



---

## **Planning Objective 1E: Waiting List Support Service (WLSS)**

Personalised Contact for Patients Waiting for Elective Care

## **Planning Objective 1.E: To establish a process to maintain personalised contact for elective care patients which will:**

- Keep them 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 measuring harm – bringing together the clinically assessed harm and harm self-assessed by the patient and use this to inform waiting list prioritisation
- Offer alternative treatment options if appropriate
- Incorporate review and checking of patient consent

# Situation

- WLSS fully established with non-clinical and clinical call handlers recruited into permanent posts. Current funding agreed until March 2023.
- Call handlers scripts, clinical escalation plans and online resources on how to “Prepare for Treatment” with advice on self management developed
- Phased roll-out plan in progress. Over 10,800 Stage 4 patients have been contacted with an offer of support via a single point of contact (T&O, ENT, Urology, Dermatology, Ophthalmology, Gynae)
- 1445 Phone calls received, over 4500 visits to the online resource pages
- Next phase: General surgery, Gastro and colorectal (total n=3425) with the aim of all stage 4 patients being contacted by November 2022.

# Situation (cont'd)

- Additional support to patients on waiting lists for Community Paediatric and Long Covid Services
- Service working with Prehabilitation Services in Orthopaedics and Prostate Cancer to ensure a seamless offer of support, optimisation and signposting
- Developing strong links with other services and 3<sup>rd</sup> sector to develop an holistic offer of support whilst patients are waiting
- Piloting a process of providing new patients with WLSS information and contact details at the point of listing (leaflet in clinics)
- Service evaluation and impact assessment in progress – including patient feedback and experience

# Risks and Mitigation

- Risk register in place with weekly review and updates at monthly WLSS Steering Group meetings
- 12 Active risks identified with mitigation plans in place
- WLSS Oversight Group established to provide strategic direction and governance

# Risks and Mitigation (cont'd)

## **Key risks:**

- Current funding confirmed until March 2023. Risk to organisational reputation if current offer of support and contact for patients on Waiting Lists are withdrawn whilst patients are still experiencing significant waits for treatment.

## **Mitigation:**

- Service evaluation and impact assessment in progress – including patient feedback and experience to identify value and benefits to inform future funding and resource allocation.

# Risks and Mitigation (cont'd)

## **Key risks:**

- Currently temporary accommodation does not meet requirements

## **Mitigation:**

- New accommodation sourced at Hafan Derwen currently being worked through by Estates Department. Expected to move late October.

# Risks and Mitigation (cont'd)

## **Key risks:**

- Multiple single points of contact developed across different service which could lead to patient confusion about which service to contact. This could lead to calls going to the wrong place and having a detrimental effect on patient health and services ability to respond.

## **Mitigation:**

- Project define itself as the Waiting List Support Service, and references to SPoC removed from the project unless specifically referring to the larger 1B planning objective to create a single point of contact for the health board notionally called Hywel Dda Communication Hub.
- Resources to clearly identify purpose of the support service to highlight its purpose to patients and manage expectations of those who may consider using the service.
- Will be linked into the development of the internal and external communication plan, and further mitigated through engagement with CHC and wider stakeholders.



# Recommendation

For QSEC to take an assurance from the presentation provided.