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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chairman: **Andrew Davies**
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: 5th August 2019
Ein Cyf / Our Ref: 19-F-018

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Corporate Services
Headquarters
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Port Talbot, SA12 7BR

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I refer to your Freedom of Information Act Request acknowledged by ourselves on 14th June 2019. Your request sought information relating to cancelled ophthalmology appointments. You also clarified on 9th July 2019, that you wanted both cancellations made by the health board, and the cancellations made by the patient themselves.

From 1st April 2019 responsibility for providing healthcare services for people in the Bridgend County Borough Council area transferred from Abertawe Bro Morgannwg University Health Board to Cwm Taf Morgannwg University Health Board. In light of this change to ABMU's responsibilities, the organisation's name has changed to Swansea Bay University Health Board. However as this response relates to information prior to 1st April 2019, we have provided the information that ABMU Health Board held which will include Bridgend data.

Please note that a number of key actions are already underway by Swansea Bay UHB to reduce the number of patients who have been waiting longer than they should be for treatment.

For patients with glaucoma we have expanded our Ophthalmic Diagnostic Treatment Centre (ODTC). A new community-based ODTC clinic in a local GP practice is now up and running which enables care to be delivered closer to the patients home.

We have expanded our non-medical workforce and have appointed an additional orthoptist to our Age-related Macular Degeneration service who is starting in July. This will then free up doctors to see more glaucoma patients creating additional capacity to meet the demand.



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

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

Virtual and one-stop clinics have been established to make best use of digital technology to see patients more quickly. This also ensures patients are seen in the right place at the right time.

We are also redesigning our Singleton Hospital ophthalmology services more efficiently, including the relocation of the glaucoma service to free up additional rooms for doctors to see more patients.

An additional virtual clinic for patients with diabetic retinopathy has now started, and we are currently recruiting for a technician to increase the number of patients seen this way.

In addition, we are examining the possibility of creating a community-based triage centre for all Age-related Macular Degeneration referrals.

Other actions include:

- Training additional staff to deliver specialist injections for patients with diabetic macular oedema
- One-stop clinics established for cataract patients with plans to roll out further
- A business case is underway to involve more community optometrists in monitoring the condition of patients on waiting lists

1. How many ophthalmology appointments were cancelled in the financial years 2014-15, 2015-16, 2016-17, 2017-18 and 2018-19?

The figures below will include instances where the patient has cancelled and rebooked their appointment along with times when the Health Board has needed to rearrange their appointment:

2014/15 – 22,731
2015/16 – 22,721
2016/17 – 21,736
2017/18 – 21,001
2018/19 – 22,405

To put these figures into context the numbers of patients seen within ophthalmology for each year was as follows:

2014/15 – 71,481
2015/16 – 72,023
2016/17 – 74,789
2017/18 – 74,752
2018/19 – 75,231

2. How many training places for ophthalmologists were provided in the field of ophthalmology in the financial years 2014-15, 2015-16, 2017-18 and 2018-19?

The Health Board would not hold this information. Health Education and Improvement Wales (HEIW) would hold this information, please contact them via this address: <https://heiw.nhs.wales/use-of-site/freedom-of-information/>



3. How many applications for ophthalmology training places were received in the financial years above?

See Question 2.

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



Pam Wenger
Director of Corporate Governance

