

OFFICIAL SENSITIVE

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Suzanne Rankin
Chief Executive
Cardiff and Vale University Health Board

Via Secure Portal

15 May 2025

Dear Suzanne,

Theatre Services, Cardiff and Vale University Health Board - Escalation and service meeting invitation

On Monday 12 May 2025, in accordance with its escalation process, Healthcare Inspectorate Wales (HIW) held a meeting in line with its [Service of Concern \(SOC\) Process for NHS Bodies in Wales](#). The meeting was held to discuss Cardiff and Vale University Health Board (the health board) Theatre services. This was instigated following our review of the health board's Theatre Service Review Report (April 2025).

During the SOC meeting, in line with its NHS escalation process, the health board's Theatre Services was considered for designation as a Service Requiring Significant Improvement. However, it was agreed that this designation would not be applied at this stage. Instead, HIW is offering the health board the opportunity to provide formal assurances, supported by evidence where possible, about the actions it will take in response to the significant findings and recommendations highlighted in the review report.

HIW requires the health board to provide assurance around how the review's recommendations will be addressed, implemented, monitored and sustained. We understand that some actions are already underway and that updates have been shared with Welsh Government. To avoid adding unnecessary burden and duplicating efforts,

**To check that healthcare services are provided in a way
which maximises the health and wellbeing of people**

**Gwirio bod gwasanaethau gofal iechyd yn cael eu darparu
mewn ffordd sy'n mwyaflu iechyd a llesiant pobl**

Llywodraeth Cymru / Welsh Government
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CF48 1UZ
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please provide a copy of your action plan and any updates already provided to Welsh Government, by Friday 23 May 2025.

HIW considers the findings of the report to be significant and believes that these indicate weaknesses in the health board's quality governance and accountability arrangements. I expect the health board's response to our request to demonstrate how it has considered the overall governance processes in place, not just those at service and clinical board level. This should include any additional actions necessary alongside those planned to address the report's findings and recommendations. It should include reflections on these issues, along with details of any actions taken or under consideration to strengthen these arrangements. This should include both the specific service under review and the health board's broader quality and safety governance arrangements.

The health board's response will help enable us to consider whether any action is required in line with our SoC process.

Action required

Please provide the initial response as outlined above by Friday 30 May 2025.

We need to discuss our concerns in more detail and therefore invite you to a service meeting. This will enable a formal discussion, and provide clarity on how the necessary actions identified in your improvement plan will be implemented to ensure the safety of staff, visitors and patients using this service. This meeting will take place over Microsoft Teams at 12:00 on Wednesday 25 June 2025. Please inform HIW by Friday 20 June 2025 who from the health board will attend this meeting.

Our intention in making use of this process is to support improvement, enabling HIW to identify the most effective and appropriate method of seeking ongoing assurance and any engagement needed whilst the health board is addressing the review's findings and recommendations.

Thank you for your cooperation in this matter, please do not hesitate to contact me should you wish to discuss this letter further via email, hiw.enforcement@gov.wales Or by telephone, 03000 628 163.

Yours sincerely



Scott Howe

Head of Regulation and Escalation
Healthcare Inspectorate Wales

Cc

Charles Janczewski, Chair

Jason Roberts, Executive Director of Nursing

David Fluck, Executive Medical Director

Emma Cooke, Executive Director of AHPs, Health Science and Community Development