



Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi. We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

## **Cais Rhyddid Gwybodaeth / Freedom of Information request** **Ein Cyf / Our Ref: 22-G-012**

### **You asked:**

#### **Regarding the British Red Cross in Morrison ED.**

##### **1. Why have you decided not to fully continue the British Red Cross funding in relation to patient resettlement when the need has never been greater?**

The Welsh Government funding supporting the British Red Cross (BRC) work came to an end at the end of the last financial year (2021/22), leaving us only with the original core budget allocated for this work.

SBUHB had to consider the relative needs of our patients and the department and decide how to make the best use of the available funding. Service leads from the Emergency Department, together with colleagues from Strategy and Procurement reviewed the current BRC provision and identified priorities to streamline the service which led to the development of a new service specification.

The core budget did not allow this specification to be met in full and so the service contributed a level of additional funding to ensure the right service for patients and the department could be delivered.

The new service provision prioritised a Monday to Friday service focusing on the Emergency Department rather than covering the additional areas of Discharge Lounge, SDMU and AMAU. Additional support has been provided to the Emergency Department to support patients through Health Board Volunteers and the PALS service.

##### **2. Do decision makers actually know what the British Red Cross have been doing?**

BRC provide regular monitoring reports to the Health Board regarding the activities undertaken as part of the services they provide. This information was used to inform the priority areas for the services when we reviewed these. For instance, these reports showed the resettlement element of the service provided support for less than one patient a day. As we are using public funds it is important we demonstrate we are using this money in the most appropriate,



equitable way to improve patient care for the benefit of as many people as possible.

**3. Have the staff in ED ever been asked about how they value the service?**

Staff share their views regarding the service provided by BRC which helped prioritise the aspects of service considered to be the most important and beneficial going forward. Representatives from ED were also involved in developing the service specification going forward. The Matron for ED undertakes regular monitoring of the current contract.

The service provided by BRC is greatly valued by staff and patients alike and focuses on the key areas of patient need where these important services can have the greatest impact within the resources available.

