

<b>Reference:</b>	FOI.11872.23
<b>Subject:</b>	GP referral process in 2018
<b>Date of Request:</b>	2 June 2023

**Requested:**

We are seeking information regarding the process that operated in 2018 for referrals made by General Practitioners to the General Surgery Department at Glangwili Hospital in 2018.

Please confirm:

1. The process upon receipt of a **routine** GP referral to the General Surgery Department at Glangwili Hospital in 2018;
2. The process upon receipt of an **urgent** GP referral to the General Surgery Department at Glangwili Hospital in 2018.
3. Please also confirm how long, on average, it would have taken for a first outpatient appointment with the General Surgeons at Glangwili Hospital following both a routine and urgent GP referral in 2018.

**Response:**

1. & 2. Hywel Dda University Health Board confirms that the referral process in 2018 was that all routine and urgent referrals for General Surgery were sent from the GP via the Welsh Clinical Communications Gateway (WCCG) and received by the UHB's Health Records Department via the Welsh Admin Portal (WAP) and were sent and received on the same day. However, at this time, some GPs were still sending in referrals in paper format by post, which would have taken a few days to be received in the UHB. All referrals received were given to consultants (or their secretaries) daily, for them to be prioritised, and they would then be returned to Medical Records for appointments to be booked.
3. The UHB provides, within the table below, the average waiting time, in days, for urgent and routine referrals from a GP to a first outpatient appointment, based on the consultant's grading and not the grading from the referral letter/document, during the 2018 calendar year.

2018	Days waiting
Routine	67
Urgent	30

Please note:- consideration must be given to the average wait times provided in the table above, as there may be additional factors which can distort the average wait dependent on individual patient needs; such as but not limited to, the case mix – i.e. what sub-specialty of general surgery the patient is waiting for; the clinical urgency; which clinician is being waited for; which hospital site they are waiting to be seen at.