

<b>Reference:</b>	FOI.9166.22
<b>Subject:</b>	Clinical Musculoskeletal Assessment and Treatment Service (CMATS)
<b>Date of Request:</b>	14 June 2022

**Requested:**

I would like to make a freedom of information request, regarding the Clinical Musculoskeletal Assessment and Treatment Service (CMATS). I would like to know; of people who the system says appointment letters have been sent and appointments not taken up/booked, or missed, allowing them to be discharged from the system without being seen, how many are re-referred back into the system?

**Response:**

Hywel Dda University Health Board (UHB) does not routinely collate this information. However, the UHB has undertaken a search of its Welsh Patient Administration System (WPAS) for pathways recorded with a category of Referral Other Than Treatment (ROTT), to identify the information requested, for the calendar years the system holds, as a timeframe has not been provided.

For clarity, the ROTT category within WPAS includes:

- patients who have had appointments cancelled by the hospital
- did not respond to hospital invitations to book an appointment
- were classified as inappropriate referrals
- were seen by another service
- received treatment elsewhere
- informed that treatment was no longer required
- patients who did not attend and were discharged.

Additionally, as some patients will have been referred for multiple/different problems within a year, the UHB has also included those recorded as ROTT against the referred clinical condition, ensuring all ROTT patients are captured.

Therefore, the UHB provides, within the table below, the numbers of ROTT patients that were discharged and did not re-access the service and those that were discharged and were re-referred within twelve (12) months with the same 'clinical condition', during the calendar years 2014 to 2021 and 1 January to 30 June 2022.

<b>Calendar year</b>	<b>Patients within ROTT category who were discharged and did not re-access the service</b>	<b>Patients within the ROTT category who were discharged and were then re-referred within 12 months with the same 'clinical condition'</b>
2014	4	16
2015	23	57
2016	74	155
2017	110	288
2018	67	297
2019	104	364
2020	82	438
2021	61	516
2022 (to 30/6/ 22)	120	670

The data provided is what has been identified as held by the UHB; however, it has not been subject to a clinical validation process, due to this information not being routinely reported on.

Please note:- There will be significant variation in the available data over the years for a number of reasons. Due to the impact of the pandemic, for large periods of 2020 and 2021, services were stood down or only urgent care was delivered; therefore, there may have been significantly higher numbers of patients recorded within the ROTT category during this period.