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University Health Board

Ein cyf / Our ref: GL/JB/NWA13/431

Eich cyf / Your ref:

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Dyddiad / Date: 11th December 2013

Private & Confidential

Darren Millar AM
Shadow Minister for Health
Constituency Office
North Wales Business Park
Abergele
Conwy
LL22 8LJ

Dear Mr Millar

Re: Unscheduled Care – A&E Inappropriate Referrals

Thank you for your letter dated 8th November 2013 regarding the above

An audit was carried out in February 2009 of potential inappropriate attendees in ED. Triage category 5 was used to select the patients. A total of 53 patients fell in this category. Details of 48 patients were retrievable for analysis.

The table below outlines the finding from the audit carried out.

Number of inappropriate ED attendee	Percentage	Reason
24/48	50%	Were not inappropriate attendees.
9/48	19%	Patients were suitable for ED or GP. All were then referred to Out of Hours (OOH) which is co-located with ED.
2/48	4%	Did not require ED services but had genuine reason to access support from ED during OOH/weekends.
13/48	27%	Were inappropriate ED attendees. Out of 13 patients, only 8 were seen by ED staff.

Conclusion

Out of the total ED attendees in the month of February 2009, only 2.25% were deemed truly inappropriate attendees. This reflects as a low percentage which would have had minimum impact on the ED department. However we continue to work closely with GP surgeries, OOHs and other stakeholders to ensure that all patients are seen by the appropriate service in the necessary timescale. We do use unscheduled care forms at Ysbyty Gwynedd to discuss and feedback to others concerned including Welsh Government, Social Services and the Voluntary sector. The ED matron is actively involved in the choose well campaign.



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We will endeavour to carry out another audit in the near future for monitoring purpose and to retrieve a breakdown on ED inappropriate attendances.

Should you require further clarification on the above, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Geoff Lang'.

GEOFF LANG
ACTING CHIEF EXECUTIVE