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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Outpatients Modernisation Programme: **FUNB**

January 2020 Progress Update

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SITUATION

Follow-Up waiting lists are an ongoing and significant issue for the Health Board. Figures for December 2019 show that the Total Follow Up Not Booked was 131,263 and Total Follow Up Not Booked over their target date was 20,579 across the Health Board.

Swansea Bay University Health Board has a commitment to improve Timely Access to Care. We also need to reduce the risk of avoidable harm to patients waiting too long for their appointments and treatments.



Outpatients Modernisation Programme Scope

- Ophthalmology
- Neurology
- Gynae-oncology
- Restorative Dentistry
- Urology
- Dermatology
- ADOPT:
 - Trauma & Orthopaedics
 - Gastroenterology
 - Paediatrics
- All



AIM

Original WG AIM was: Prevent 2,000 follow up patients being added to the FUNB waiting list between March 2019 and March 2020.

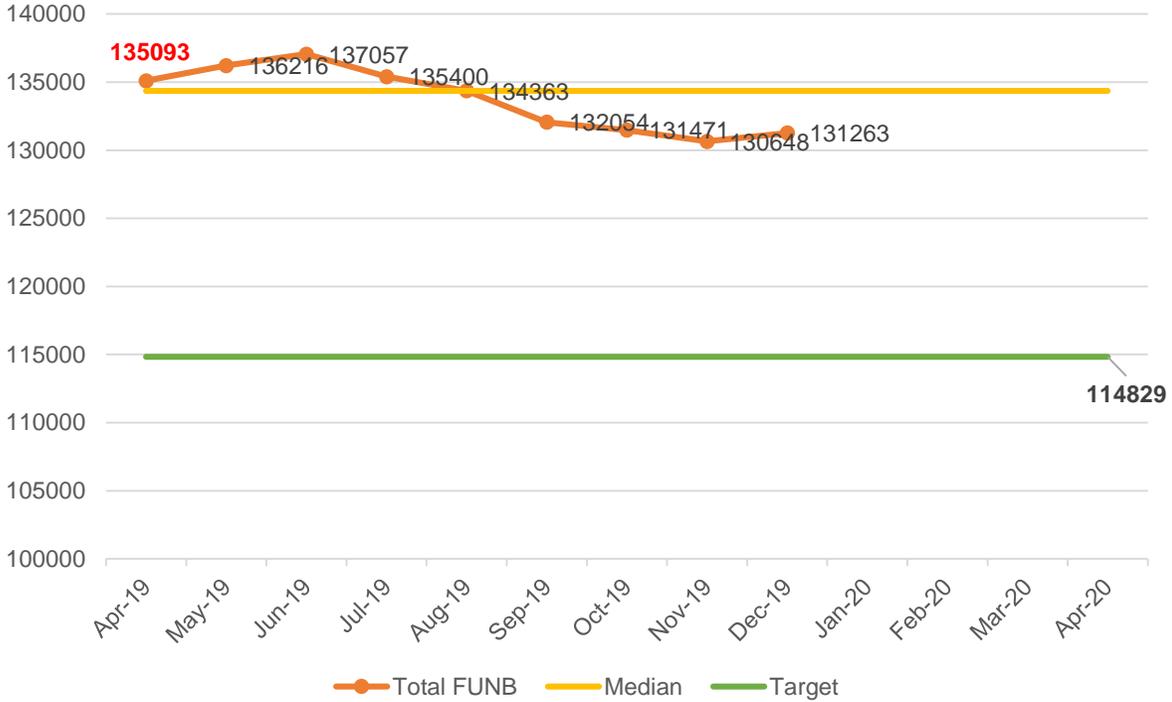
The scope has now changed to:

- ✓ Create a sustainable FUNB position by reducing the Total FUNB list by 15% between March 2019 and April 2020 (135,093 to 114,829)
- ✓ To create a sustainable position and to reduce the 100% delayed follow up waiting list by **15% by March 2020**
 - ✓ a further **20% by March 2021**
 - ✓ a further **20% by March 2022**

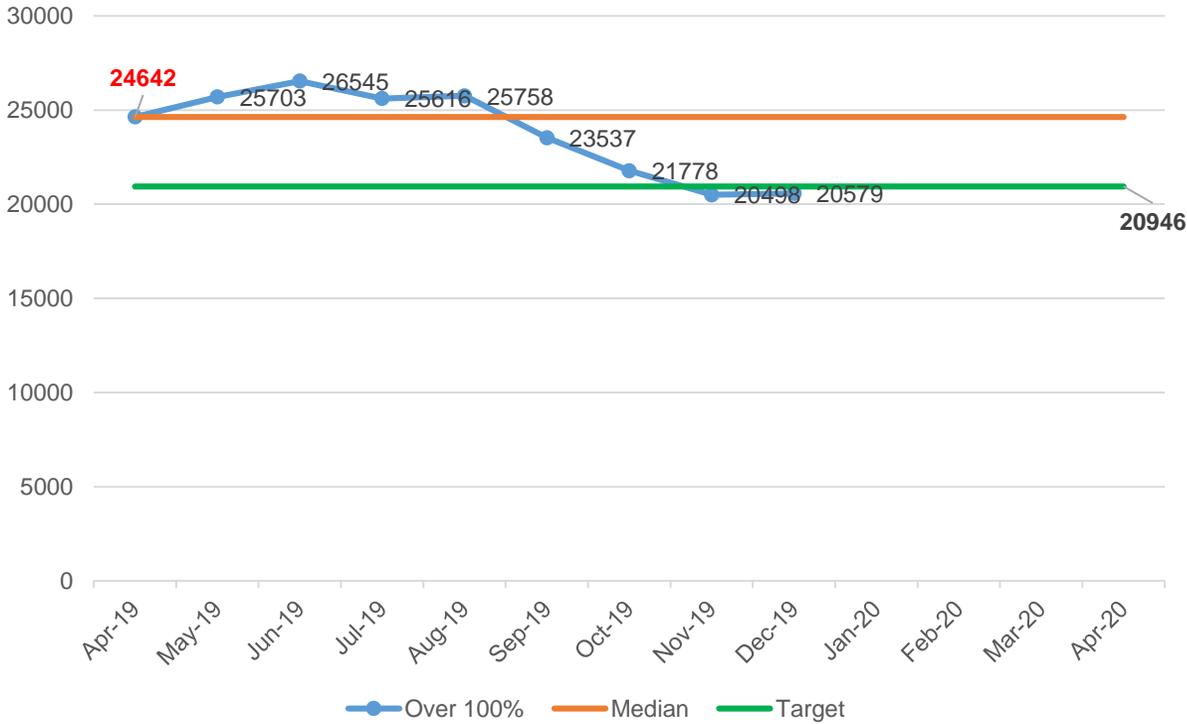


SBUHB FUNB – December position

SBUHB Total FUNB List



SBUHB Over 100% Target FUNB List

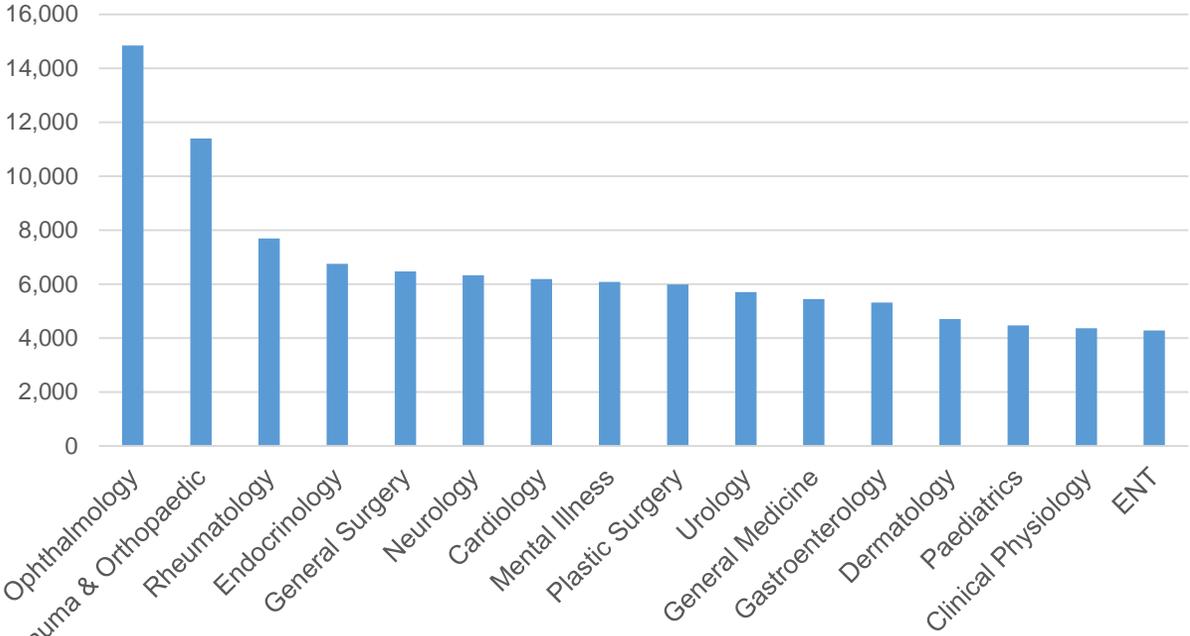


	Current Position	Target	Variance
Total FUNB	131,263	114,829	-16,434
Over 100% Delayed	20,579	20,946	367



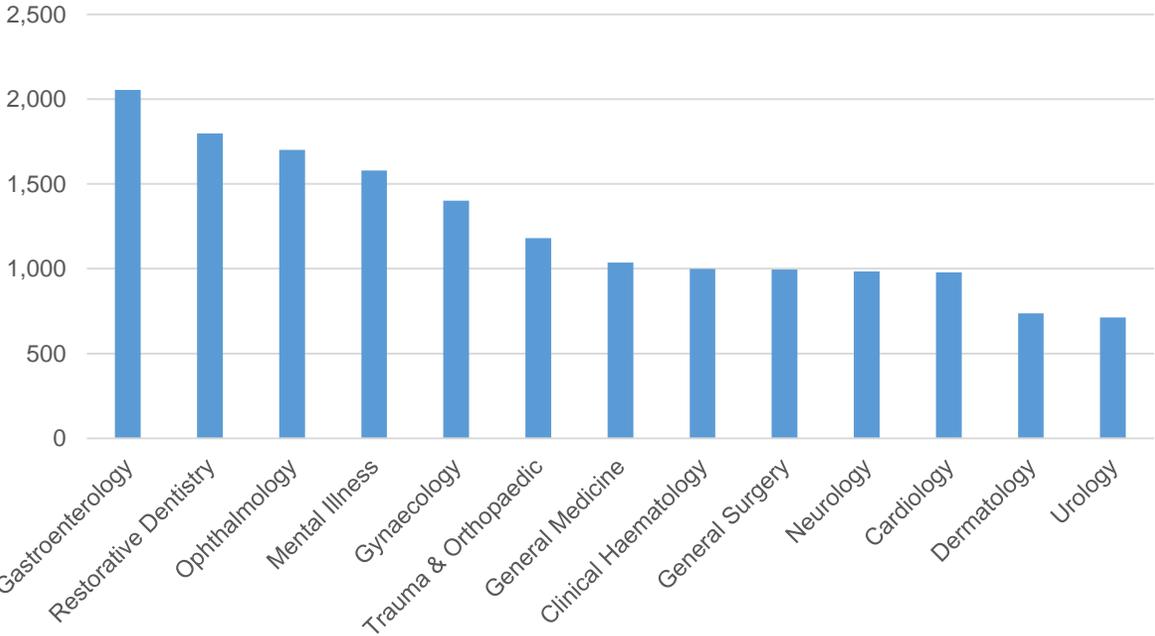
Specialties with the Highest FUNB Numbers

Total FUNB January Position (Draft)



Ophthalmology	14,843
Trauma & Orthopaedic	11,397
Rheumatology	7,689
Endocrinology	6,750
General Surgery	6,470
Neurology	6,327
Cardiology	6,184
Mental Illness	6,083
Plastic Surgery	5,985
Urology	5,699
General Medicine	5,448
Gastroenterology	5,317
Dermatology	4,707
Paediatrics	4,469
Clinical Physiology	4,367
ENT	4,282

Over 100% Delayed January Position (Draft)

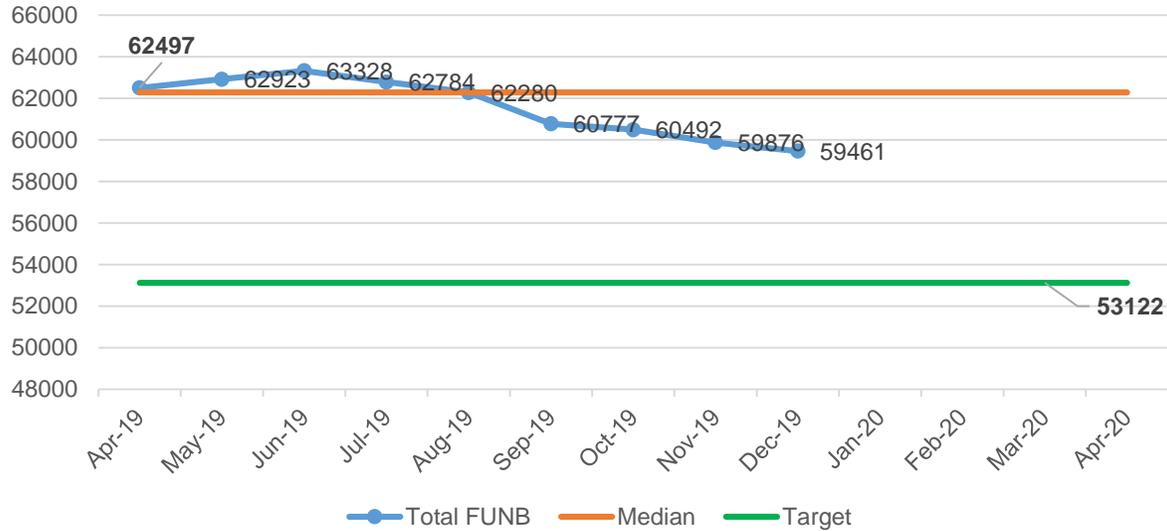


Gastroenterology	2,054
Restorative Dentistry	1,798
Ophthalmology	1,701
Mental Illness	1,578
Gynaecology	1,401
Trauma & Orthopaedic	1,180
General Medicine	1,036
Clinical Haematology	998
General Surgery	996
Neurology	983
Cardiology	979
Dermatology	736
Urology	713

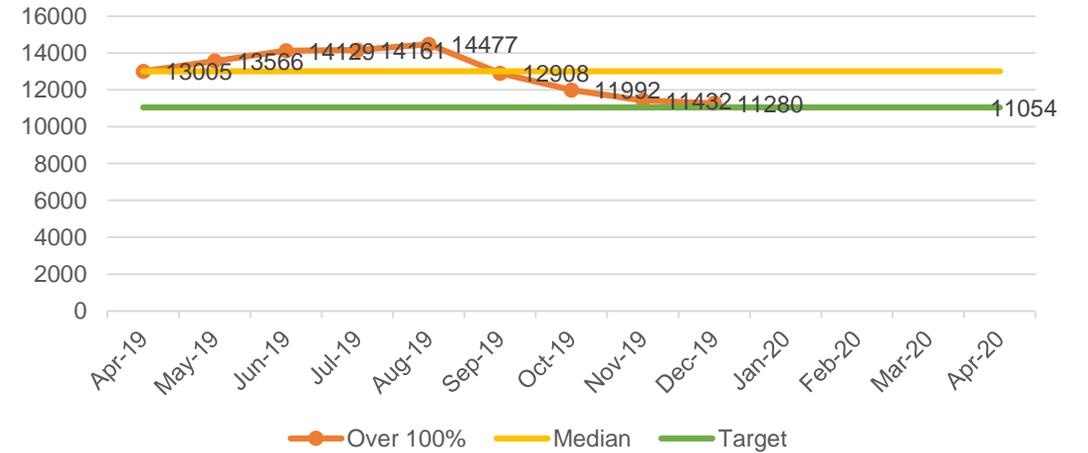


Progress with WG Funded Projects

Outpatients Modernisation Welsh Government Funded FUNB Projects Total FUNB List



Outpatients Modernisation Welsh Government Funded FUNB Projects: Over 100% Target FUNB Total



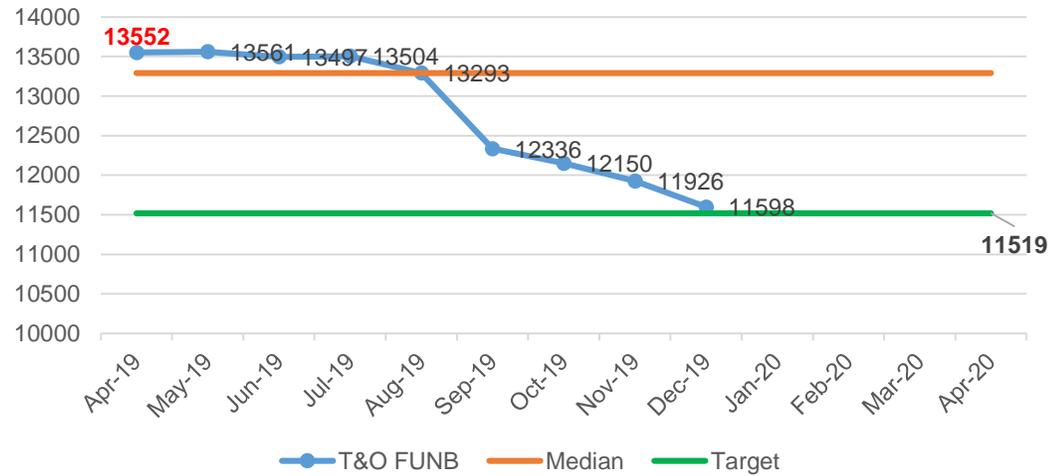
	December Position	Target	Variance
Total FUNB	59461	53122	-6339
Over 100% Delayed	11280	11054	-226



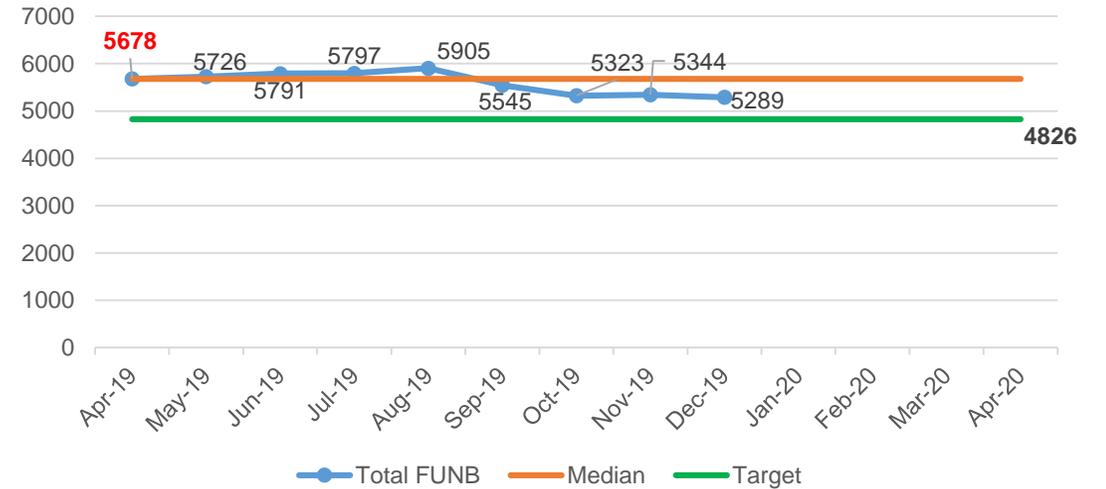
Progress ADOPT: Total FUNB December position

Gastro, T&O, Paeds

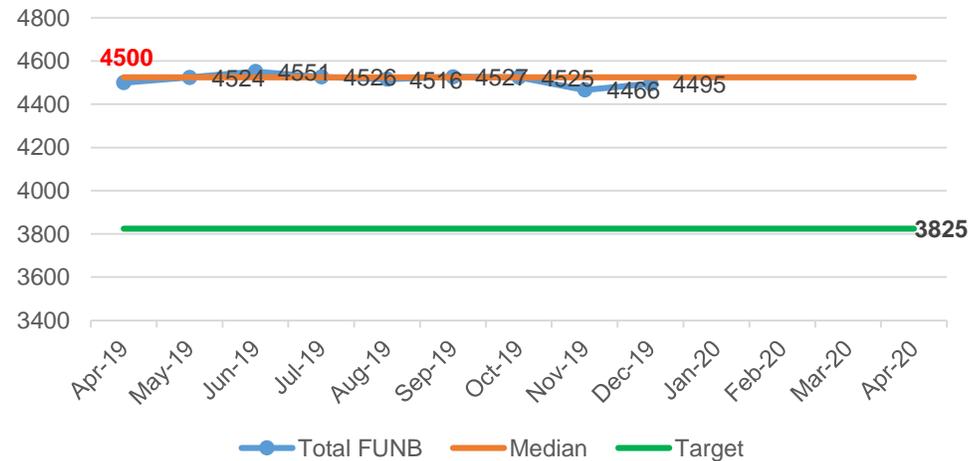
T&O Total FUNB



Gastroenterology Total FUNB List

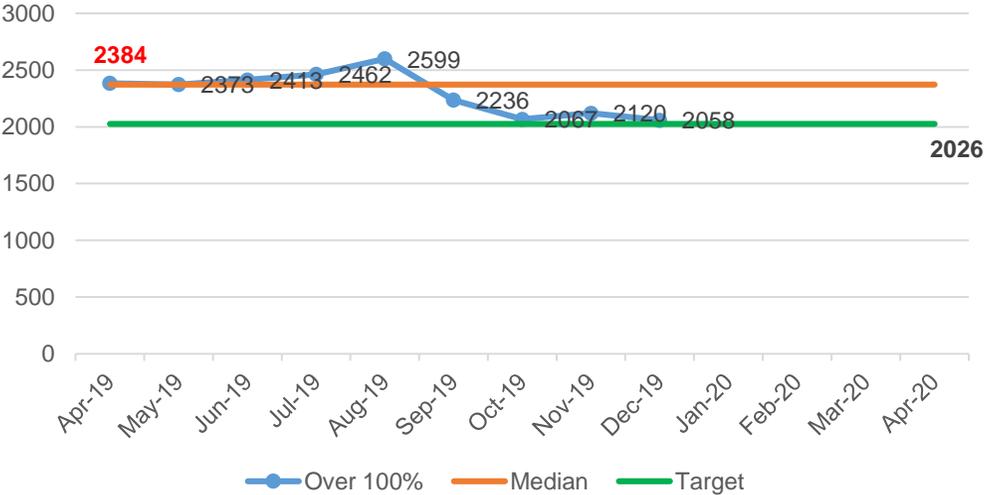


Paediatrics Total FUNB List

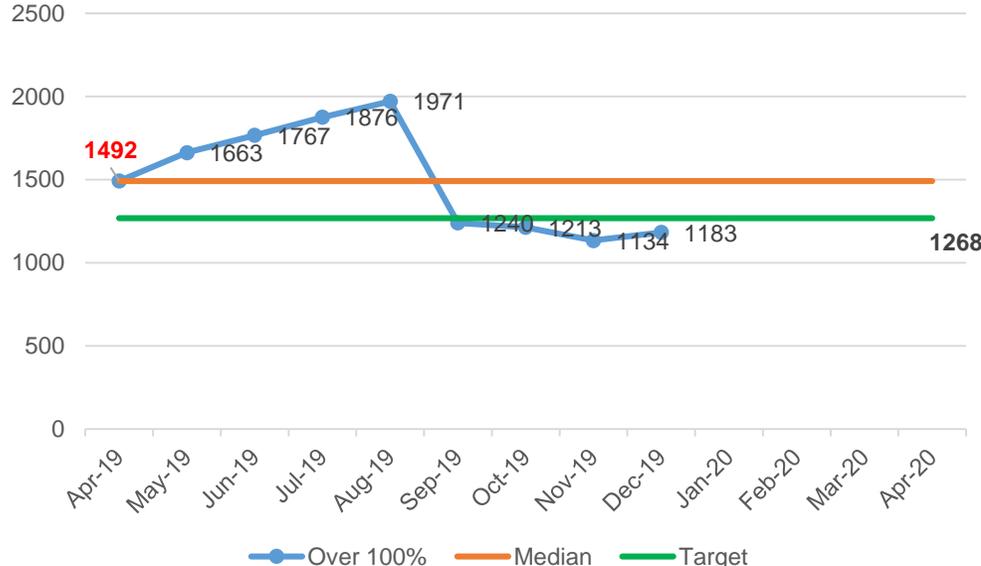


Progress ADOPT: Over 100% delayed FUNB December position Gastro, T&O, Paeds

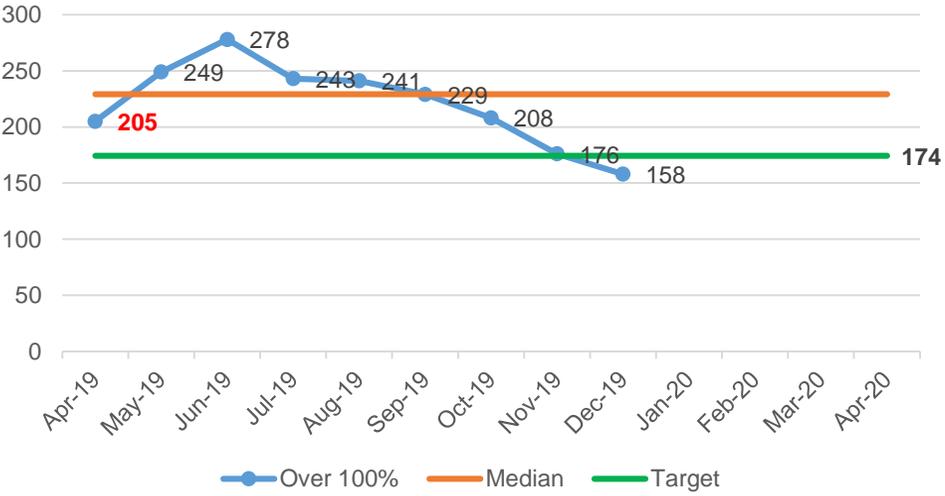
Gastroenterology Over 100% Target FUNB List



T&O Over 100% Target FUNB



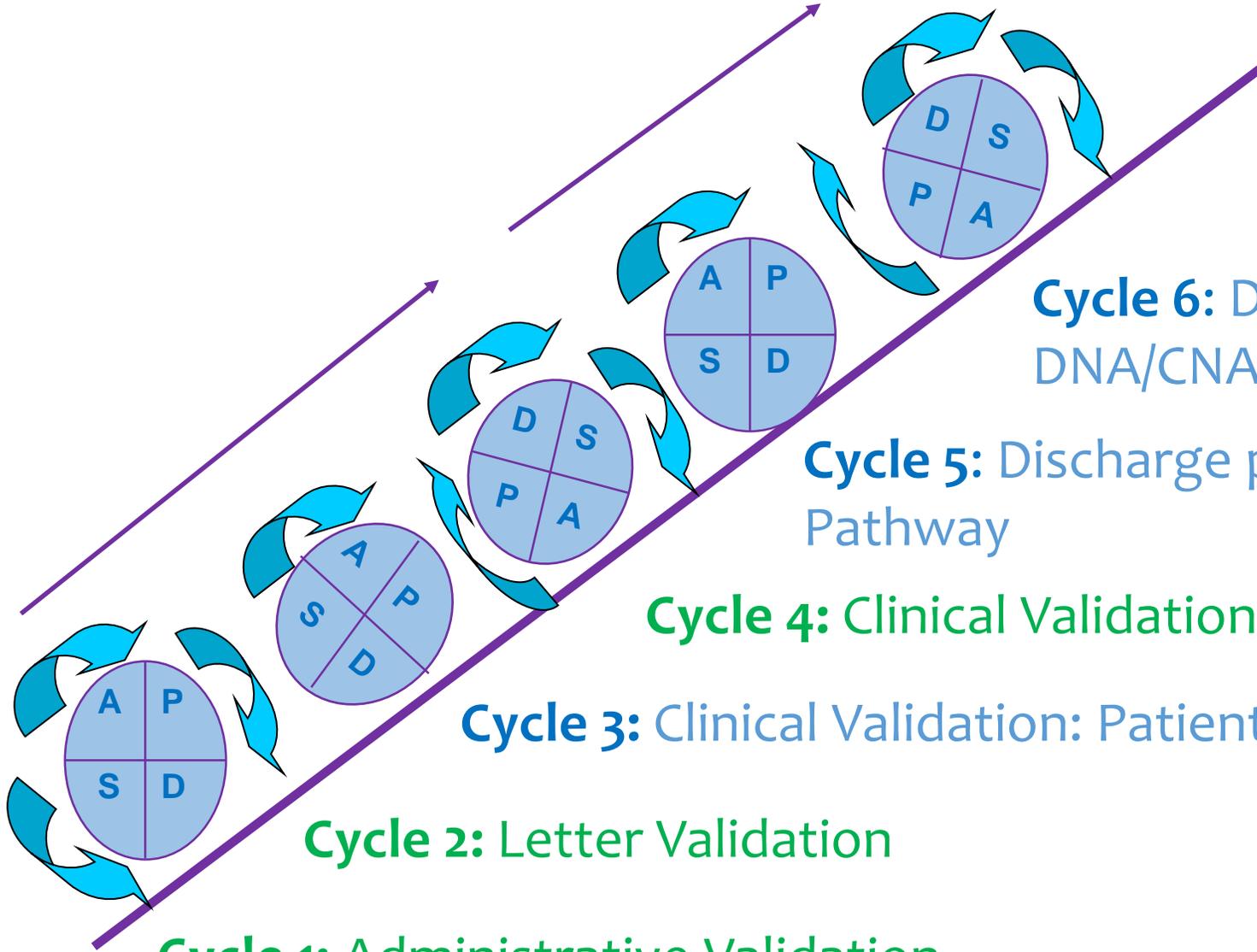
Paediatrics Over 100% Target FUNB List



ADOPT: Over 100% delayed FUNB	December Position	Target	Variance
Gastroenterology	2058	2026	-58
T & O	1183	1268	85
Paediatrics	158	174	16



Improvement Approach



Cycle 1: Administrative Validation

Cycle 2: Letter Validation

Cycle 3: Clinical Validation: Patient facing

Cycle 4: Clinical Validation: Virtual Clinic/Phone

Cycle 5: Discharge protocol: See On Symptoms Pathway

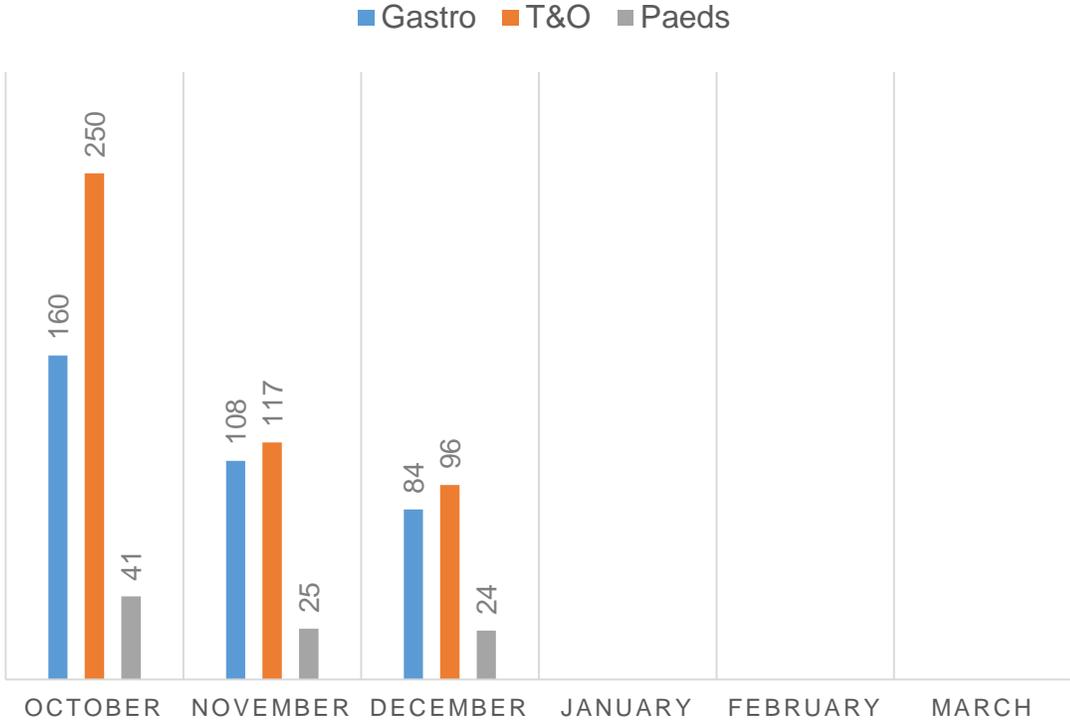
Cycle 6: DNA Policy: incl. Multiple DNA/CNA protocol

Cycle 7: Service Re-Design: Hot clinics, One stop shop, Community services, etc.

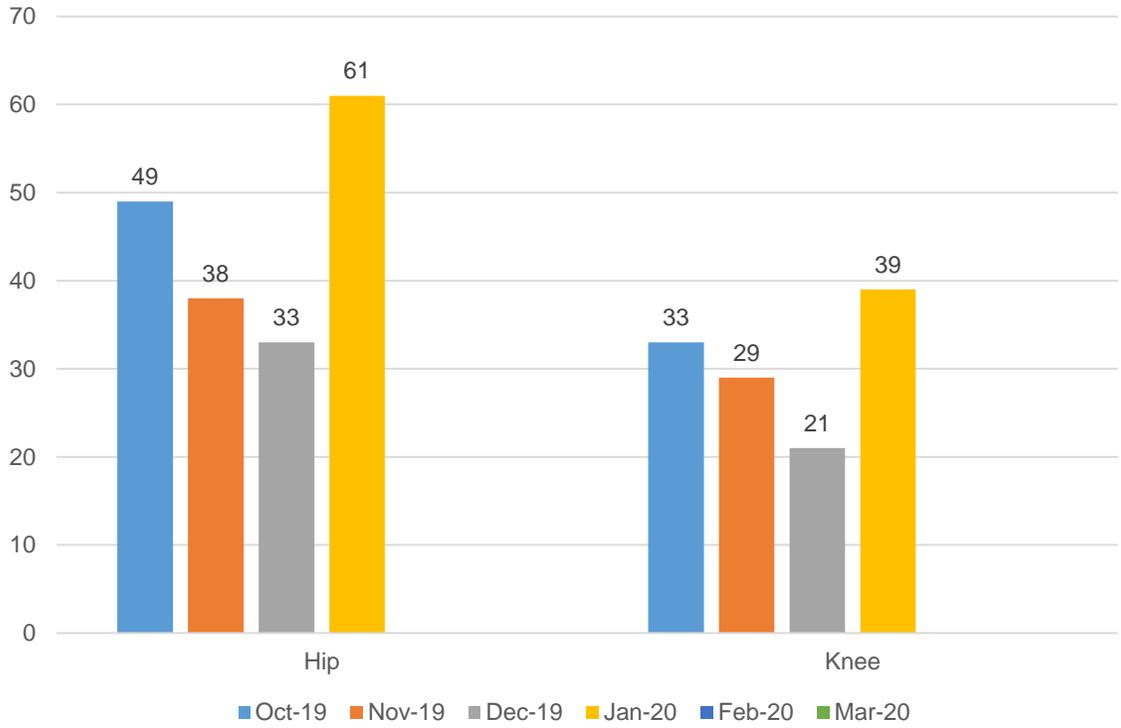


Progress ADOPT: Admin Validation

ADMIN VALIDATION REMOVALS BY SPECIALITY



T & O Clinical Validation



What Went Well

- ✓ Clear & dedicated support and focus from the Project Team (ADOPT)
- ✓ Using data for improvement, highlighting areas for focus
- ✓ Engagement with Service Managers
- ✓ Administrative Validation
- ✓ Clinical validation in T&O
- ✓ Testing new pathways within T&O and Paediatrics:
 - Clinical Validation by Podiatrist in T&O
 - Clinical Validation by Physiotherapist in Paediatric T&O (scoping)
 - Clinical Validation by specialist nurse in Paediatrics



What can we do better?

- ✓ Identify true demand through patient initiated follow ups
- ✓ Increase clinical engagement
- ✓ Clinical Validation Masterclasses for consultants – sharing good practice
- ✓ Increase virtual clinical validation to discharge longest waiters
- ✓ Increase compliance with the refreshed DNA policy
- ✓ Letter Validation
- ✓ Testing See-On-Symptoms (SOS) and Patient-Knows-Best (PKB) pathways
- ✓ Assign Directly Responsible Individuals (DRI) for the management of waiting lists
- ✓ Prudent Health Care principles



Next Steps/ Action Plan to the end of March 2020

- ✓ Letter Validation of longest waiters
- ✓ Clinical Validation
- ✓ DNA Policy refresh
- ✓ Administrative Validation
- ✓ T&O – Physiotherapy pathway
- ✓ T&O – Podiatry pathway
- ✓ IBS pathway
- ✓ Allergy Specialist Nurse pathway/clinics

