

## Dylan Thomas

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**From:** Geoff Ryall-Harvey <Geoff.Ryall-Harvey@llaiscymru.org>  
**Sent:** 29 July 2025 11:52  
**To:** Dylan Thomas  
**Cc:** Sue Irlam; Sarah Williams  
**Subject:** RE: Kinmel Bay - Llais Forum

Hi Dylan

Regarding the issue of the ED waiting room environment, I set out below an extract from a current complaint response which is highly relevant and can be shared with the Council;

*"Emergency departments were never designed to accommodate patients for extended stays and are having to adapt to try to accommodate the increased demands that are being placed upon them. As part of this, arrangements have been put in place to provide food to patients who have been in the department for a long time and patients within the ED, including those in the waiting room, should be offered food at mealtimes, as well as drinks at regular intervals throughout their stay.*

*We recognise that the seating in our EDs, which was specified to comply with infection prevention and control standards by being quick and easy to clean when necessary, as well as being sufficiently durable to withstand heavy use and offer the most efficient use of space, is not comfortable for long term use"*

Hope this is useful

Regards

Geoff Ryall-Harvey  
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