

SBUHB AHP SBAR For Attend Anywhere

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Situation:

There is a risk that Therapy Services will be unable to continue using the Attend Anywhere (AA) virtual consultation platform after 31 March 2027, when current temporary Health Board funding ends.

Background:

All Wales funding and TEC Cymru support for Attend Anywhere ended in March 2025. Swansea Bay UHB has provided temporary extension funding until 31 March 2027. Therapy services do not hold funding to sustain the platform beyond this date. Currently, approximately 100 virtual consultations per month are undertaken via Attend Anywhere, with 1,223 consultations recorded between April 2025–2026.

	April 25-Mar 26 Total Consultations	April 25-Mar 26 Total Consultation Hours	
Waiting Room - B&P Therapies - SBUHB	789	171.467	Plastic Surgery
Waiting Room - Counselling Psychology - SBUHB	8	4.492	Clinical Psychology
Waiting Room - OT Rheumatology - SBUHB	8	1.768	Occupational Therapy
Waiting Room - Paediatric Dietitians - SBUHB	41	15.02	Dietetics
Waiting Room - Persistent Pain Service - SBUHB	1	0.04	Chronic Pain
Waiting Room - Physiotherapy - Morriston - SBUHB	1	0.4	Physiotherapy
Waiting Room - SLT - Adult Services - SBUHB	39	22.043	Speech & Language Therapy
Waiting Room- Cleft Lip and Palate-SBUHB	166	137.979	Speech & Language Therapy
Waiting Room - Nutrition&Dietetics Adult OP-SBUHB	170	79.442	Dietetics

Assessment:

If funding ceases, there will be reduced patient accessibility, decreased service capacity, increased waiting times, and risk of non-compliance with Welsh Government targets. There are also operational and information governance risks. Microsoft Teams has been identified as an interim alternative but presents risks including digital exclusion, increased administrative burden, lack of functionality, and absence of technical support and guidance.

Recommendation:

Escalate the risk to the Part 2 PCT Digital Ops meeting - Seek a funded solution for virtual consultations. Confirm organisational position regarding Attend Anywhere or an approved alternative for March 2027. Develop a supported transition plan if required, including digital support, SOPs, and governance assurance. Consider inclusion on the service risk register if the risk escalates.