

Reference:	FOI.2632.20
Subject:	Comparison information for the Accident and Emergency (A&E) departments in Glangwili General Hospital (GGH) and Wwithybush General Hospital (WGH)
Date of Request:	3 March 2020

Requested:

I am writing to request information to compare usage/footfall and have a direct comparison at the A&E departments at Wwithybush Hospital and Glangwili Hospital over a full two year period.

1. Can you supply figures as above to state the number using the A&E facilities at both hospitals who could/should have accessed alternative services e.g. 111, GP etc
2. Can you supply average waiting times and the number of patients who had to wait on trolleys etc. at the two hospital. on an ambulance at A&E
3. Have the hospitals always operated with their full staffing quota and if not, how has this been overcome.
4. The costs of agency nurses at both sites to enable services to operate during the requested period.
5. I am aware that plans have been drawn up to move CDU to Outpatients department and to Ward 10. Plans have also been drawn up to move Ward 10 into Ward 9. I would like to total costs of any plans pertaining to CDU or Ward 10 since 2005. Also, the projected costs of drawing up plans to move CDU into Ward 5 which is the latest plan.
6. Can you also tell me the methodology used to confer with and inform staff and the general public about any shortcomings in the service available?

Response:

Hywel Dda University Health Board (UHB) is unable to provide you with the information requested for questions 1 and 2, as it is estimated that the cost of answering your request would exceed the "appropriate level" as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. The "appropriate level" represents the estimated cost of one person spending 18 hours or (2 ½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

In order to provide you with the information being requested, the UHB would need to undertake a manual trawl of all Accident & Emergency (A&E) patient records for the periods requested to identify any information that fulfils your request.

Therefore, the UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FOI), which provides an exemption from a public authority's obligation to comply with a request for information, where the cost of compliance is estimated to exceed the appropriate limit.

Under section 16 of the Freedom of Information Act, the UHB has an obligation to provide advice and assistance.

2. The UHB is unable to identify the number of patients who had to wait on trolleys etc. at Glangwili General Hospital (GGH) and Withybush General Hospital (WGH) or on an ambulance at A&E. However, the UHB provides, within the table overleaf, the average treatment times, in minutes, from arrival at A&E to being seen by a responsible clinician and from arrival to leaving A&E for financial years 2017/18, 2018/19 and 2019/20.

	2017/18		2018/19		2019/20	
Average minutes:	GGH	WGH	GGH	WGH	GGH	WGH
Arrival at A&E to consultation	53.0	71.6	55.9	80.4	81.4	92.5
Arrival to leaving A&E	224.6	217.7	250.0	284.6	291.3	361.0

3. The UHB confirms the hospitals do not always operate with its full staffing quota due to number of vacancies awaiting recruitment. The UHB currently has 82.37 Whole Time Equivalent (WTE) vacancies for A&E and wards. However, bank and agency staff are sourced wherever possible to ensure the hospitals can operate.
4. The UHB provides, within the table below, the agency nurses spend for A&E at GGH and WGH for the financial years 2017/18, 2018/19 and 2019/20.

	2017/18	2018/19	2019/20
GGH	£515,711.00	£415,350.00	£1,942,602.00
WGH	£395,888.00	£592,681.00	£1,901,786.00
Total	£911,599.00	£1,008,031.00	£3,844,388.00

5. The UHB confirms its Chemotherapy Day Unit (CDU) was located within Ward 10 WGH until January 2017. During January 2017, CDU moved into an extensively refurbished new unit, Ward 5, at WGH at a cost of £927,600; of which £211,400 was funded by the UHB's discretionary capital programme, along with a £641,800 contribution from charitable donations.

During spring 2019, Ward 10 moved temporarily into Ward 9, whilst Ward 10 was refurbished at a cost of £2,455,000; of which, £564,000 was provided from charitable donations, with the remaining funding coming from Welsh Government's All Wales Capital Funding (approx. £1,890,000). Following this extensive refurbishment, Ward 10 re-opened in April 2020. There are no plans to relocate these services at this current time.

6. The UHB confirms a variety of methods are used to communicate shortcomings within the service. These include the collation of staffing deficits at the daily day bed meetings, a situation report is populated that is communicated to all UHB sites via conference call, and reports on deficits and the actions in place, are submitted across the UHB and to its committees.