

FOI.20550 - Attachment 1

- The UHB monitors waiting times for patients to be triaged and see a doctor throughout the day at WGH A&E, which are reported three (3) times daily at the situation report meetings. Ambulance handovers and performance are robustly monitored and are reported against four (4) and 12 hour waits.
- 1a. The UHB is currently developing a dashboard which heat maps waiting times across the twenty-four (24) hour period.
- The UHB does not compare its A&E waiting time performance against the Welsh Government (WG) Targets. However, the UHB aims to meet the targets set by WG.
- 1b.
- (i) Whilst operating in accordance with the Section 45 Freedom of Information Code of Practice, the UHB has a duty to provide advice and assistance, information on emergency department waiting time performance is available within the public domain. Emergency departments: performance against waiting time targets, is published on the WG StatsWales website. A link to the webpage has been provided below:
[Emergency departments: performance against waiting times targets, October 2009 onwards | StatsWales](#)
- (ii) Comparison performance data for the UHB's A&E departments is reported to Board as part of the Integrated Performance Assurance Report (IPAR). The most recent IPAR was presented at the UHB's Public Board meeting on 28 May 2026 and is available on the UHB's website. Links to the UHB's Board meeting webpage and the relevant IPAR have been provided below:
[Board meetings 2026 - Hywel Dda University Health Board](#)
hduhb.nhs.wales/about-us/your-health-board/board-meetings-2026/board-agenda-and-papers-28-may-2026/13-integrated-performance-assurance-report-month-12-2025-26-and-month-1-2026-27-pdf/?ts=1780053879518
- (iii) All Wales benchmarking is included in the IPAR dashboard and is published on the UHB's 'Monitoring our performance' webpage. A link to the webpage, where the performance report dashboards can be accessed, has been provided below.
[Monitoring our performance - Hywel Dda University Health Board](#)
- 2a. The UHB provides within the table below, the number of WGH A&E attendances, discharges and admissions, within four (4) hours of arrival, by time band and percentage, during the period 1 December 2025 to 31 May 2026.

Arrival time band	00:00 - 03:59	04:00 - 07:59	08:00 - 11:59	12:00 - 15:59	14:00 - 19:59	19:00 - 23:59	Total
Total A&E attendances	1,133	1,057	5,847	6,064	5,059	2,619	21,779
Discharged from A&E < 4 hours	233	385	3719	3398	2207	567	10,509
Percentage	2.86%	3.69%	33.18%	31.05%	21.44%	7.78%	
Discharged and admitted to hospital < 4 hours	22	44	391	248	93	46	844
Percentage	2.61%	5.21%	46.33%	29.38%	11.02%	5.45%	

2b. The requested information is available on the WG StatsWales website. Please see link provided in response to question 1b (i).

2c. Performance data for the UHB's A&E departments is presented at Public Board meetings via the IPAR and is available on the IPAR dashboard. Please see links provided in response to question 1b (ii&iii).

Additionally, any performance risks, associated plans and support for improvement are escalated through the UHB's governance process via the risk register and briefing papers. Committee updates are provided to Board on a regular basis, Public Board papers and those presented to Board Committee's are published on the UHB's website and accessible via the following links:

[Your health board - Hywel Dda University Health Board](#)

[Board committees - Hywel Dda University Health Board](#)

2d. The requested information is available on the WG StatsWales website. Please see link provided in response to question 1b (i).

3a. The requested information is available on the WG StatsWales website. Please see link provided in response to question 1b (i).

3b. The UHB has identified four (4) reports that have been received relating to A&E performance concerns in WGH, during the period 1 January 2025 to 29 May 2026.

Copies have been provided as detailed below:

Attachment 2 - Ministerial Advisory Group (MAG) - Observations following the site visits of Health Boards – UHB - Urgent and Emergency Care

Attachment 3 - Getting it Right First Time (GIRFT) ED WGH- 1 year on follow up visits

An exemption under Section 21 of the FoIA has been applied to the following documents, the relevant links are provided below:

Internal Audit - Validation of Emergency Department Waiting Time Data Final Internal Audit Report 2025/26

[Final Internal Audit Report](#)

Audit Wales Urgent and Emergency Care Arrangements for Managing Demand – Hywel Dda University Health Board

[Hywel Dda University Health Board – Urgent and Emergency Care: Arrangements for Managing Demand](#)