

From: redacted <redacted@gov.wales>

Sent: 22 February 2024 15:32

To: redacted <redacted@gov.wales>; redacted <redacted@gov.wales>

Cc: redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>

Subject: RE: Swansea Bay maternity and neo-natal services intendent review

Please find attached a response which has been drafted in conjunction with colleagues in maternity and neonatal policy team.

The Minister's correspondence address and the Quality and Nursing Directorate mailbox were copied into the family's letter to the Chair of the review, Margaret Bowron KC on 14 February. Within the letter, the family explained they were communicating on behalf of 29 families. The key concerns as highlighted in their letter are:

- You did not confirm any of the factual inaccuracies you accuse us of making. We were simply asking very relevant questions around the review, your independence and why you and SBUHB have deliberately chosen to exclude affected families from involvement in setting up any aspect of the review. You avoided answering our questions by gaslighting us, forcing us to question our own judgement in seeking clarity regarding the review.
- The arrogance of your email sent to a family member living with the lifelong impact of the SBUHB care failings is completely unacceptable and highlights your inexperience in engaging with families and seeking their views. Given that you have been appointed as Chair, this has added additional concern regarding how you can ensure that families living with trauma can be treated with dignity and respect, given that you have evidenced an inability to do this in the very limited amount of communication we have had to date.
- A rushed review will undermine the whole process and will be set to fail as things will be missed. As a group of affected families who have spent a lot of time engaging with professionals who have conducted other maternity reviews, we are confident that your 'first urgent priority' should be to sit down with affected families to discuss the terms of the review and selection of experts. Best practice and legislation all determines that you should not be making these decisions without affected family involvement.
- Emma Woollett, Chair of SBUHB, was heavily involved in allowing the maternity failings to go on for so long. She chaired an Executive Board that failed to address four serious maternity risks on the Health Board Risk Register over many years. Her role in the selection process should not have been allowed, as a result your appointment should not have taken place.
- Your attempts to gaslight us before the review has even begun is wrong and distressing. Your involvement should never have been allowed considering your past dealings with SBUHB and other Welsh health boards. Also, we have seen no evidence that you have Chaired a maternity review of this scale in the past.

- As a result of the above and on behalf of 29 affected families we ask you acknowledge that you are not the correct person to carry out this role and to immediately stand down from your role as Chair of the Oversight Committee so that someone with more appropriate experience may be appointed.

What are the health board doing in response to this:

The health board are not engaging in correspondence with the families on this matter. The health board has confirmed that the Chair and independent panel will have the authority to review, modify and agree the terms of reference for the review (currently in draft form), which includes the time period being considered and the corresponding clinical cases for review. They will also be responsible for determining the approach for family and service-user engagement within the review process, which will be led by an independent engagement specialist. The Chair is currently identifying and appointing the individual members of the independent oversight panel and the corresponding review teams, and the health board will make a further announcement about these appointments in due course.

What are Welsh Government doing in response to this:

A decision has been taken that it is not appropriate to reply to this letter as officials and the Minister were ccs on the correspondence and not direct recipients – this has resulted in discussions on social media.

Enhanced monitoring meetings are taking place and this will be discussed with the health board at the next meeting (28 February).

Thanks

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Y Grŵp Iechyd a Gwasanaethau Cymdeithasol - Health and Social Services Group

Ffôn - Tel: redacted

e-bost - e-mail: redacted

From: redacted <redacted@gov.wales>

Sent: Tuesday, February 20, 2024 12:03 PM

To: redacted <redacted@gov.wales>; redacted <redacted@gov.wales>

Cc: redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>

Subject: RE: Swansea Bay maternity and neo-natal services independent review

Hi redacted and redacted

Thank you for the update. The Minister has noted and has asked what we can do to resolve this. The Minister has asked if we know what they have got against the chair and whether we know if there is any basis to their criticism please?

Thanks

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Llywodraeth Cymru / Welsh Government
E-bost: redacted
E-mail: redacted

From: redacted <redacted@gov.wales>
Sent: Monday, February 19, 2024 5:57 PM
To: redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>
Cc: redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted >; redacted@gov.wales>
Subject: RE: Swansea Bay maternity and neo-natal services intendent review

It is also worth noting that they are responding on behalf of 29 families

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Ffon / Tel: redacted
E-bost / E-mail: redacted@gov.wales

From: redacted <redacted@gov.wales>
Sent: Monday, February 19, 2024 4:01 PM
To: redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>
Cc: redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted <redacted@gov.wales>; redacted >; redacted@gov.wales> redacted >; redacted@gov.wales>
Subject: Swansea Bay maternity and neo-natal services intendent review

We just wanted to make you aware before questions this week, that one of the families who has raised concerns about maternity and neo-natal care in Swansea Bay UHB, have again written to the chair of the independent review, the letter was copied to the Minister for Health and Social Services.

Within the letter they have again criticised both the chairs appointment and questioned her objectivity. They are dissatisfied with her response to their earlier letter and have asked her to recuse herself from the review.

It has been highlighted on social media and criticised the Welsh Government for not responding.
We are happy to provide further information if required

Many thanks

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Y Grŵp Iechyd a Gwasanaethau Cymdeithasol - Health and Social Services Group
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