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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board



Next steps

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Introduction

The Next Steps document has been produced to respond to feedback heard during consultation on our Clinical Services Plan. You have told us you want to hear more about what Hywel Dda University Health Board will consider when making its decisions, how alternative options may be considered and how decisions will be made.

Background

The Clinical Services Plan consultation is about nine clinical healthcare services and how they are delivered in hospitals and some community facilities. These facilities are within the counties of Carmarthenshire, Ceredigion and Pembrokeshire, serving also communities on our borders in south Gwynedd, north Powys and Swansea/Neath Port Talbot.

The services are:

- critical care
- dermatology
- emergency general surgery
- endoscopy
- ophthalmology
- orthopaedics
- radiology
- stroke
- and urology.

The consultation seeks to gather people's views on options put forward.

At the time of publication of this supporting document, the consultation is still running. It launched on Thursday 29 May 2025 and will run until Sunday 31 August 2025.

What you can tell us / influence

Our Clinical Services Plan aims to:

- respond to the fragility of the critical care and emergency general surgery services
- improve standards and outcomes, and address staffing challenges in the stroke service
- improve access to and reduce waiting times for planned care patients (ophthalmology, dermatology, urology and planned orthopaedics) and diagnostics (endoscopy and radiology)

As part of this consultation, you can tell us:

- which of the options you think are best able to address fragilities in our services, improve standards or reduce waiting times
- concerns you may have about any of the options, or impacts you think they may have
- thoughts you may have on the future role of our hospitals
- anything else you think we need to consider, including alternative options or ideas you may have

We have options in this consultation but not a preferred option.

What is not open to influence or in scope

It is important that you know the following points are decided. This means they are not open to influence in this consultation:

- which service areas are part of this consultation
- the overall direction of our 'A Healthier Mid and West Wales' strategy i.e.
 - moving towards a wellness service rather than an illness service
 - developing a social model for health
 - supporting people through technology and other means to stay healthy, independent, and in their own homes
 - significant capital investment to improve or replace old buildings
 - bringing together acute hospital services to make them stronger and improve standards of care.

Ways to share your views

We appreciate you taking the time to give us your views – every person's input matters.

We ask you to read our consultation documents, and you may choose to read supporting documents to help you form your opinions. You can [find the consultation documents on our Clinical Services Plan Consultation website](#) (opens in new tab) or you can request printed documents by emailing

hyweldda.engagement@wales.nhs.uk or by telephoning 0300 303 8322 (option 5), charged at local call rates.

The deadline to tell us what you think, so your opinions can be included in the consultation, is 31 August 2025.

You can share your views by:

- completing the questionnaire online: hduhb.nhs.wales/CSP-questionnaire or in hard copy (you can request a copy from the contact points below) posting it to: Opinion Research Services FREEPOST SS1018 PO Box 530, Swansea, SA1 1ZL (you will not need a stamp)
- emailing us: hyweldda.engagement@wales.nhs.uk
- speaking to us at one of our events (visit the website above for an event near you or online), or by telephoning 0300 303 8322 (option 5), charged at local call rates.

Completing the questionnaire

The questionnaire includes multiple choices on options for each of the nine service areas. The multiple choice includes a preference for each option, as well as boxes for 'No preference' or 'I don't know'.

If you do not want to choose any of these fields you can leave the section blank.

There is also a question that gives you an open field to describe impacts or new ideas – please use this space to tell us what you think about the options or any new information.

Suggesting new options or alternative ideas

We encourage people to suggest new options or alternative ideas about any of the services in scope.

We do not expect people to have a detailed knowledge of the services to put forward alternative options. Any alternatives put forward will be developed by a specialist group of people with the knowledge and experience to provide the detail (a task and finish group).

To support this, we ask that you describe your alternative with as much detail as possible.

Alternative options would then be assessed in the same way as existing options have been.

They should meet certain criteria, called hurdle criteria. For our Clinical Services Plan the hurdle criteria is that draft options or ideas should be:

- Clinically sustainable – does the option allow for progress towards delivering quality standards, does it consider any co-dependencies, will the workforce be able to deliver it?
- Deliverable – is the option clinically and operationally deliverable within the timeframe of 2-4 years and are there capital or building requirements that can be secured and delivered in the timeframe?
- Accessible – does the option provide access for people within an appropriate timeframe, does the option support a reduction in waiting times for patients, is there equity in access?
- Strategically aligned – does the option support the direction set out in the ‘A Healthier Mid and West Wales’ strategy, or at least not contradict it, and does the option support joint work on prevention to improve population health, or at least not contradict it?
- Financially sustainable - does the option support effective use of our finances?

If an alternative option does not meet the hurdle criteria, the rationale for why will be documented and the option would not be taken forward further.

If an alternative option passes hurdle criteria, they would then be considered using evaluation criteria we assessed existing options against. This scores options and helps consider their strengths, weaknesses, opportunities and threats.

The evaluation criteria is grouped under our principles:

- **Sustainable.** How far is the option clinically sustainable? What is the patient demand to require service?
- **Safe.** What is the number of patients likely to need transport between sites when unwell? What is the impact on external services (e.g. Health Boards, Welsh Ambulance Service Trust, Adult Critical Care Transfer Service)
- **Accessible.** What is the patient travel time to sites? What is the transfer travel time impact? What is the impact on local communities or the infrastructure when developing community sites?

Please remember though that we do not expect people to have detailed knowledge of this process – any alternative options put forward will be developed by our task and finish groups.

Collecting your views

We have contracted an independent social research organisation - Opinion Research Services (ORS) - to collect and analyse all the feedback received as part of this consultation. This will include feedback you share in conversations with us, comments you have added to the questionnaires and any alternative ideas for how we could deliver the services.

We will use your feedback, as well as other information and evidence (see below), to inform our decisions on how to change the nine clinical services, to meet patient needs and public opinions, and to plan the impact on our four acute hospitals until our 'A Healthier Mid and West Wales' strategy is fully in place.

An output report will be produced by ORS to inform the Health Board's decision making.

Decision making

No decisions will be made until we have given everyone – our staff, patients, wider communities, organisations we work with, and people who have an interest in health and well-being in our area, the opportunity to tell us what they think through this consultation.

Following the close of the consultation on 31 August 2025, we will then start the process of conscientious consideration. During this time, we will consider all that we have heard from our communities and develop and test the alternate options that have been shared with us. This will include assessing the alternate ideas for how we could deliver our services, against the hurdle criteria, referenced on page 5 and 6 of this document.

The Health Board will meet in winter 2025/26 (or later if the response to our consultation is greater than expected), to decide how we provide these services in the future.

Health Board meetings are held in public, with people either able to attend in person or to watch online. We will advertise this meeting on our website in the section about Board meetings [Board meetings 2025 - Hywel Dda University Health Board](#) and on our social media pages.

The consultation analysis and output report will be undertaken independent to the Health Board via Opinion Research Services (ORS).

The final report will include an overview of the consultation, by the project group for the consultation, which is made up of Health Board staff. This will consider the consultation analysis and output report detailing what people have told us during consultation, along with the data analysis and supporting information that has been gathered by the programme, for example patient data, travel insights and Equality Impact Assessments. This information is available to you in [the Supporting Documents area of the web pages](#). (opens in new tab).

The Health Board's Directors and Independent Members will then review the final consultation report. They will consider all they have heard leading up to, and during, this consultation, as well as any new information that may come to light from the consultation, including alternative ideas and options. They will then take a decision on how to move forward with the nine services within the Clinical Services Plan.

How we will feed back to you

We will publish both the independent output report and the final report on our website, and we will officially announce when they are available.

We will share these reports as widely as possible with people living in our area who have asked to be kept up to date on developments and by using updates through key stakeholders, the local media, and social media.

If you wish to receive this, please join our involvement and engagement scheme Siarad Iechyd / Talking Health by emailing hyweldda.engagement@wales.nhs.uk, calling 0300 303 8322 (option 5), charged at local call rates, or writing to us at: FREEPOST HYWEL DDA HEALTH BOARD.

Thank you, diolch yn fawr.