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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd Dros Dro/ Interim Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Tracy Myhill**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 3rd October 2019
Ein Cyf / Our Ref: 19-H-014

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

[REDACTED]

Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

[REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 12th August 2019. I apologise for the delay in responding. Your request sought information relating to patient knows best and waiting times for surgery.

1. Can I please have an update on the Patient Knows Best app which gives patients 24 hour access to their medical records, test results etc. It was my understanding that it was being trialled in Bridgend prior to being rolled out.

Swansea Bay Patient Portal (powered by PKB) initially focused on services in Princess of Wales Hospital in Bridgend, but has now rolled out to services across Swansea and Neath Port Talbot.

The following services are live: Diabetes, Urology, Cardiology, General Surgery (Colorectal), Elderly Care, Respiratory, Dermatology, Audiology, Breast Surgery, Gastroenterology, ENT and Thyroid with just over 905 patients currently signed up in total.

It offers patients and their carer's access to Swansea Bay laboratory results direct from the Welsh data repository. Patients are actively being signed up to PKB with their clinical teams and using functionality such as messaging, sharing videos and library links which help promote better outcomes for the patient. The system also allows patients to record their own health data e.g. symptom trackers and share this with whomever they wish at a point in their care they deem important to share it. Additional functionality such that patients will be able to view their appointment details and clinic letters is being tested with a view this should be made available to patients from September 2019.



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

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Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

As a first step to accelerating our implementation further to patients there is an opportunity to provide the portal to our staff in a phased approach commencing in October. It is anticipated that by providing staff with access to their own information it will encourage them to offer the patient portal to patients given they will be more aware of its functionality and benefits. Increased awareness will allow our staff to support our patients in accessing their digital record, supporting the Digital Inclusion Wales agenda.

2. At an AM briefing on health matters, it was stated about three months ago that elective surgery was being delayed because of a shortage of orthopaedic and spinal doctors. Can you please update me about the situation today with regard to-

a. Recruitment of staff – how many vacancies remain and what are they?

There are currently 3 vacancies at junior SHO level and 1 vacancy at middle grade SpR level. We also have 2 Consultant vacancies. We are actively trying to recruit with a view to appointing to these vacancies.

b. Waiting lists for these operations – how many people are currently on waiting lists for all types of orthopaedic and spinal surgery?

8250 patients

3. What are the current waiting times for the following operations: Hip, shoulder and knee surgery.

Currently, there are 812 patients waiting for hip surgery, with the longest waiting 126 weeks. During 2018/19 we carried out 362 hip replacement operations

Currently, there are 1,124 patients waiting for knee surgery, with the longest waiting 140 weeks. During 2018/19 we carried out 616 knee replacement operations

Currently, there are 131 patients waiting for shoulder surgery, with the longest waiting 135 weeks. During 2018/19 we carried out 256 shoulder operations

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.



Yours sincerely

A handwritten signature in black ink that reads "P. a. wenger". The signature is written in a cursive, slightly slanted style.

Pam Wenger
Director of Corporate Governance

