



**GIG**  
CYMRU  
**NHS**  
WALES

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: 6<sup>th</sup> June 2019  
Ein Cyf / Our Ref: 19-E-008

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🖱 [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk)

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

[REDACTED]

[REDACTED]

[REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 9<sup>th</sup> May 2019. Your request sought information relating to review outpatient appointments.

The health board offers more than 740,000 outpatient appointments a year. Improving and modernizing outpatient services is a priority area for the Health Board with outpatient modernisation being a key component.

The project aims to review the way in which the Health Board delivers outpatient care to be more responsive to the needs of the patient, more efficient in building stronger links between primary and secondary care and to deliver a safe and effective service.

In developing these links between primary and secondary care, the Health Board is exploring opportunities to deliver outpatient activity in a different way including providing outpatient sessions in primary/community settings, exploring the use of new technologies such as Skype, increased provision of non-consultant led services, email/telephone advice lines. Work has also been undertaken to review existing models of best practice to inform new approaches to the management of follow up appointments.

The project is also reviewing the outpatient booking process to explore options for patients to confirm and rearrange appointment dates via text messaging, text reminder services and internet based systems.



**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

**1. In total, how many patients are waiting for a review outpatient appointment as of 1<sup>st</sup> April 2019 in your Health Board?**

Please note that from 1<sup>st</sup> 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.

All waiting list data is run on the last day of the month, therefore the position provided below is up to 1<sup>st</sup> April 2019 which will refer to ABMU Health Board.

As at 1<sup>st</sup> April 2019, 126,315 patients were waiting for a review appointment.

**2. How many patients waiting (as of 1<sup>st</sup> April 2019) for review outpatient appointments are overdue the review date specified by the requesting clinician (due date) by:**

*Please note that the numbers in the "More than 6 months" category will also be included in the "More than 6 weeks" etc.*

**a) More than 6 weeks**

As at 1<sup>st</sup> April 2019, 42,628 patients have been waiting more than 6 weeks over the review date specified by the requesting clinician.

**b) More than 3 months**

As at 1<sup>st</sup> April 2019, 34,483 patients have been waiting more than 3 months over the review date specified by the requesting clinician.

**c) More than 6 months**

As at 1<sup>st</sup> April 2019, 24,455 patients have been waiting more than 6 months over the review date specified by the requesting clinician.

**d) More than 12 months**

As at 1<sup>st</sup> April 2018, 14,081 patients have been waiting more than 12 months over the review date specified by the requesting clinician.

I hope this information is helpful. If you require anything further please contact us at [FOIA.Requests@wales.nhs.uk](mailto: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](mailto: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), 2<sup>nd</sup> Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone  
Number: 029 2067 8400.

Yours sincerely



Pam Wenger  
**Director of Corporate Governance**

