

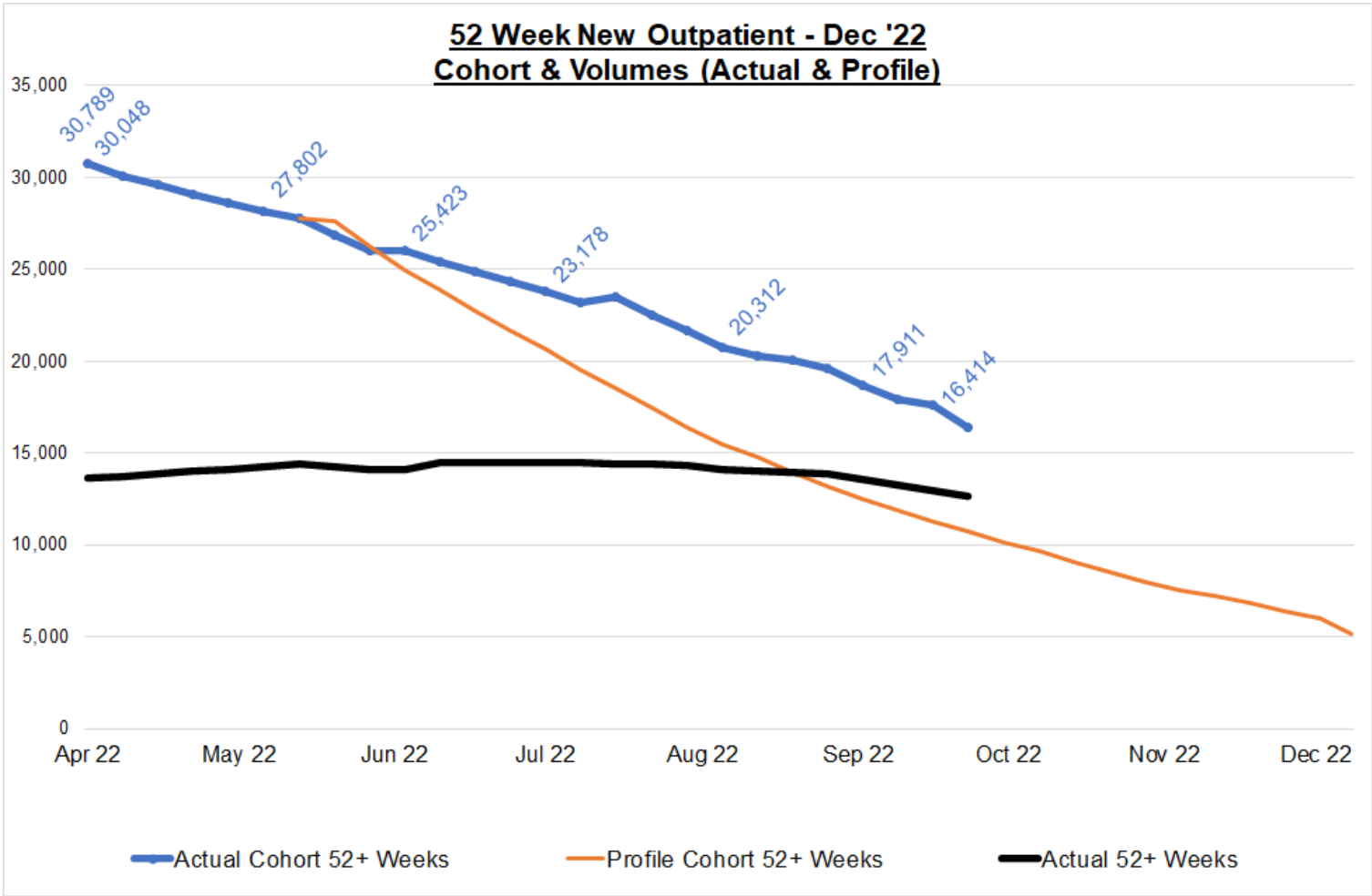
Hywel Dda Planned Care Waiting List Overview

17th October 2022

Planned Care Delivery Plan Update – Slides Overview

- **Slides 3 & 4:** 52/104 week delivery trajectories
- **Slides 5 & 6:** Total pathway waiting list overview
- **Slides 7 – 9:** Activity trends and supporting capacity
- **Slides 10 - 13:** Follow-ups & SoS/PIFU
- **Slides 14 & 15:** Waiting List Support Service

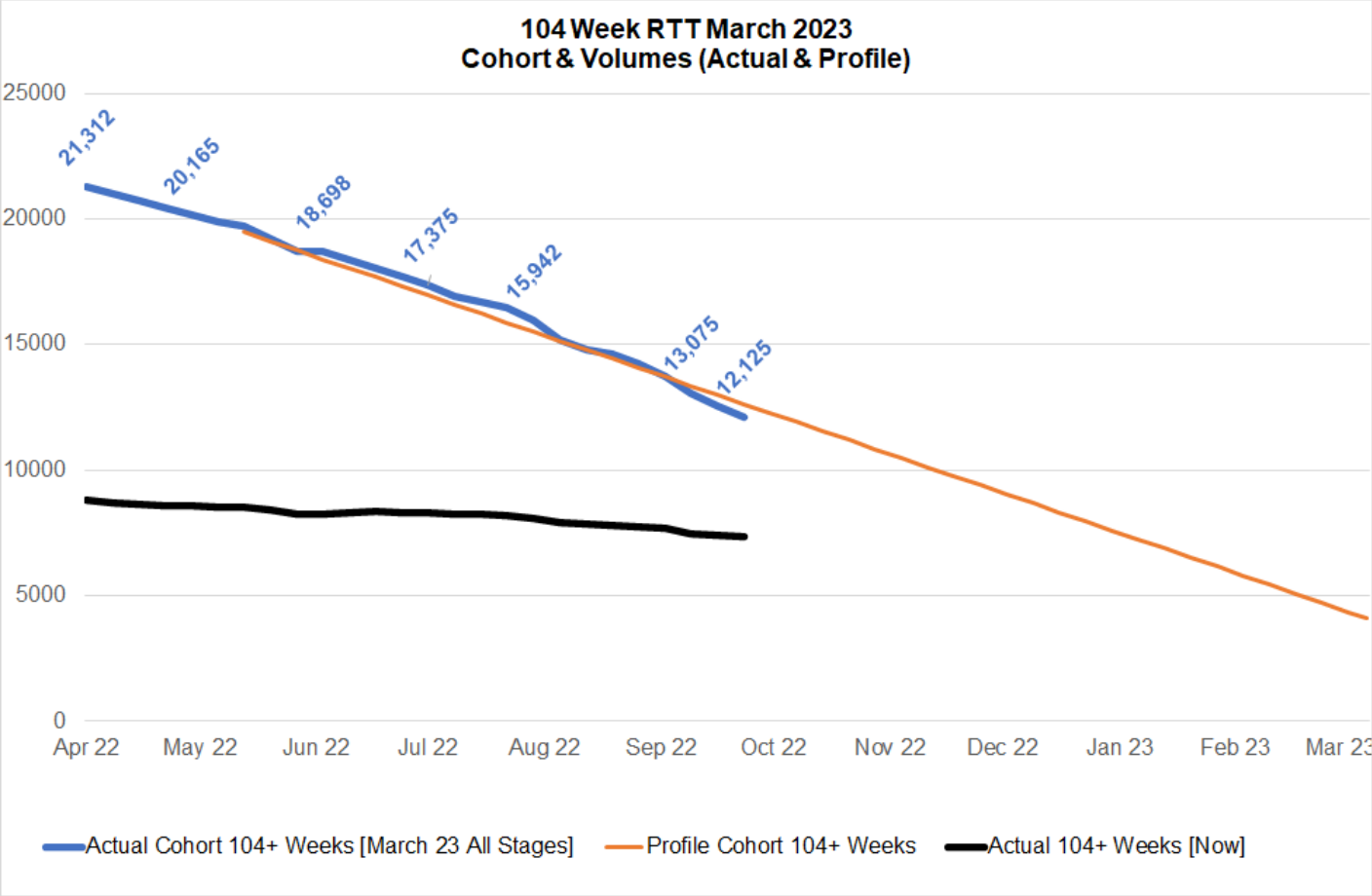
Progress with 52 week ambition trajectory (17th Oct)



Revised Trajectory

Specialty	Current	Best Case	Reasonable Worse Case
100 - General Surgery	2535	635	1035
101 - Urology	1365	500	875
104 - Colorectal	1684	300	592
107 - Vascular	670	544	678
120 - ENT	3600	2100	2,400
130 - Ophthalmology	2972	0	607
191 - Pain Management	448	100	155
301 - Gastroenterology	992	582	690
330 - Dermatology	231	0	67
410 - Rheumatology	974	300	464
430 - Geriatric Medicine	354	0	225
Total	17,911	5,061	7,788

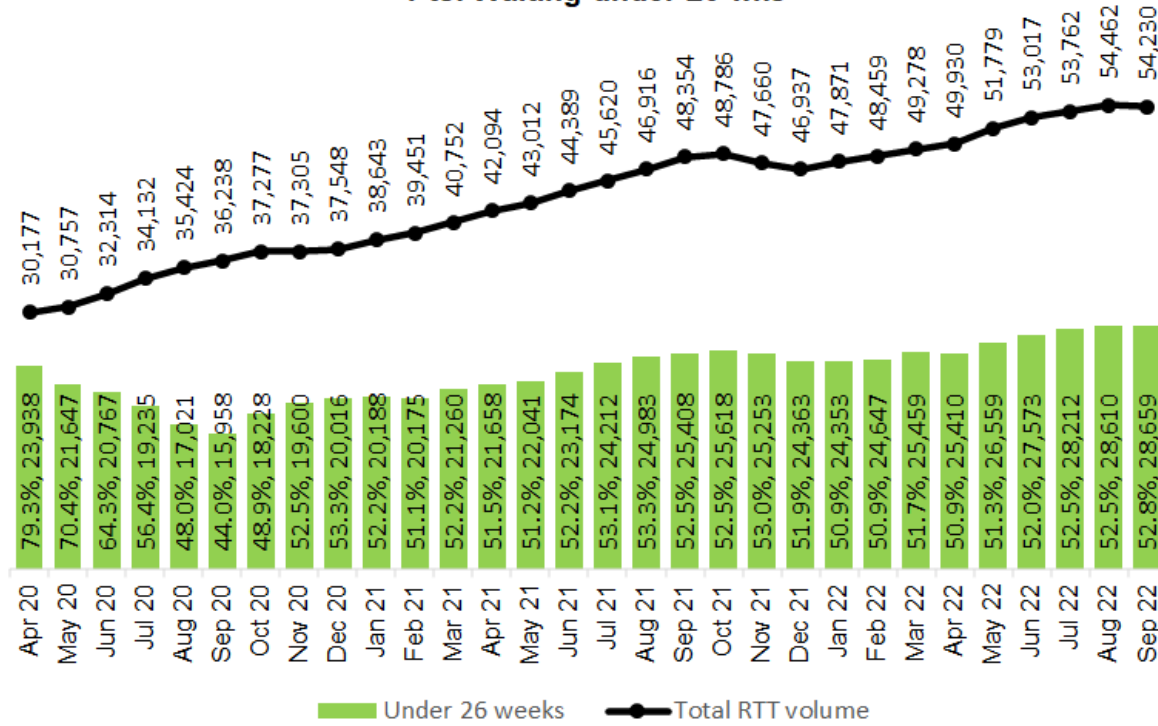
Progress with 104 week ambition trajectory (17th Oct)



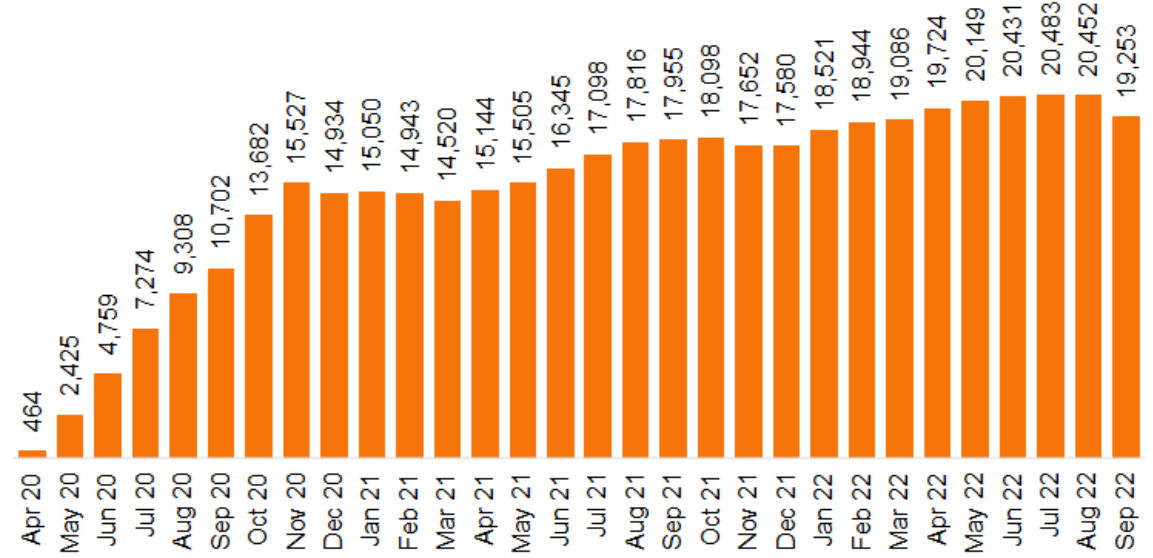
Revised Trajectory

Specialty	Current Total	Best Case	Reasonable Worse Case
100 - General Surgery	1,709	0	372
101 - Urology	1,595	1,000	1,204
110 - Orthopaedics	2,267	700	1,086
120 - ENT	1,961	200	303
191 - Pain Management	453	0	150
330 - Dermatology	159	0	67
430 - Geriatric Medicine	267	0	176
Grand Total	13,075	1,900	3,358

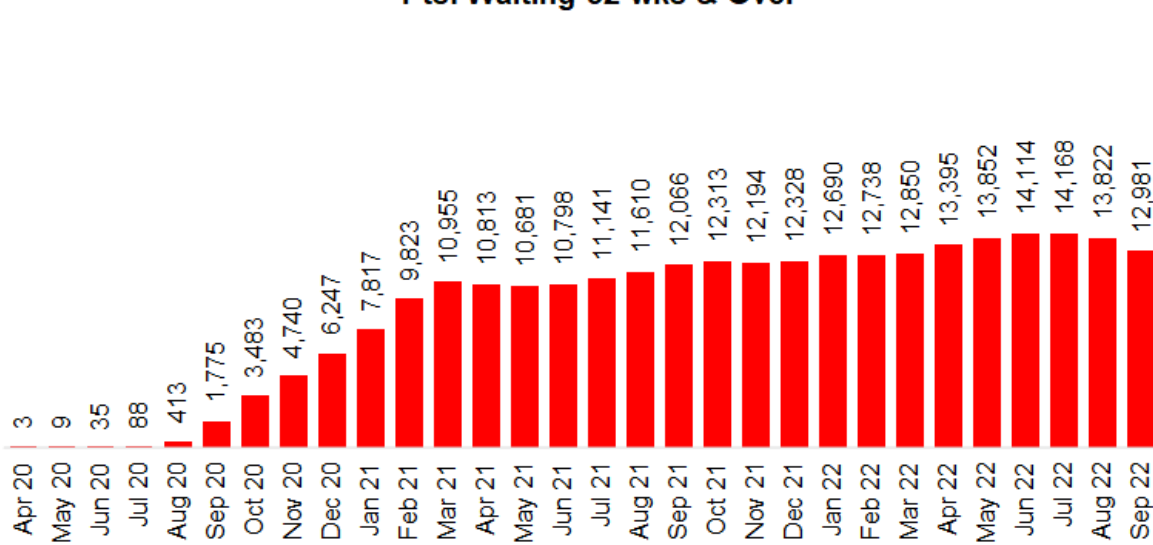
Pts. Waiting under 26 wks



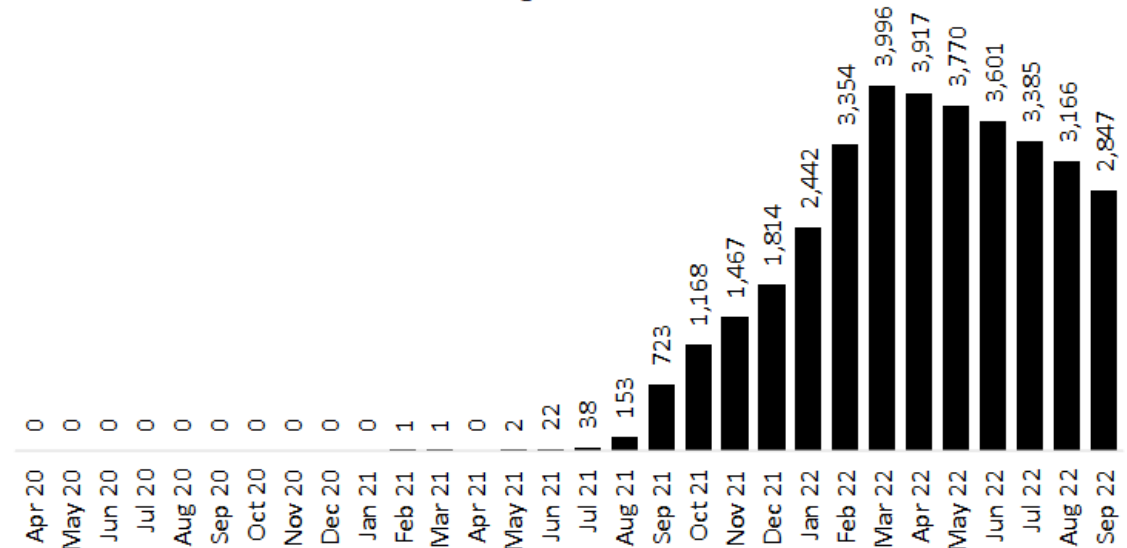
Pts. Waiting 36 wks & Over

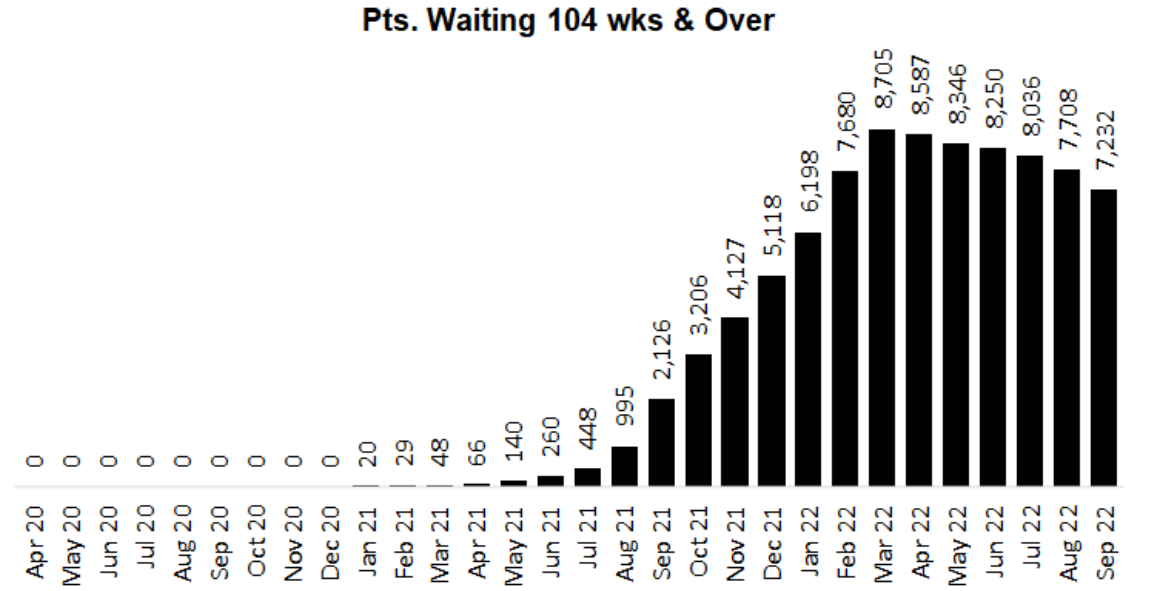
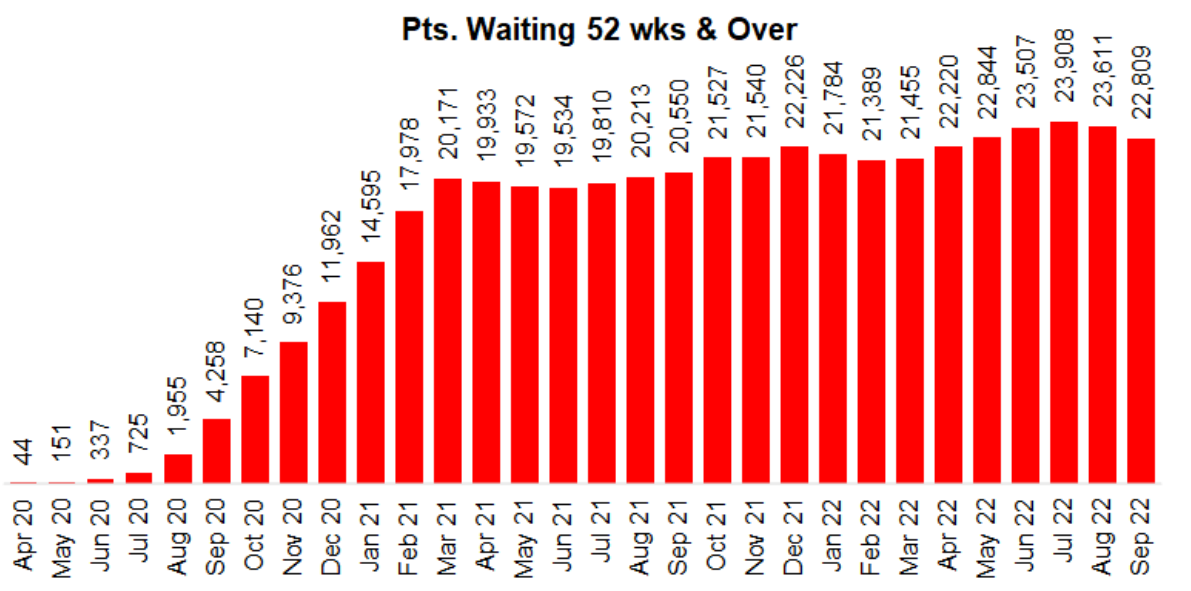
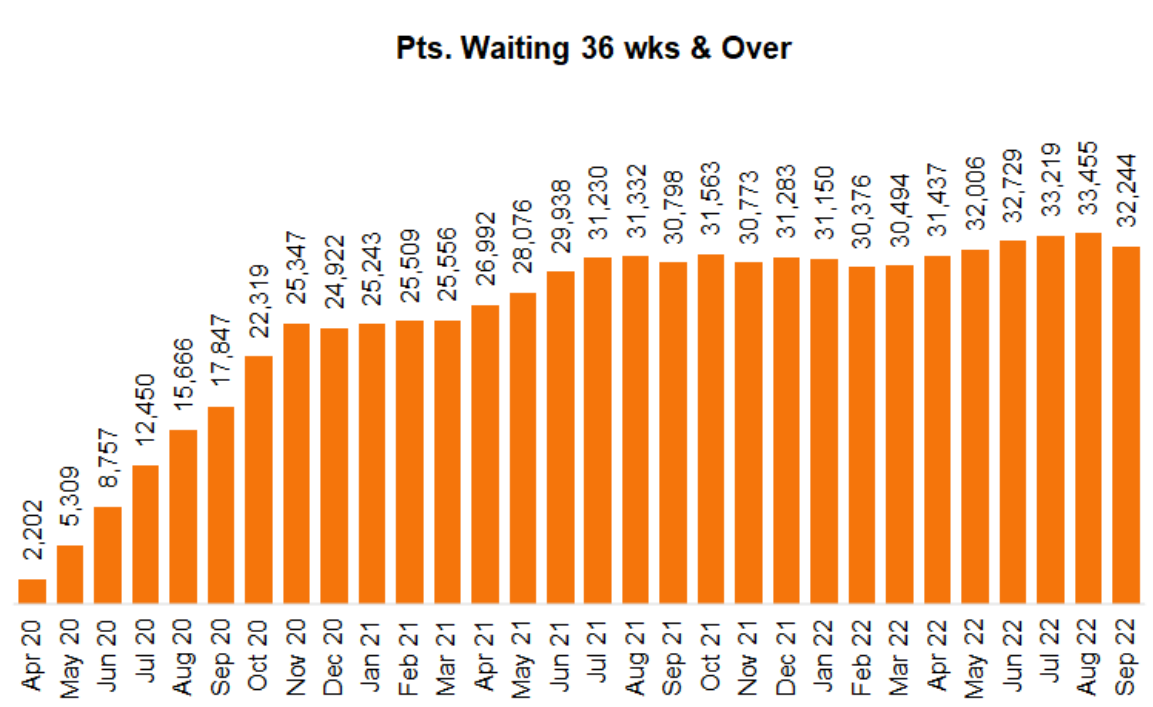
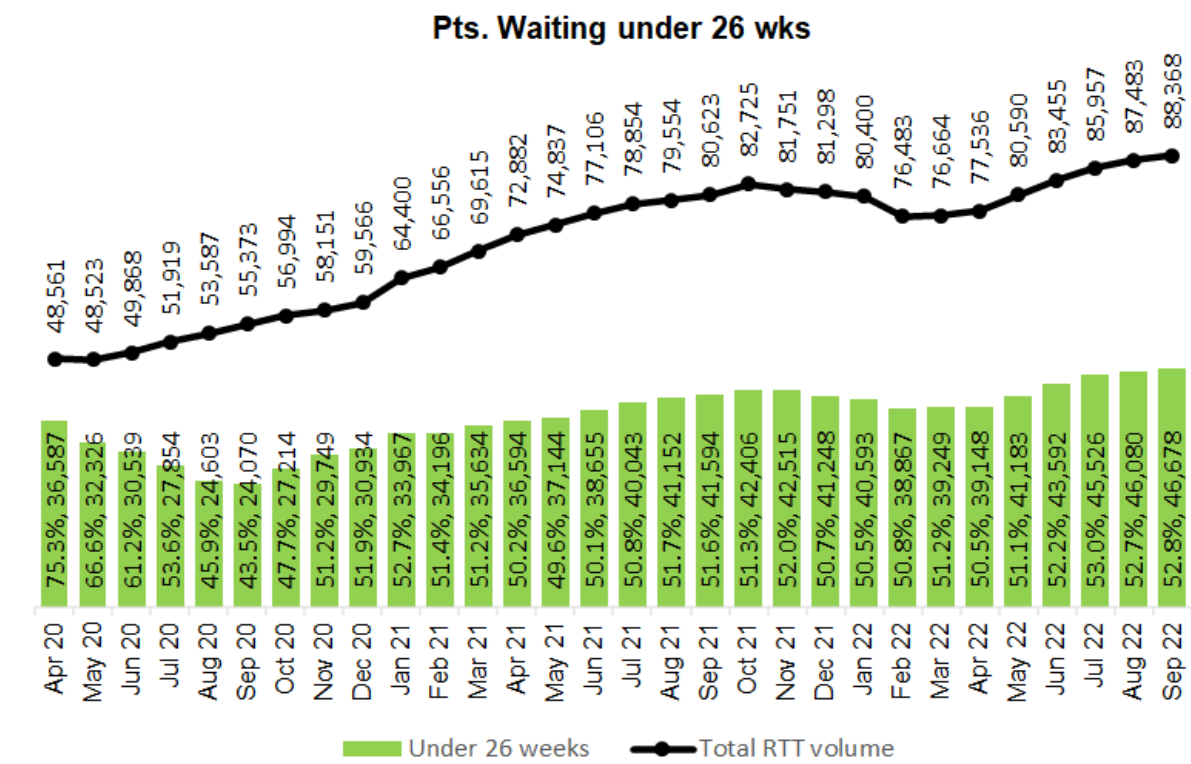


Pts. Waiting 52 wks & Over

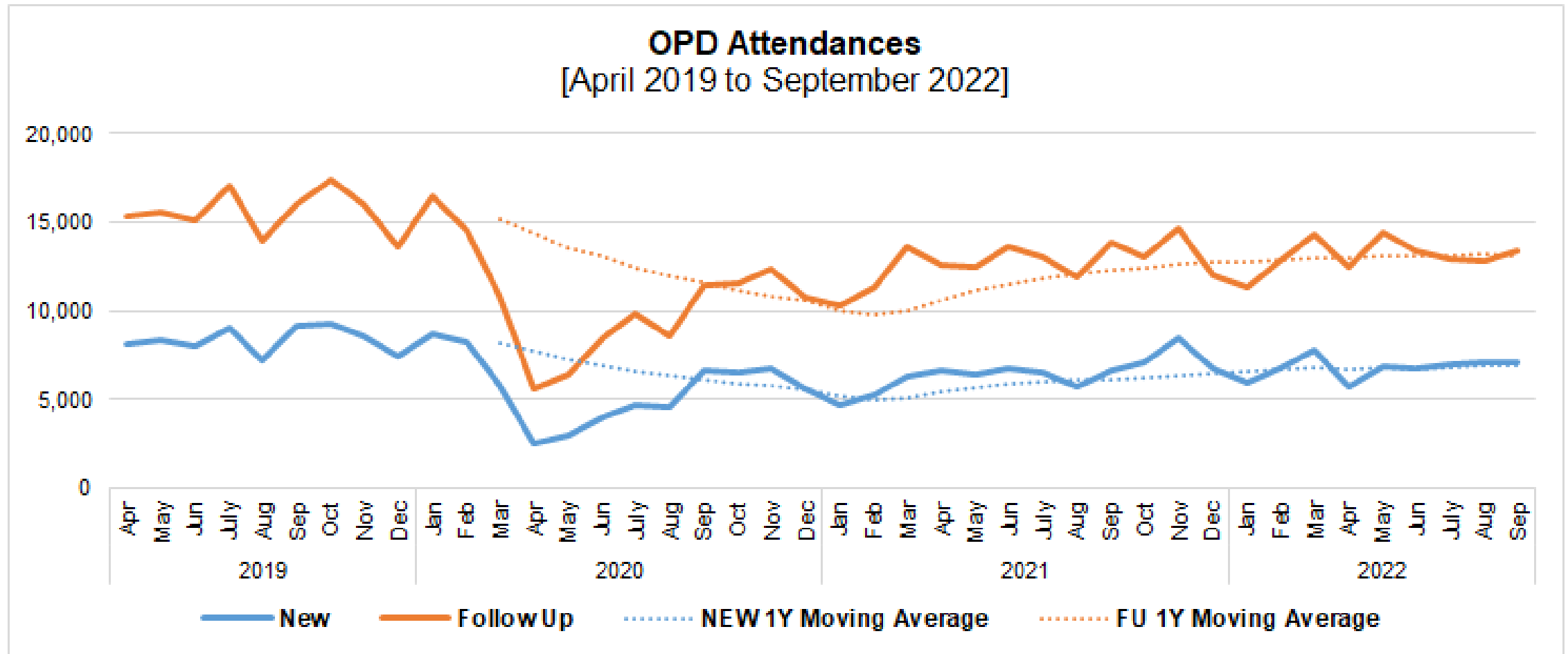


Pts. Waiting 104 wks & Over



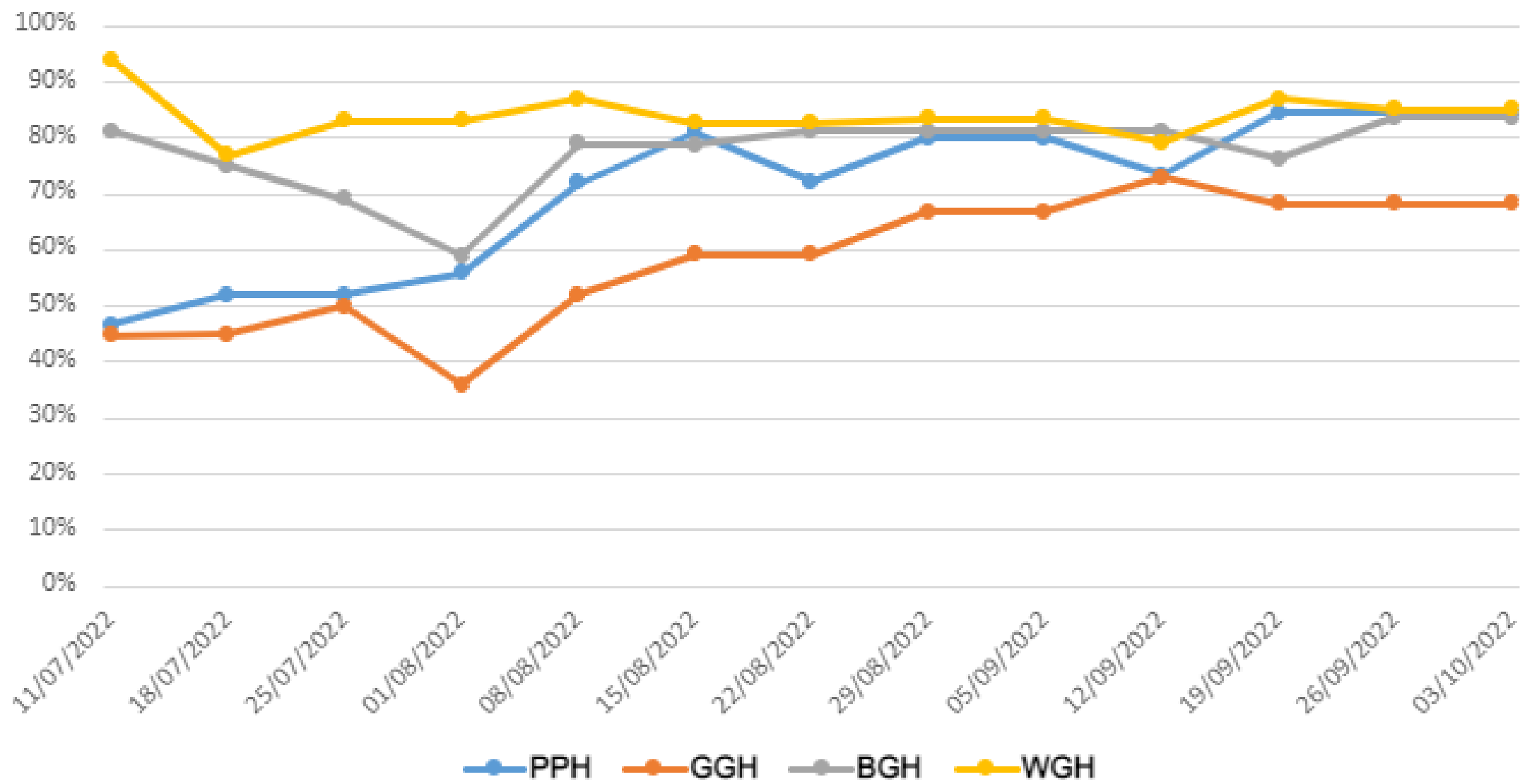


Outpatient Activity



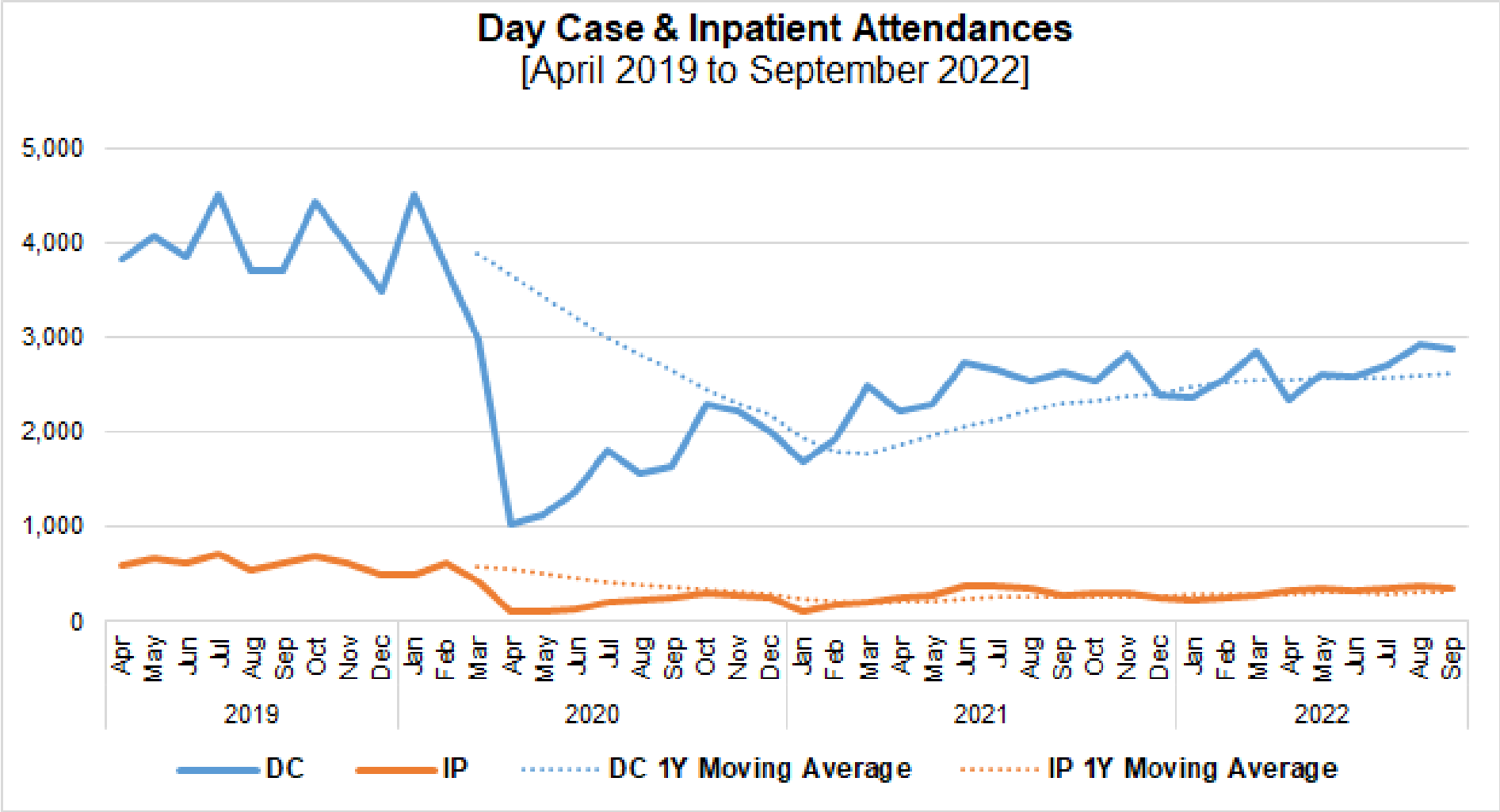
	NEW	FU	Post COVID the following specialties have increased capacity beyond 100% compared to pre-COVID; Colorectal, Dermatology, Gynaecology, Neurology & Urology.
Average April 2019 to Sep 2019	8,309	15,523	
Average April 2022 to Sep 2022	6,743	13,236	
Percentage	81%	85%	
September 2022	7,090	13,359	
September 2022 % Comparison	85%	86%	

Medical Records Staff Fill Rate



Staff rates have improved from approximately 60% in August 2022 to over 80% in October

Inpatient Day Case Activity



	Day Case	Inpatient	In August 2022 our Day Case and Inpatient Activity rose to 74% and 59% respectively
Average April 2019 to Sep 2019	3,945	622	
Average April 2022 to Sep 2022	2,677	346	
Percentage	68%	56%	
August 2022	2,919	370	
August 2022 % Comparison	74%	59%	

Follow Ups Performance to September

Metric	Data	Chart
The number of patients waiting for a follow-up outpatient appointment	Aug 22: 65,095 Sep 22: 64,831	<p>Number of patients waiting for a follow-up outpatient appointment (5A)</p> <p>Target Aim Lower Assurance Variance</p> <p>Target is a 30% reduction from March 2021 baseline</p>
Delayed Follow-ups - by over 100%	Aug 22: 18,259 Sep 22: 17,833	<p>Patients waiting for a follow-up outpatient appointment who are delayed by over 100% (5A)</p> <p>Target Aim Lower Assurance Variance</p> <p>Target is a 30% reduction from March 2021 baseline</p>
Delayed follow-ups: (booked and not booked) who are delayed past their agreed target date	Aug 22: 29,381 Sep 22: 28,774	<p>Number of patients waiting for an outpatient follow-up past their agreed target date (5B)</p> <p>Target Aim Lower Assurance Variance</p> <p>Target is a 30% reduction from March 2021 baseline</p>

Continued improvement in all 3 performance measures

[16.6% of our population on a FU pathway]

HB Transformation Measures: SOS/PIFU Challenge

- Currently 16.6% (64,831) of HD population on a Follow up pathway
- Compared to up to 34% in other HB's including SB (March 2022 data)

Health Board	Population	Total March 22	% of Population
Cardiff & Vale	504,497	172,902	34%
Swansea Bay	390,949	133,772	34%
Betsi Cadwaldr	703,361	185,293	26%
Cwm Taff	449,836	112,698	25%
Aneurin Bevan	598,194	113,107	19%
Hywel Dda	389,719	66,416	17%
Powys	133,030	6,440	5%
Wales	3,169,586	790,628	25%

Specialty	Other (%)		SOS/PIFU (%)		Discharge (%)		SOS/PIFU + Discharge (%)	
328 - Stroke Medicine	4	19%		0%	17	81%	17	81%
320 - Cardiology	119	56%	21	10%	72	34%	93	44%
110 - Trauma & Orthopaedics	1244	62%	361	18%	386	19%	747	38%
300 - General Medicine	30	65%		0%	16	35%	16	35%
107 - Vascular	53	71%	3	4%	19	25%	22	29%
100 - General Surgery	57	72%	3	4%	19	24%	22	28%
301 - Gastroenterology	487	75%	74	11%	92	14%	166	25%
120 - ENT	390	76%	33	6%	93	18%	126	24%
430 - Geriatric Medicine	161	77%	9	4%	40	19%	49	23%
420 - Paediatrics	458	77%	42	7%	95	16%	137	23%
330 - Dermatology	375	77%	54	11%	55	11%	109	23%
502 - Gynaecology	445	78%	28	5%	98	17%	126	22%
410 - Rheumatology	274	80%	54	16%	15	4%	69	20%
104 - Colorectal	187	80%	14	6%	33	14%	47	20%
191 - Pain Management	32	82%	2	5%	5	13%	7	18%
302 - Endocrinology	213	82%		0%	46	18%	46	18%
340 - Respiratory Medicine	308	83%	8	2%	55	15%	63	17%
400 - Neurology	61	86%	3	4%	7	10%	10	14%
103 - Breast	373	86%	4	1%	56	13%	60	14%
130 - Ophthalmology	1686	89%	35	2%	166	9%	201	11%
101 - Urology	616	91%	10	1%	53	8%	63	9%
324 - Anticoagulation Service	182	93%		0%	13	7%	13	7%
307 - Diabetic Medicine	181	95%	1	1%	8	4%	9	5%
370 - Medical Oncology	540	96%		0%	21	4%	21	4%
361 - Nephrology	185	96%		0%	7	4%	7	4%
303 - Clinical Haematology	917	98%	1	0%	19	2%	20	2%
12/15 Grand Total	9,578	80%	760	6%	1,598	13%	2,358	20%

SOS PIFU Challenge:
T&O have a high SOS/PIFU rate (18%) and even higher discharge rate (19%)

Stroke have highest discharge rate (81%) but no patients put on SOS/PIFU

Certain areas have high discharge rates (i.e. geriatric medicine at 19% but only 4% SOS/PIFU rate)

Over half have a discharge & SOS/PIFU rate over 20%

HB Transformation Measures: SOS/PIFU

- **24,401** SOS/PIFU pathways (SOS = 16,313 & PIFU = 8,088)
- Sept 2022 – **1,574** (SOS 954/ PIFU 633) – highest ever
- **26** Specialities using SOS/PIFU pathways
- **161** clinical conditions use these pathways
- **155** clinicians using SOS/PIFU (Paeds highest with 31)
- T&O (highest user with **10,783** patients)
- HDdUHB has 2nd highest number of SOS/PIFU pathways on the all Wales SOS/PIFU Website (After Cwm Taf)
- Dedicated project manager in post to drive change

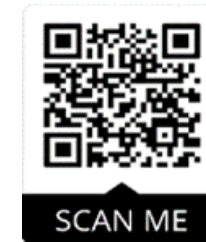
Patient Support and Communication

Objective: A designated service (Waiting List Support Service) to support patients on waiting lists for elective procedures (stage 4) with the aim to:

- Establish a process to maintain personalised contact with all patients on waiting lists
- 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 prioritization.
- Offer alternative treatment options if appropriate

Outcomes (Dec 2021- Oct 2022):

- 10,800 Stage 4 patients contacted (ENT, T&O, Dermatology, Urology, Ophthalmology, Gynae)
- 1445 calls received
- 4511 hits online on "Preparing for Treatment" resources




- Plan to contact a further 3425 patients in October and November (General surgery, Gastro and colorectal)
- Aim to contact all stage 4 patients who have waited over 36 weeks by end of November 2022
- Services linked to Prehabilitation programmes

Draft leaflet to be provided on listing:

Waiting List Support Service



Optimising Your Route to Treatment



Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

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 the Waiting List Support Service Help?

- Review your situation and discuss 'What Matters' to establish if there is any additional support that could help you maintain your quality of life and independence.
- Signpost and support referral to other healthcare services e.g. Physiotherapy, Occupational Therapy, Expert Patient Programme, Specialist Nurses, Smoking Cessation.
- Signpost and support referral to community-based services e.g. Care & Repair, Delta Wellbeing, Dewis Cymru.
- Support you to take control over your condition whilst awaiting your treatment.
- Provide reassurance.
- Advise on what you can do if your symptoms deteriorate.

Telephone: 0300 030 8322
Email: ask.hdd@wales.nhs.uk
Monday to Friday 9am to 5pm