



Ein cyf/Our ref: EM/05335/24

[Redacted s40(2)]

May 2024

Dear [Redacted s40(2)]

Thank you for your email of 16 April about your request for help with medication access and shared care arrangements.

I was sorry to read about your family's situation and understand how stressful and frustrating this must be for you. Unfortunately, neither I nor Welsh Government officials are able to intervene in individual cases. Health boards are responsible for the assessment and diagnosis of neurodevelopmental conditions, such as ADHD, and this includes the recognition of private assessments.

People who request to be referred privately are expected to pay the full cost of any treatment they receive in relation to the care provided privately, which includes medication prescribed by a clinician in the course of a private consultation. People should be informed about this expectation before referral. It will be for your GP to consider what NHS treatment is appropriate, including whether to prescribe a medication following a private consultation.

Demand for ADHD assessment and support has risen very sharply in recent years as awareness of neurodivergent conditions has increased. Unfortunately, this has led to longer NHS waiting times for assessment.

We have reviewed existing NHS services and, in response, provided an extra £12m to reduce the pressures in the system, to improve waiting times for assessment and to address gaps in provision in both children and adult services. The NHS Wales Executive is working closely with health boards to identify what more needs to be done to improve services quickly and to reduce waiting times.

We also fund the national neurodivergent team (previously known as the National Autism Team) which provides support for the training and development of knowledge of neurodivergent conditions among professionals across Wales. A library of resources, for both parents/carers and professionals, has been produced and is available on its [website](#). These resources have been co-produced with people who are neurodiverse.

Bae Caerdydd • Cardiff Bay  
Caerdydd • Cardiff  
CF99 1SN

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:  
0300 0604400

[Gohebiaeth.Eluned.Morgan@llyw.cymru](mailto:Gohebiaeth.Eluned.Morgan@llyw.cymru)  
[Correspondence.Eluned.Morgan@gov.wales](mailto:Correspondence.Eluned.Morgan@gov.wales)

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

If you are not satisfied with the services provided by your health board, you may wish to raise your concerns with it directly. The contact details for Hywel Dda University Health Board can be found here: [Patient support services \(complaints & feedback\) - Hywel Dda University Health Board \(nhs.wales\)](#)

I would expect the health board to provide you with a satisfactory reply that fully addresses your concerns. Should this not be the case, there are further steps which you can take through the *Putting Things Right* procedure and I have attached a link which explains the process in more detail: [Putting Things Right: alternative formats | GOV.WALES](#).

Finally, to support neurodiverse people, their families and carers, we have expanded the remit of the existing CALL helpline to incorporate a listening line. The line is provided bi-lingually in English and Welsh, and people can discuss issues in a safe space, allaying anxieties, with empathetic listening and where appropriate signposting to further help and support.

The Freephone number for CALL is 0800 132 737 or text HELP to 81066. There is also information about looking after your mental wellbeing on the CALL website: <https://www.callhelpline.org.uk/>

Yours sincerely,

**Eluned Morgan AS/MS**

Cabinet Secretary for Health and Social Care

Ysgrifennydd y Cabinet dros Iechyd a Gofal Cymdeithasol