

Emergency Department, Ysbyty Glan Clwyd - Betsi Cadwaladr University Health Board - De-escalation - Service Requiring Significant Improvement

In May 2022 HIW designated the Emergency Department, Ysbyty Glan Clwyd at Betsi Cadwaladr University Health Board as a [Service Requiring Significant Improvement](#) (SRSI).

The issues of concern were:

- Immediate Assurance and Improvement plan recommendations had not been actioned to an acceptable standard and within agreed timescales
- Similar issues had been raised during previous assurance activity and insufficient improvements made
- A matter requiring urgent action had been indicated through intelligence received or evidence gathered.

This designation was based on an accumulation of evidence, originating in January 2022, leading to an unannounced onsite inspection that took place during May 2022. Several patient safety concerns were identified during this period. A follow-up unannounced onsite inspection took place in November 2022 noted only minimal improvement and the ED remained a SRSI.

In July 2024, following a further unannounced onsite inspection in May 2024, the service was de-escalated from its SRSI status, as HIW was satisfied necessary improvements had been delivered against the most significant areas of concern that led to the ED being designated as a SRSI in 2022.

Overall, the service has improved and the arrangements in place have addressed the most significant areas of concern identified in 2022. However, significant challenges remain for a service which continues to operate in highly challenging conditions. Whilst some of these challenges are not unique to this service, there are still actions for the health board to take to lessen the impact of these on the service and ensure a coherent and robust whole-system approach is taken to improving the flow of patients through the ED. HIW will continue to monitor progress on these improvements.

Please read our latest inspection report on the Emergency Department, Ysbyty Glan Clwyd for more information.