acknowledges that trust and confidence within communities suffered during this very difficult period. Work is underway, as agreed, to develop a local working protocol between the Health Board and the CHC for dealing with emergency changes to services to add to the previously agreed protocol to define proposals for non-emergency substantial changes. It is anticipated that this will provide a clearer framework for any emergency changes in future and for the necessary communication to support this. We anticipate that we will complete the protocol with the CHC during May.

However, it is important to note that the steps taken during the winter were based on the decisions of clinicians responsible for the relevant services and these were only temporary measures. Should any permanent changes be proposed and should they be substantial changes, we would consult formally according to the requirements of the Welsh Government's guidance.

Yours truly

Geoff Lang
Acting Chief Executive