

## **Freedom of Information Request: Our Reference CTMUHB\_176\_21**

### **You asked:**

I am contacting you urgently on behalf of a number of surgeries in my area around the waiting times for routine referral appointments at RGH. I've been made aware of the latest wait times and these are attached. Naturally these delays are having a huge impact on the ability of local GP surgeries to escalate cases, which is having a knock-on impact on appointment availability for other GP services.

I am most concerned by the delays but also recognise the hard work of our fantastic NHS staff at this incredibly difficult time. I would appreciate if you could provide an update on the following queries I have if possible:

**1) Are the attached waiting times an accurate reflection of the situation at RGH? If so – what steps are being taken to mediate the issue? Is there any support I can provide in terms of public messaging?**

The response in question 3 reflects the situation at Royal Glamorgan Hospital. Please note, the Royal Glamorgan Hospital also share with Primary Care colleagues the median waiting times, which will be different to the average.

Steps that are being taken by Rhondda Taff Ely Integrated Locality Group:

- All patients are being seen in clinical priority order
- Service restart has commenced throughout the University Health Board and is being communicated.
- Capacity has increased across all specialities, whilst maintaining government infection control guidelines.
- Where appropriate non face to face appointments are being utilised.
- Validation of the current waiting lists is being carried out to ensure the capacity is utilised efficiently.
- Learning and new pathways from the COVID 19 response are being implemented into routine work.
- Additional capacity is being supported across specialities where possible.

**2) How do the figures for RGH compare to those across Wales? Specifically how is the situation across other hospitals in South Wales?**

Unfortunately, we are unable to provide waiting times for across Wales. This information would have to be provided by the individual Health Boards directly. Therefore, you may wish to redirect this element of your request.

In order to fulfil our obligation under Section 16 to aid and assist, please see provided below the contact details for the Health Boards across Wales:

Swansea Bay University Health Board - [FOIA.Requests@wales.nhs.uk](mailto:FOIA.Requests@wales.nhs.uk)  
Aneurin Bevan University Health Board - [abhb.enquiries@wales.nhs.uk](mailto:abhb.enquiries@wales.nhs.uk)  
Betsi Cadwaladr University Health Board - [BCU.FOI@wales.nhs.uk](mailto:BCU.FOI@wales.nhs.uk)  
Cardiff and Vale University Health Board - [CAV\\_FOI.Requests@wales.nhs.uk](mailto:CAV_FOI.Requests@wales.nhs.uk)

Powys Teaching Health Board - [Foi.foi@wales.nhs.uk](mailto:Foi.foi@wales.nhs.uk)

Hywel Dda University Health Board - [FOI.HywelDda@wales.nhs.uk](mailto:FOI.HywelDda@wales.nhs.uk)

NHS Wales Waiting times are also available on [Stats Wales](https://stats.wales.nhs.uk).

**3) Are you able to provide the average waiting times for these appointments from 2019 and 2020 too?**

**Royal Glamorgan Hospital**

Please see the average waiting times for Royal Glamorgan Hospital in, provided below:

**Average Wait (Weeks) between Referral and First Outpatient Appointment by Financial Year and Specialty**

Specialty	Financial Year	
	2019/2020	2020/2021
Anaesthetics	41.66	25.00
Cardiology	17.40	25.11
Care of the Elderly	0.00	0.00
Dermatology	12.33	11.92
ENT Surgery	9.09	10.15
Gastroenterology	18.61	18.07
General Medicine	12.74	21.06
General Surgery	7.51	3.24
Gynaecology	9.51	3.79
Haem (Clinical)	15.84	21.61
Nephrology	32.89	20.00
Ophthalmology	22.50	20.07
Oral Surgery	14.84	11.20
Orthopaedics	7.13	0.00
Paediatrics	16.65	11.92
Respiratory Medicine	20.62	31.93
Rheumatology	21.07	27.67
Urology	16.57	10.24
<b>Grand Total</b>	<b>13.67</b>	<b>11.45</b>

Please note, the information provided above is for:

- Waiting Time from referral date to first outpatient appointment
- First Outpatient appointment between 1/4/19 and 31/3/21
- Treatment Type - OA (Outpatient Appointment)
- Appointment Type - New Appointment
- Appointment Status = attended
- Hospital = Royal Glamorgan Hospital
- Include in RTT MDS = Yes