

Reference:	FOI.21297.26
Subject:	Road Traffic Collisions (RTCs)
Date of Request:	10 August 2026

Requested:

1. Identification & Coding Process:
What internal process or system does the Health Board currently have in place to identify, flag, or record patient activity (e.g., Emergency Department attendances, ambulance transfers, inpatient admissions, and outpatient care) directly resulting from road traffic collisions?
2. Cost Recovery Mechanism:
How does the Health Board reclaim treatment costs from motor insurance companies involved in road traffic collisions?
Specifically:
 - a. Does the Health Board rely entirely on central administration via the DWP Compensation Recovery Unit (CRU) under the NHS Injury Costs Recovery (ICR) scheme?
 - b. Does the Health Board operate any direct recovery, third-party recovery contractor, or internal unit to identify and claim costs directly from car insurers?
3. Financial Recovery Figures:
How much money has the Health Board successfully claimed and received from car insurance companies/CRU for treatment related to road traffic collisions in each of the last three financial years (2023/24, 2024/25, and 2025/26)?
 - Please provide an annual breakdown.

Response:

1. Hywel Dda University Health Board (UHB) records all Accident and Emergency (A&E) attendances and hospital admissions on the Welsh Patient Administration System (WPAS), where RTC can be recorded as a patient's reason for attendance. The WPAS can be used to identify, flag and record patient activity resulting from a RTC.
2. The UHB works with the Department for Work and Pensions (DWP) Compensation Recovery Unit (CRU), who work with insurance companies, solicitors and any DWP customers, to reclaim treatment costs as a result of RTC's from motor insurance companies. A link to the DWP CRU webpage is provided below:

[Compensation Recovery Unit - GOV.UK](https://www.gov.uk/government/organisations/dwp-compensation-recovery-unit)
 - a. The UHB confirms that it does rely on central administration via the DWP CRU under the NHS Injury Costs Recovery (ICR) scheme to manage the reclamation of costs.
 - b. The UHB does not use any other mechanisms to identify and claim costs directly from car insurers.
3. The UHB provides within the table below, the costs successfully received from the CRU, for the provision of treatment relating to RTCs, for the 2023/24 to 2025/26 financial years.

Financial year	Costs received
2023/24	£748,000.00
2024/25	£718,000.00
2025/26	£763,000.00