



AGENDA ITEM

7.2.1

QUALITY & SAFETY COMMITTEE

ELECTIVE CARE RECOVERY PORTFOLIO

Date of meeting

18/01/2022

FOI Status

Open/Public

If closed please indicate reason

Not Applicable - Public Report

Prepared by

Nicky Croxon, Interim Director Elective Care Recovery

Presented by

Gareth Robinson, COO

Approving Executive Sponsor

Chief Operating Officer (COO, DPCMH)

Report purpose

FOR NOTING

Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/group)

Committee/Group/Individuals

Date

Outcome

(Insert Name)

(DD/MM/YYYY)

Choose an item.

ACRONYMS

OPD

Out Patients Department

WLI

Waiting List Initiative

GP

General Practitioner (Primary Care)

CQC

Care Quality Commission

OMFS

Oral and Maxillofacial Surgery

FIT

Faecal Immunochemistry Test

SOS

See On Symptoms



1. SITUATION/BACKGROUND

1.1 This paper seeks to provide an update on the overall progress, challenges, risks and operational schemes in relation to the Elective Recovery Portfolio of work.

2. SPECIFIC MATTERS FOR CONSIDERATION BY THIS MEETING

General update

2.1 The latest quarterly position relating to activity and finance was submitted to Welsh Government at the beginning of November 2021. As can be seen from the table below; the forecast and actual positions for additional activity vary considerably. It is clear that some schemes have been delivering activity benefits, however some schemes have been slow to start, on the whole due to recruitment of key personnel. Others had been impacted due to WLI payment changes over the summer (now resolved). The immediate risk to improving the current waiting list position is the overwhelming impact of the latest Omicron Covid situation; this has meant a pause on routine elective operating across all sites and a reduction in face to face activity throughout the first three weeks in January.



			2021/22				
			Q1		Q2		
			Projected	Actual	Projected	Actual	
Elective Inpatient Activity ¹	Total Core Activity		900	1,360	900	1,309	
	Total Additional Activity	Insourcing	0	0	0	0	
		Waiting List Initiatives (WLI)	70	52	841	63	
		Outsourcing	685	128	708	451	
		Total	755	180	1,549	514	
Total Activity		1,655	1,540	2,449	1,823		
Elective Day Case Activity ²	Total Core Activity		3,300	5,245	3,300	5,594	
	Total Additional Activity	Insourcing	0	0	0	0	
		Waiting List Initiatives (WLI)	0	0	0	0	
		Outsourcing	0	0	0	0	
		Total	0	0	0	0	
Total Activity		3,300	5,245	3,300	5,594		
New Outpatients	Face to face	Total Core Activity		24,900	43,198	24,900	43,754
		Total Additional Activity	Insourcing	0	0	0	0
			Waiting List Initiatives (WLI)	1,053	379	4,259	2,082
			Outsourcing	0	378	0	0
			Total	1,053	757	4,259	2,082
	Total Activity		25,953	43,955	29,159	45,836	
	Virtual	Total Core Activity		3,000	5,051	3,000	6,553
		Total Additional Activity	Insourcing	0	0	0	0
			Waiting List Initiatives (WLI)	0	0	0	0
			Outsourcing	0	0	0	0
Total			0	0	0	0	
Total Activity		3,000	5,051	3,000	6,553		
Follow Up Outpatients	Face to face	Total Core Activity		81,000	77,924	81,000	82,065
		Total Additional Activity	Insourcing	0	0	0	0
			Waiting List Initiatives (WLI)	1,635	412	4,827	495
			Outsourcing	0	3	0	0
			Total	1,635	415	4,827	495
	Total Activity		82,635	78,339	85,827	82,560	
	Virtual	Total Core Activity		15,000	22,373	15,000	27,934
		Total Additional Activity	Insourcing	0	0	0	0
			Waiting List Initiatives (WLI)	0	0	0	0
			Outsourcing	0	0	0	0
Total			0	0	0	0	
Total Activity		15,000	22,373	15,000	27,934		
Diagnostics	CT	Total Core Activity		12,300	15,272	15,648	15,620
		Total Additional Activity		0	0	0	0
		Total Activity		12,300	15,272	15,648	15,620
	MRI	Total Core Activity		2,633	5,293	3,730	5,332
		Total Additional Activity		0	0	0	0
		Total Activity		2,633	5,293	3,730	5,332
	NOUS	Total Core Activity		6,836	10,846	11,288	10,940
		Total Additional Activity		0	0	0	0
		Total Activity		6,836	10,846	11,288	10,940
	Endoscopy	Total Core Activity		2,331	3,390	3,102	3,512
		Total Additional Activity		309	309	309	309
		Total Activity		2,640	3,699	3,411	3,821

- 2.2 Financially, the M7 actual costs of £1,267k were in line with the M7 forecast of £1,493k. A number of schemes have under delivered in month, in line with the above commentary relating to activity and financial forecasting assumes recovery in future periods.
- 2.3 It is also important to highlight that the forecasts for M8 and later months are showing a large step up in costs across most areas of circa £0.5m. This step up must be considered a significant risk in the light of the latest Omicron Covid situation and the impact on delivery of recovery schemes.

Centralised Working Group for Elective Recovery

- 2.4 During October a small Multi-Disciplinary team was formed to rapidly work through issues surrounding elective recovery. The overarching objective of the group is to ensure that equitable access to surgical treatment is achieved, maximising the use of resources across all ILGs.
- 2.5 The initial focus of the team has been on;
- Increasing elective operating for Orthopaedics, specifically;
 - Use of Ward 15 on the Royal Glamorgan Hospital site for prioritised orthopaedic patients across all of Cwm Taf Morgannwg's population
 - Utilising The Royal Gwent facilities; including defining the SLA, agreeing the governance arrangements and operationalising the facility for Cwm Taf Morgannwg University Health Board
 - Delivering and Expanding Elective Ophthalmology surgery on the Princess of Wales site, for CTM wide access
 - Centralising Colorectal surgery at the Royal Glamorgan Hospital, specifically utilising Ward 10/11
 - Standardisation of elective practices across CTM, including Green Pathway management, Pre-operative assessment and Social Distancing guidelines.
- 2.6 Whilst the focus on the above goals remain a priority it is clear that preparatory work is required to achieve these such as standardisation and access to IT systems to support the safe movement of patients between hospital sites.
- 2.7 Progress had been made in relation to both Orthopaedic ambitions, with operating commencing during the week of 7th December 2021 at the Royal Glamorgan. Utilisation of the Gwent was impacted during December due to Covid (surgeon was unwell) and Ward 15 was breached during the festive season due to the Omicron Covid breakouts.
- 2.8 For clarity, the original schemes forming the Elective Recovery Portfolio are still live and form the basis of the weekly oversight reviews.

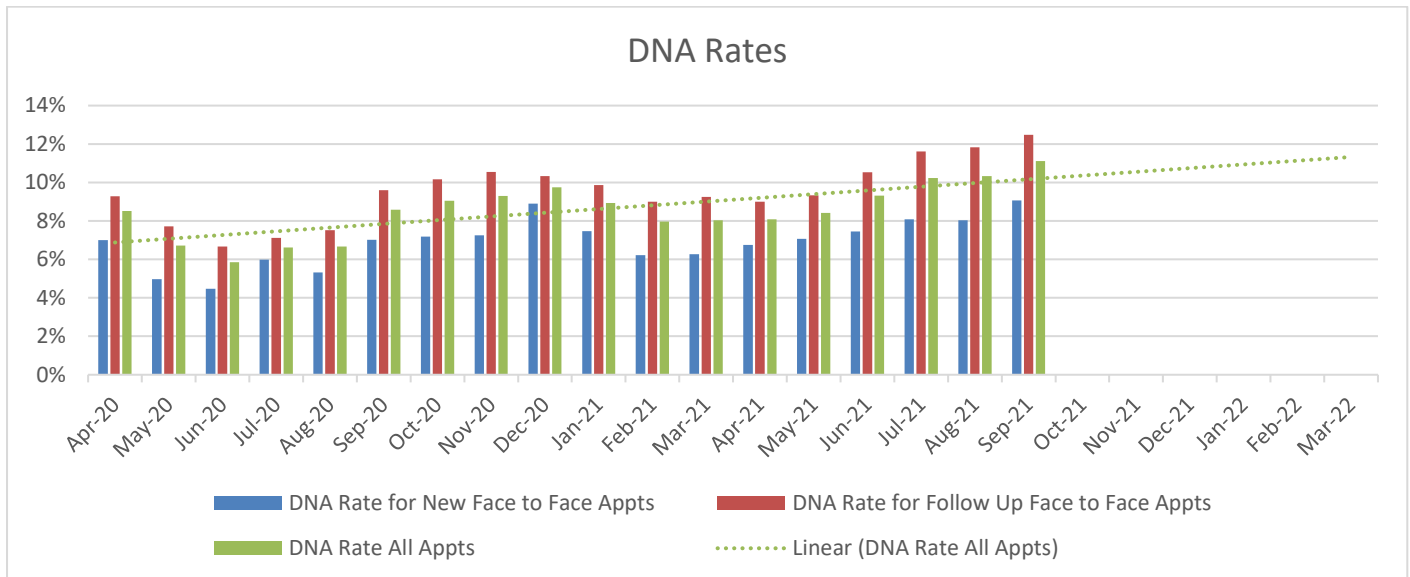
Workstream Updates

- 2.9 Outpatients
- Two pilots on the Welsh Government driven initiative on clinical validation have been completed; within Dermatology a text message driven validation exercise was conducted with 300 text messages being sent, unfortunately just short of 50% (117 patients) responded with only 25 advising that they wish to be removed from the waiting list. The patients who have not responded will now be followed up with a letter; in line with WG advice if



they do not respond to this, they will be placed on a SOS (see on symptom) pathway for 6 months.

- During the pandemic our local Text and Remind service was switched off. The DNA rate across the Health Board has reached 10% during some months, which inevitably means a huge loss of valuable activity; the service was reset during December and is now live and we are actively monitoring the impact. Furthermore, in an attempt to reduce the non-attendance a campaign has been launched via our communications team to advise patients of their responsibility to attend appointments, encourage attendance and provide some statistics so that vital capacity is not lost.



- A focus on validation has commenced across the stages of a patient pathway; ensuring that where possible patients are discharged, placed on an SOS or PIFU pathway or validated as still requiring treatment. It is expected that an improvement in backlogs will be reported from December 2021.
- The SOS and PIFU project has made progress with three specialties (Gynaecology, ENT and Rheumatology) being set up and ready to increase their patient cohort in this area. The work to date has included engagement and education with the management and clinical groups, amendments to clinic outcome forms (to ensure accurate reporting) and patient correspondence production (in combination with Comms).

2.10 Endoscopy

- Following a short delay, the contract for a Mobile Endoscopy Unit has been signed. This will see the unit on site from February 2022 and following standard estate works it is hoped that the first patients will pass through the unit during March 2022.
- Insourcing is now running at a rate of 2 lists per weekend, in order to reduce inequity of waiting times across CTM insourcing lists will now take place at the RGH site each weekend. Furthermore, additional lists (in house) have been agreed.

- Validation of the urgent waiting list (a total of 414 patients) has been undertaken the outcomes of this are below. This demonstrates the importance of the validation.

Outcome of validation	Total
Colonoscopy required colitis surveillance	14
Colonoscopy required polyps	34
Colonoscopy required urgent	103
CT Colon	2
Discharged	1
Downgraded to Routine	4
FIT	176
OPD Virtual review colorectal	18
OPD Virtual review gastro	41
Upgraded to USC	20
Urgent therapies	1
Grand Total	414

2.11 Primary Care (including Wellbeing Hubs)

- Progress on development of the Wellness Hub is continuing, concerns regarding Information Governance relating to software usage have been overcome and contracts are in the process of being awarded. This will ensure that the wellness coaches are able to track their patient's progress and importantly that the GP will also be able to access this.
- All posts included within the outline proposal have now been recruited to, including additional posts to increase the programmes to include Mental Health support within Primary Care. Unfortunately, due to the Omicron Covid situation Public Health Wales have advised that they are unable to provide the training to our coaches; this means the ability to deliver some of the packages is inevitably delayed.
- Spirometry weekend clinics have commenced and are now operational across two ILGs.
- An emergency dental service commenced in July; the service offers advice and guidance via a phone line (including prescriptions where necessary) and triages access to appointments. This service was introduced to reduce A&E attendances and improve oral health (by reducing delays to treatment) which in turn would assist with a reduced demand on elective services.

2.12 Outsourcing

- Relationships with the Independent Sector (IS) have been developed, however capacity within this setting is limited due to the demand for private healthcare. Furthermore, workforce issues (recruitment, sickness and shielding/covid related absences) have also impacted on the availability of capacity. This has meant that initial proposals for our patients being treated within the IS have been reduced.

- Data regarding LOS is being reviewed; there is an assumption that the duration that a patient has waited for surgery will impact on their LOS (increase) this has been noted within the IS and has resulted in a pressure on their beds; resulting in cancellations of both private and NHS patients. A situation which is unprecedented within the IS.
- A recent mini competition has been undertaken to outsource some of our long waiting (who are triaged as appropriate) patients to a virtual outpatient service and will see them being offered a virtual appointment with our partner Medefer. Cardiology and Respiratory patients within the Merthyr Cynon locality will be the initial focus of the project.
- A second project for outsourcing Dermatology to a virtual provider is being developed, this will see long waiting dermatology patients (again appropriately triaged) being offered a virtual appointment from February 2022.

2.13 Orthopaedics and Therapies

- Appointments for First Contact Physio have been made and the schemes are up and running across all localities. The AHPs have seen 961 patients since October 2021 with a 0.6% onward conversation rate to the Orthopaedic specialist team.
- Physios are supporting within Urogynae clinics, however this has now scaled back due to the guidance relating to face to face contacts – patients are being telephoned and provided with advice.

2.14 ILG SCHEMES

- data charts are produced on a monthly basis to track the activity benefits associated with recovery schemes (these are available on request). The charts demonstrate;
 - Impact on associated backlog positions (ie >stage 1 waiters if an outpatient scheme, should show an improvement)
 - Outpatient activity levels (should demonstrate an increase)
 - Demonstrate activity levels versus trajectory of anticipated activity

3. KEY RISKS/MATTERS FOR ESCALATION TO BOARD/COMMITTEE

- 3.1 Omicron Covid situation; both staff absence and patients should be considered a key risk in delivering elective recovery.
- 3.2 Outpatient space is a theme across all workstreams.
- 3.3 General Support with analytics and data is required to ensure that plans made for future services being temporarily accommodated are robust.

4. IMPACT ASSESSMENT

Quality/Safety/Patient Experience implications	Yes (Please see detail below)
	Long waiting times and backlogs in care delivery may lead to an increase in mortality and reductions in quality of life. Patient experience will be affected by the increased waiting times.



Related Health and Care standard(s)	Governance, Leadership and Accountability
	If more than one Healthcare Standard applies please list below:
Equality Impact Assessment (EIA) completed - Please note EIAs are required for <u>all</u> new, changed or withdrawn policies and services.	Yes
	<p>If yes, please provide a hyperlink to the location of the completed EIA or who it would be available from in the box below.</p> <p>If no, please provide reasons why an EIA was not considered to be required in the box below.</p>
Legal implications / impact	There are no specific legal implications related to the activity outlined in this report.
Resource (Capital/Revenue £/Workforce) implications / Impact	Yes (Include further detail below)
	Details of workforce implications are available from within the detail of the schemes (there are multiple).
Link to Strategic Goals	Improving Care

5. RECOMMENDATION

5.1 The Committee is asked to **NOTE** the contents of this update report.