

Waiting List Support Service

Gwasanaeth Cymorth Rhestr Aros

Cadw'n iach tra byddwch yn aros

A ydych chi neu aelod o'ch teulu/ffrind yn glaf o Hywel Dda ar restr aros am lawdriniaeth wedi'i chynllunio ar hyn o bryd?

Cysylltwch â ni am gefnogaeth:
E-bost: ask.hdd@wales.nhs.uk
Ffôn: 0300 303 8322, opsiwn 3



Waiting List Support Service

Keeping yourself well while you wait

Are you or a family member/friend a patient of Hywel Dda currently on a waiting list for planned surgery?

Contact us for support:
Email: ask.hdd@wales.nhs.uk
Phone: 0300 303 8322, option 3

Background

- ▶ Health Board planning objective to test a process of proactively & compassionately communicating with patients on waiting lists through a single point of contact.
- ▶ Pilot project April –May 2021 via a cohort of elective orthopaedic patients.
- ▶ Develop bespoke bilingual online resources- healthy lifestyle advice
 - preparing for surgery
 - symptoms self management resources
 - videos (surgical procedure, exercises pre-op)
- ▶ Letter designed with behavioural change concepts signed by their consultant containing QR code/link to resources and an offer of a single contact phone number and email for more support and advice if required
- ▶ Script for call handlers (redeployed nurses from pre-assessment/ day surgery)
- ▶ Co-produced with clinical team (online resources, script, letter)
- ▶ Learning from the pilot was used to roll out across all planned elective surgical specialities across HDUHB between 2021-22

To maintain personalised contact with patients on planned care waiting lists to:

Keep people regularly informed of their current expected wait

Offer a single point of contact should they need to contact us

Provide advice on self-management options whilst waiting

Offer advice on what to do if their symptoms deteriorate

Establish a systematic approach to identifying potential harm

Offer alternative treatment options if appropriate

Incorporate review and checking of patient consent

National strategic context

Welsh Parliament
Health and Social Care Committee


Waiting well?


The impact of the waiting times backlog on people in Wales

April 2022



 www.senedd.wales


Llywodraeth Cymru
Welsh Government



Our programme for transforming and modernising planned care and reducing waiting lists in Wales

APRIL 2022

gov.wales

POLICY AND STRATEGY, DOCUMENT

Promote, prevent and prepare for planned care

Empowering people waiting for treatment to optimise their health and well-being.

First published: 24 August 2023

Last updated: 24 August 2023



**3P's Policy launched in August
2023**

**WLSS included in the policy as
an example of best practice**

3P's underpinning principles



Communication



Holistic person-centred care



Shared decision-making



Information

Changing the narrative...

Shift from
people
passively
waiting for
care



Active partners empowered and
supported to take measures to
prevent deterioration of their
condition and **prepare** for
treatment and recovery.



WLSS current situation



- WLSS permanently established in 2022.
- Workforce model reviewed to include both non-clinical and clinical call handlers.
- Supporting all elective planned care pathways within the health board.
- Developed strong links with other services and 3rd sector to develop a holistic offer of support (EPP/ NERS/ Versus Arthritis/ Community connectors)
- Call handler scripts and agreed clinical escalation plans for all specialties.
- Offer non-digital (3rd sector/ local groups and services/ booklets) and digital solutions (ORCHA Apps/ Patient Knows Best/ online resources) to provide support and advice to patients whilst they are waiting and how to “Prepare for Treatment”
- Service model evolved away from just writing letters to patients to proactively calling patients on waiting lists and a wider communication campaign to raise awareness of the service (engagement events/ posters/ leaflets)

WLSS continued

- Work closely with colleagues in Strategic Partnerships, Diversity and Inclusion team to further support the Priority Treatment for Veterans of the Armed Forces
- Patient experience data capture through Civica system
- Monthly activity data reported to Welsh Government
- Additionally providing support to other services with significant waiting times (Community Paediatrics/OT paed/ Long Covid)
- Working with the Optimisation and Prehabilitation Services to ensure a seamless needs-based offer of support and optimisation
- Embed and deliver the principles of the 3P's policy within the HB in line with new RTT guidance

WLSS- supporting the delivery of the 3P's Policy

To provide a **single point of contact** for patients awaiting planned care to:

Promote

Healthy lifestyle choices via MECC and “What Matters to You” conversations, self-management via appropriate self-management resources (Apps, EPP programmes, 3rd sector organisations, NERS, smoking cessation, public health resources)

Prevent

Deconditioning and deterioration in symptoms, as well as identifying risk of or self-reported deterioration and/or harm via a comprehensive holistic assessment, script with “red-flags”, frailty screening, Waiting Well PROM, risk stratification and agreed escalation routes into services and 3rd sectors/ social services

Prepare

Information on how to prepare for treatment (digital and non-digital), sign up patients to online Prehabilitation programmes via PKB, refer high risk patients to the specialist MDT Prehabilitation and Optimisation service via a risk stratification tool

Waiting List Support Service network- focus on working in partnership



Public and Patient Communication and engagement

- Leaflets
- Radio
- Newspapers
- Carers magazine
- Social media (Facebook/ X)
- Posters
- Letters
- Community engagement events
- Pharmacy bags
- NEXT: WLSS text message and inclusion on acknowledgement letter at point of listing

Radio advertisements



- Radio ads across Pembrokeshire, Ceredigion and Carmarthenshire
- Campaign duration 2 January to 12 February 2024
- Radio stations used reach 204,000 listeners a week
- 404 ad spots (i.e. it played on three stations, four times a day, seven days a week)



Newspaper advertisements



Adverts were placed in;
Llanelli Star
South Wales Evening Post
Carmarthen Journal
Cambrian News
Tenby Observer
South Wales Guardian
Western Telegraph
Milford Mercury
Cardigan [Tivyside Advertiser](#)



Total reach
• 57,787



Total impressions X (formerly Twitter)
• 4,974 views



Total reach staff FB
• 8,884 bilingual staff group

Newly listed patients Acknowledgement letter

Text messaging for newly listed patients



PATIENT TESTED

2 Clos Y Gat
Gorslas
Llanelli
Carmarthenshire
SA14 7LX

Y

P

Referral Reference No: **317-503045697**
Rhif Ffôn /Telephone: **0300 303 9642**
Rhif GIG/NHS Number: **9861411682**
Ysbyty No/Hospital No: **TESTED16**
Date: **20-Aug-2024**

Dear Patient,

This letter acknowledges you are now on the **General Surgery** waiting list to have a surgical procedure.

It is important you make sure your health is at its best for your procedure and this can be done in the time you spend on the waiting list. Patients who do this have a faster and better recovery, have a lower chance of having their procedure postponed. Small changes to your lifestyle can make a big difference. **'Waiting well'** is your goal. The **Waiting List Support Service** can help you to achieve this by offering a range of resources, advice and information. Please contact them to discuss waiting well on:

Phone: **0300 303 8322 (option 2 then option 3)**

Email: **ask.hdd@wales.nhs.uk**

Website: **www.hduhb.nhs.wales/waiting-well**

Yours sincerely

Hywel Dda University Health Board

'You have been listed for treatment with Hywel Dda UHB. It is important that you Keep Well while you wait. If you require advice or support, please call our Waiting List Support Service on 0300 303 8322 (option 3) or refer to information on how to prepare for treatment on <https://hduhb.nhs.wales/waiting-well>. To cancel and be removed from the waiting list reply 'CANCEL [RC]' or call 0300 303 9642. Reply 'STOP' to opt out of text reminders '

WLSS: Patient feedback



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Responses to 'FFT' automated service via CIVICA for WLSS

<p>I am very impressed that Hywel Dda have this facility. When on long waiting lists, people's situations can change and also you show an awareness that each person will have different issues to a greater or lesser extent. Thank you for doing this.</p>		<p>I was sent some apps that will help with my weight loss, and my anxiety... I already have the exercise app from physio which is very helpful. I felt much better after the call; EH was kind and cheerful and she listened very well. Thank you, everyone!</p>	
<p>Very friendly and informative</p>	<p>MT was brilliant. Non-judgemental, sympathetic and understanding. Knowledgeable and gave great advice and quick to forward on apps that will help me</p>		<p>Lovely to speak to <u>some one</u> who cares.</p>
<p>Confirmed I had been <u>referred</u> by my GP as I had no confirmation of it via email or letter. Link for form for applying for physiotherapy while waiting for treatment</p>		<p>I wasn't aware it existed. So much information/assistance available. It doesn't help your place on the waiting list but, there are people/organisations available to reach out to for help</p>	
<p>The lady who spoke with me, LJ was very personable and gave me lots of information/links to organisations who could help while I'm waiting</p>		<p>She went out of her way to try and help me.</p>	<p>Satisfied with current support</p>
<p>Staff very approachable and understanding, took time to explain all I needed to know</p>	<p>EH was extremely helpful</p>	<p>The service gave me very helpful advice supportive and friendly. Thank you</p>	
<p>Since my diagnosis I have days where I'm down in the dumps. AW explained who I could contact just to have a chat or get advice before my mental <u>well being</u> deteriorated.</p>	<p>Just knowing there their if I need to talk</p>		<p>The only time I got any answers from a lovely lady, after speaking to her, i had much more understanding about my concerns about confusion over my eye operation, she was very reassuring and gave me the answers I needed, <u>thankyou!</u></p>

Felt as if I finally had people listening to me and fully understanding the difficulties I was facing. I've had an extremely challenging last 9 months, but it finally feels like I've started the journey to getting my life back.

Patient feedback

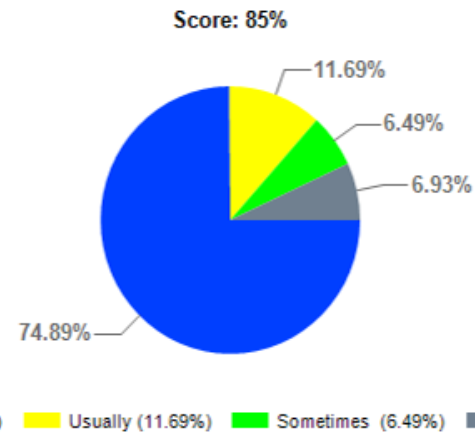
The lady was so helpful. She told me how to go about doing things, was so helpful with information. When I first spoke to her I was very worried about waiting for my appointments to come through. She made me feel so much more at ease with the information I needed. Also suggested other things to me that might help my situation. I felt so much better after I had spoken to her. Nothing was too much trouble for her. She even rang me back with information. She deserves an award. Thank you.

The search for information was easy. The advice given was concise and very helpful. The call handler was very helpful, friendly and considerate. A credit to this service. I was promised further information that arrived the next day. Many thanks.

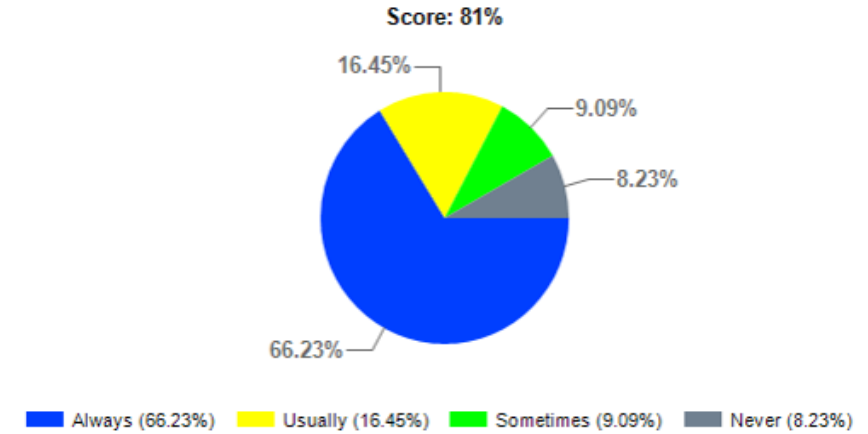
WLSS FFT Survey Results

Context: Long waits and the service is unable to provide an exact date for their procedure.

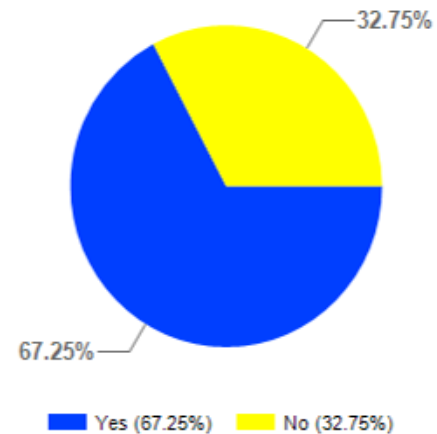
Question 5: Did you feel that you were listened to?



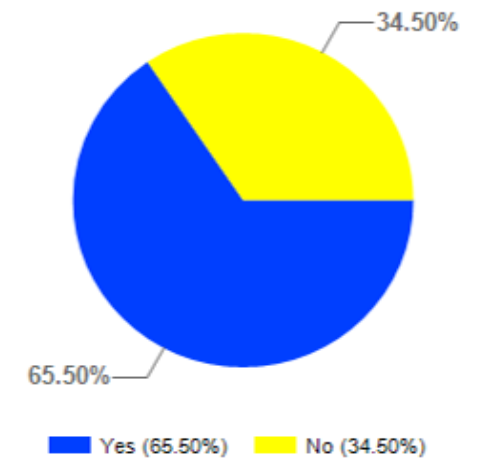
Question 6: Did you feel well cared for?



Question 9: Were you given options of self-management while you were waiting for your procedure?



Question 10: Were you informed on what to do if your symptoms deteriorated?



Reported outcomes over the last 3 months



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

- 59% Provided with condition and self management advice
- >30% Engaged in a MECC conversation
- 3% signposted to 3rd sector
- 3% to EPP
- 2% to LA/Social services

Total Referrals (External/Outbound only)

WLS001 - Ref to NHS 111 Waiting Times

WLS002 - General Condition Management Advice Given

WLS003 - Ref back to GP re: New Health Issue

WLS004 - Ref back to GP for pain review

WLS005 - Ref to Physio

WLS006 - Ref to OT

WLS007 - Ref to Self Management Programme (EPP)

WLS008 - Ref Other Therapies

WLS009 - Signposted to Online Resources

WLS010 - Information sent to patient

WLS011 - Consent to PROMS

WLS012 - Consent to Feedback

WLS013 - Ref to PALS

WLS014 - Ref to 3rd Sector charities

WLS015 - Ref to Consultant

WLS016 - Ref to Specialist Nurse

WLS017 - Wellbeing advice given

WLS018 - GP - Deterioration of Condition

WLS019 - Refer to Mental Health Services (GP, 111, CRISIS etc)

WLS020 - Ref to Smoking Cessation

WLS021 - Escalated Internally to Nurse/Clinical Lead

WLS022 - Ref to Social Care/Local Authority

WLS023 - Link to Digital Health Apps Sent

WLS024 - Signed up to PKB

WLS025 - Ref to 999/Medical Emergency as Red Flag

WLS028 - Escalate to Specialty - Pathway concern

WLS029 - Primary Care Other

WLS030 - Refer to Physio/OT

WLS031 - Self referral recommended to Weight Management/Drugs & alcohol

Next phase:

Utilising Patient Self-Assessment Questionnaires

To Support Waiting Well

Promote

Prevent

Prepare

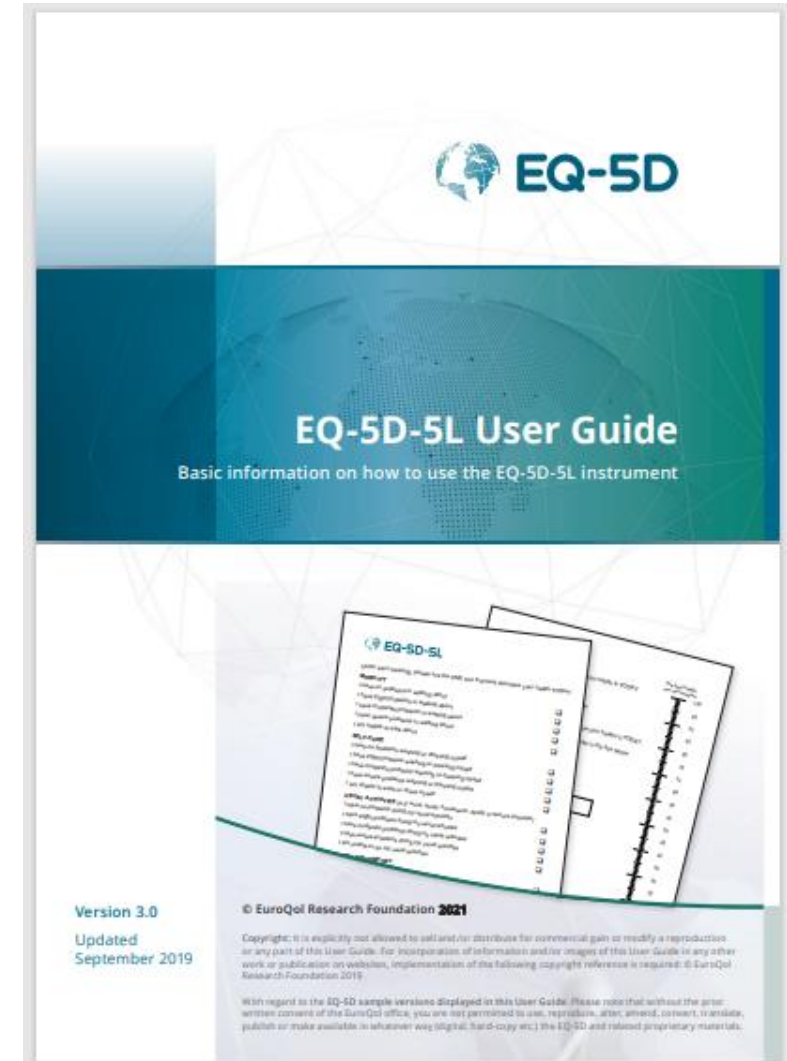
Self-assessment (PROM) Pathway to support Waiting Well

Waiting Well intervention based on stratification criteria

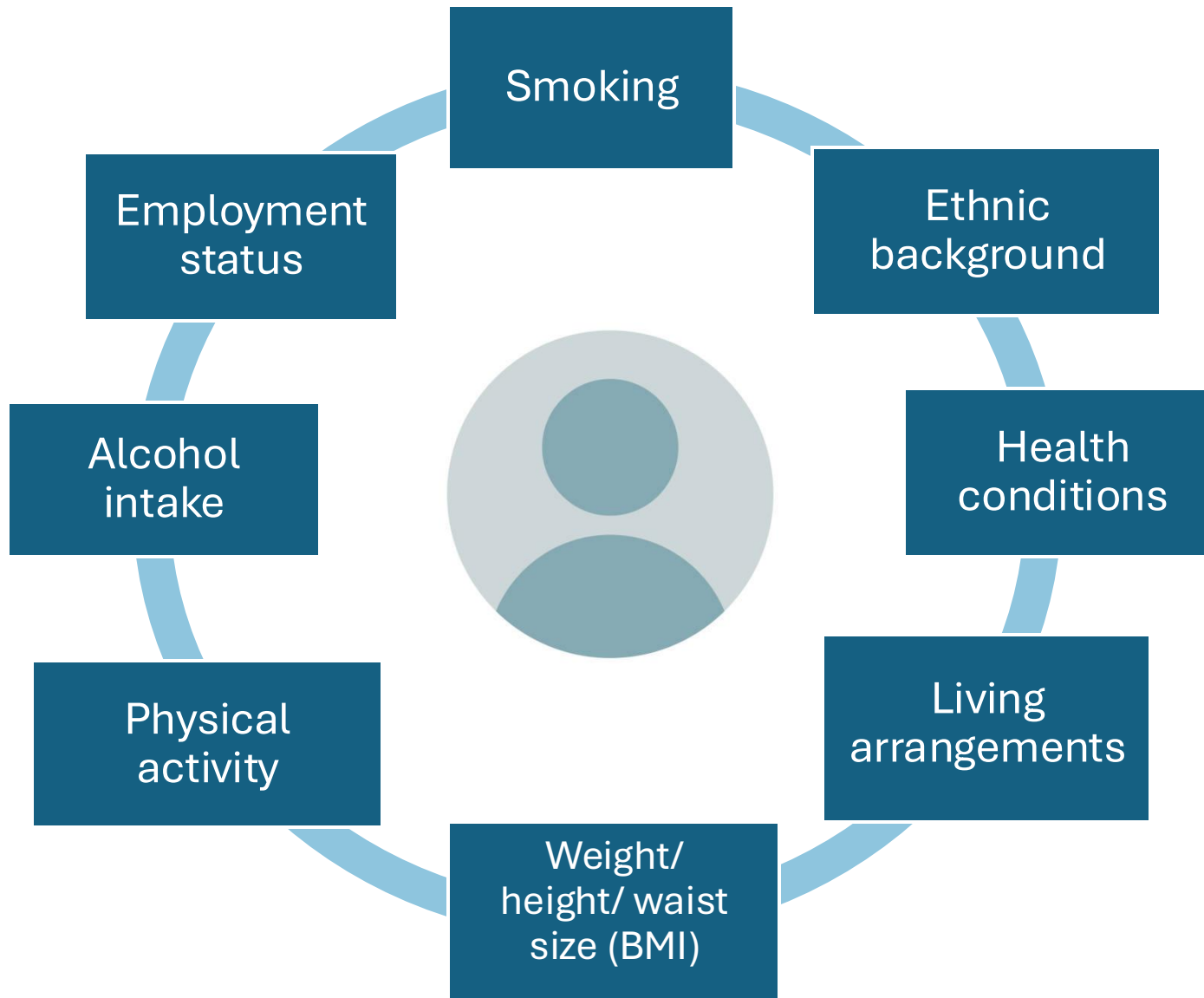


EQ-5D-5L

- Measures how well someone's health relates to their quality of life
- Covers 5 domains: mobility, self-care, usual activities of daily living, pain and discomfort, anxiety and depression
- Rating of their overall health



About You Version 2



Added (GIRFT recommendations) :

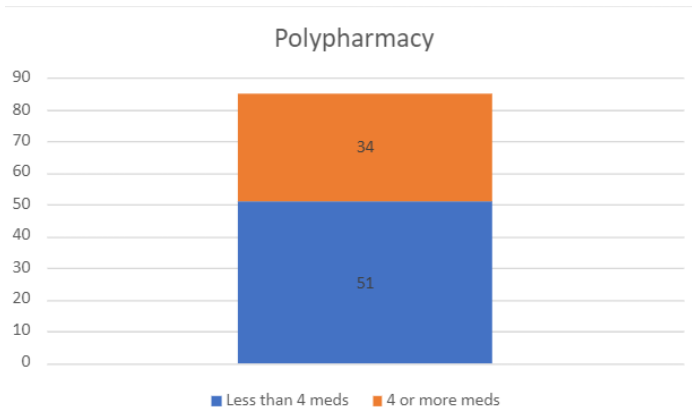
- Anaemia
- Anxiety
- Polypharmacy



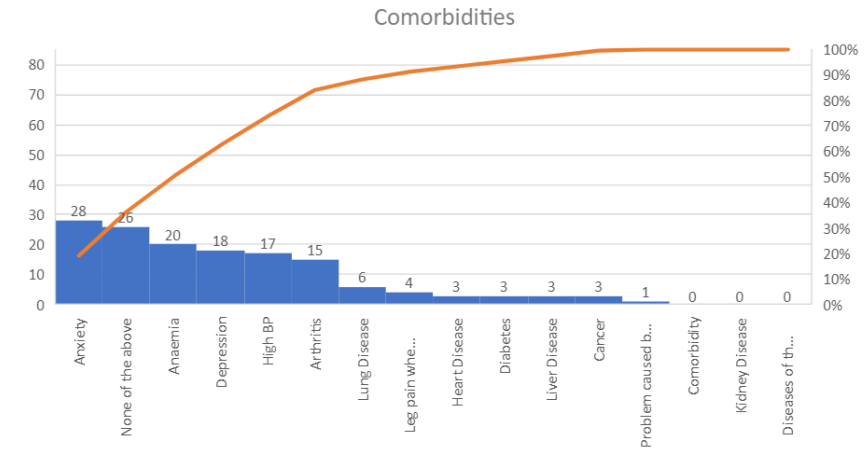
➤ Stratification Criteria (based on PROM results)	
RED ➤ Refer to Optimisation and Prehabilitation Service	<ul style="list-style-type: none"> ▪ BMI greater than 35 or less than 18.5 ▪ Exercise: 1 hour or less per week. ▪ EQ-5D-5L Scores: Score 5 in MOBILITY, SELF-CARE & USUAL ACTIVITIES
AMBER ➤ Contact/ review from WLSS Nurses	<ul style="list-style-type: none"> ▪ BMI between 30 and 35 ▪ EQ-5D-5L Score 4 in MOBILITY, SELF-CARE and USUAL ACTIVITIES. ▪ Score 5 in PAIN / DISCOMFORT and ANXIETY / DEPRESSION ▪ VAS Scores: Less than 20 ▪ Comorbidities: Responds 'yes' to any comorbidity (even if more than 1) ▪ Polypharmacy: 4 or more medications
➤ YELLOW ➤ Contact from non-clinical call handler ➤ MECC conversation	<ul style="list-style-type: none"> ▪ BMI of between 25 to 29 ▪ Exercise: More than 1 hour and up to 2 hours & more than 2 hours and up to 3 hours. ▪ EQ-5D-5L Score 2 or 3 in MOBILITY, SELF-CARE and USUAL ACTIVITIES, PAIN / DISCOMFORT and ANXIETY / DEPRESSION ▪ VAS Score: 20 up to 60. ▪ Smoking: Smoker ▪ Alcohol: 14 or more units per week.
GREEN ➤ Open access to WLSS and Waiting Well resources online ➤ No additional intervention required.	<ul style="list-style-type: none"> ▪ BMI: of 18.5 up to 25. ▪ Exercise: Above 3 hours per week. ▪ EQ-5D-5L: Level 1 in all domains ▪ VAS Score: more than 60. ▪ Comorbidities: Does not score 'yes' to any comorbidities. ▪ Polypharmacy: Less than 4 medications ▪ Smoking: Non-smoker

“Cohort” data to inform wider service delivery, workforce planning and training needs (Gynae cohort)

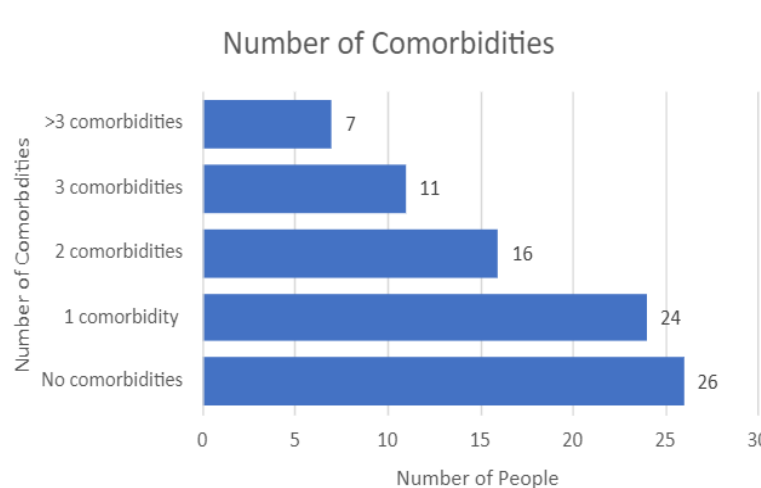
40% on 4 medications or more



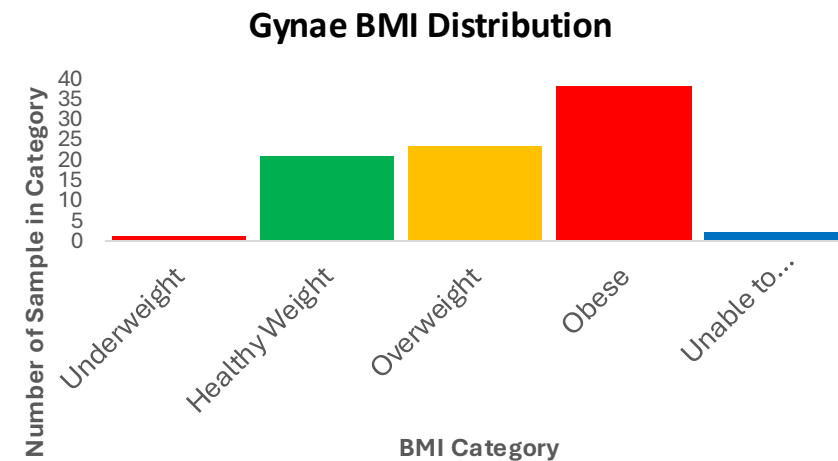
Anxiety, Anaemia, Depression, High BP and Arthritis



68% have 1 or more comorbidities



Majority overweight/ obese



Stratification of newly listed Orthopaedic Patients

60% Supported via WLSS (SPOC) and 40% by the Optimisation and Prehabilitation service



Key enablers to embed self-assessments to support Waiting Well

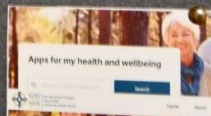
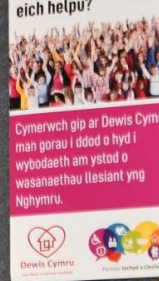


SYSTEM INTEGRATION



RAISING PUBLIC AND STAFF AWARENESS
OF THE ROLE OF SELF-ASSESSMENT
QUESTIONNAIRES IN THEIR CARE AND
TREATMENT.

Waiting List Support Service: Our Growing Network



Waiting List Support Service

Waiting Well – Optimising Your Route to Treatment



Maintaining or improving your physical and mental health and wellbeing whilst you await your treatment or procedure is important.



The Waiting List Support Service provides you with a single point of contact for advice, support and guidance.

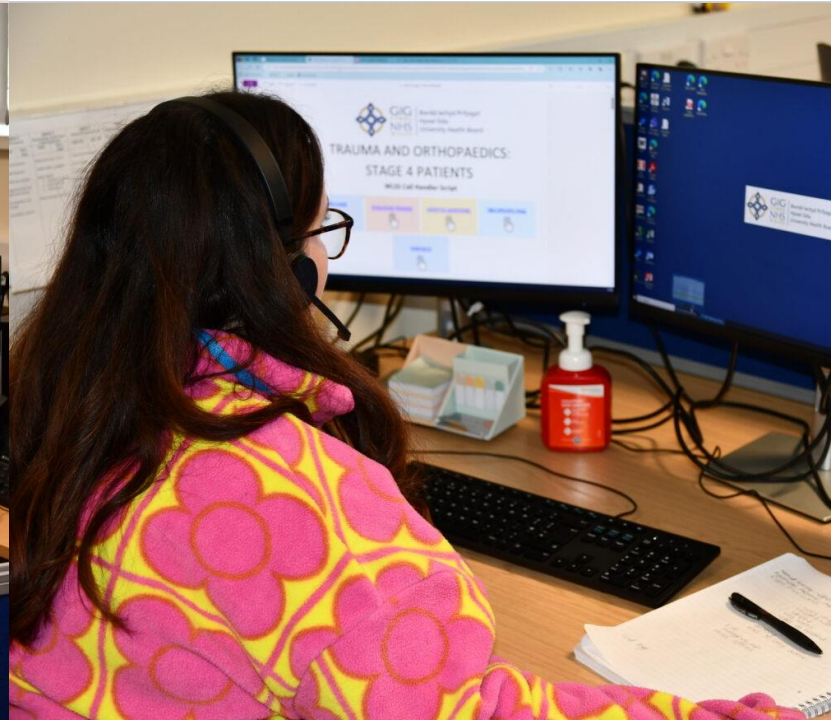
For further information scan here



How Can We Support You?

- Review your situation with 'Matters' to establish additional support needs to maintain your quality of independence.
- Signpost and support healthcare services including Occupational Therapy, The Programme, Spec Cessation.
- Signpost and support community-based services such as Repair, DeltaWell.
- Support you to manage your condition whilst waiting for treatment.
- Provide reassurance and information.
- Advise on what you can do to manage your symptoms if they deteriorate.

Telephone: 01495 343434
 Email: ask.h@nhs.uk
 Monday to Friday, 9am to 5pm



Any Questions?