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Cyd-bwyllgor Comisiynu

Uned G1, Y Willowford, Prif Rhodfa, Ystâd
Ddiwydiannol Trefforest, Pontypridd, CF37 5YL

Joint Commissioning Committee

Unit G1, The Willowford, Main Avenue
Trefforest Industrial Estate, Pontypridd, CF37 5YL

Ffon/Tel: 01443 443443 Ext/Est 78100

Ebost/Email: nwjcc@wales.nhs.uk

We/Web: www.cbc.gig.cymru | www.jcc.nhs.wales

NWJCC – Quality, Safety and Outcomes Sub-Committee (“QSOC”) Members

24th August 2026

Dear Colleague

Chair’s Action – Endorsement of Welsh Gender Service Recommendations

Following the QSOC In-Committee Meeting of the 24th August 2026, I write to inform you that a Chair’s action has been undertaken to approve the final endorsements considered in response to the “Escalation of Concerns: Welsh Gender Service” report recommendations shared.

I can confirm approval of the following endorsements:

The Quality, Safety and Outcomes Sub-Committee:

Noted: The Escalation of Concerns: Welsh Gender Service

Endorsed the recommended action to:

1. Escalate the Welsh Gender Service to Escalation Level 3.
2. Pause referrals from the Welsh Gender Service for assessment by surgical providers; pause assessment by the surgical providers; and pause surgery.
3. Undertake an urgent independent clinical review of patients on the surgery waiting lists.
4. Arrange appropriate support for patients on the waiting lists.
5. Put in place communication arrangements for patients, staff, the NWJCC, Health Boards (including Chief Executives and Communications Teams), Llais, GPs, Welsh Government and the public.
6. Complete an Equality and Welsh Language Impact Assessment (EWLIA) and a Quality Impact Assessment (QIA) of the proposed change.
7. Provide appropriate support for Welsh Gender Service Staff and other colleagues engaged in the service pathway, including at GP level.
8. Expedite the review of the Welsh Gender Service provided by CAVUHB and amend the Terms of Reference in light of the recent concerns identified and information gathered.

I confirm that by this letter, Chair’s Action to approve the above endorsements has been taken following consultation with QSOC Lay Members [REDACTED] in accordance with paragraph 14 of the QSOC Terms of Reference.

This matter will be reported on at the next In Committee QSOC meeting on the 26th October 2026 for ratification.

If you require further information or clarification regarding this matter, please contact [REDACTED]
[REDACTED] in the first instance.

Yours sincerely,

[REDACTED]

[REDACTED]