

Freedom of Information Request: Our Reference CTHB_427_17

You asked:

I would be grateful for answers to the following:

1. How many Armed Forces veterans have been treated under the principle of Priority treatment as outlined in Welsh Health circular (2017) 41 / WHC (2008) 051 in 2017?
2. How many Armed Forces veterans have been treated under the principle of Priority treatment as outlined in Welsh Health circular (2017) 41 / WHC (2008) 051 in 2016?
3. For veterans receiving Priority Treatment, what departments have they received treatment under for the years above?

Our response:

Historically Veterans have not been flagged on our Patient Electronic Systems, over the past three years a significant amount of work has been undertaken:

- Development of an Armed Forces Three Year Plan
- Raise awareness with GP's and Health Board staff of needs of the Armed Forces Personnel (AFP) and the referral to priority treatment
- Importance of flagging AFP referrals from Primary to Secondary Care
- Engaging with AFP community groups to gauge their experiences

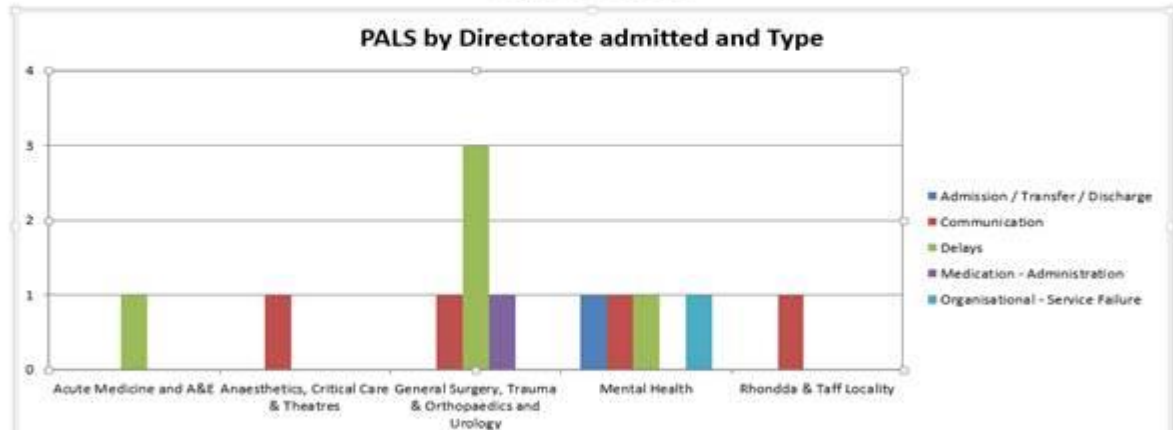
The Patient Advice & Liaison Service are the first point of contact for AFP who are experiencing problems with regards to accessing healthcare services. To date, 26 veterans have identified themselves and agreed to have this flagged on our Myrddin Patient System.

Between 1 April 2016 – 8 December 2017, **12** concerns have been raised via the PALS which relate to "priority referral to treatment". These concerns related to:

CWM TAF UNIVERSITY HEALTH BOARD

**PALS SPEEDY RESOLUTIONS REPORT
ARMED FORCES PERSONNEL**

1st April 2016 – 08/12/2017



During this period 12 concerns were recorded by the PALS Service. The highest number received were for the General Surgery/Trauma & Orthopaedic/Urology (5) and Mental Health (4). The top 2 subjects were as follows:

Delays/Cancelations	5
Communication	4

For Veterans Mental Health Services the following referrals were received and have been flagged on Patient Systems:

Jan to Dec 2016 – 96

Jan to Nov 2017 (excluding December) – 76