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Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

Ein cyf/Our ref: TP/naw/2201/01  
Gofynnwch am/Please ask for: Trevor Purt  
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22<sup>nd</sup> January 2014

Darren Millar AM  
Chair,  
Public Accounts Committee,

Sent via e-mail to [Claire.Griffiths@Wales.gov.uk](mailto:Claire.Griffiths@Wales.gov.uk)

Dear Darren

## Re: Unscheduled Care

Further to the Public Accounts Committee request I enclose information collected in support of the alternative service model at Prince Philip Hospital A&E. There is strong evidence that supports the view that patients use A&E departments inappropriately as a first line service for conditions that can be better managed in Primary Care, Community Pharmacies and through NHS Direct. Clearly this is not just an issue for Hywel Dda University Health Board but for the NHS across the UK. This is substantiated by the recent media coverage focusing on using NHS services wisely and appropriately.

The 'Choose Well Campaign' has been rolled out across the Health Board and we will be monitoring the impact of this as it embeds. The Health Board continues to monitor access to Primary Care services including extended opening times in some practices.

The work underway to improve Unscheduled Care Services at Prince Philip Hospital has not yet specifically identified attendees whose problems could have been better dealt with by their GP instead of attending the department. The focus of our work has been to ensure that once a patient presents, they are streamed more effectively to improve the time taken to deliver appropriate patient care. This work is to be the subject of a series of clinically led visits to local GP practices to engage in the new model which is still in development stage. The Minor Illness work stream which is part of this work and is now starting to look at how we might redirect patients to self and primary care and also to use this to inform and develop the wider University Health Board unscheduled care model.

With regards to your request for information I enclose data relating to Prince Philip Hospital Unscheduled Care attendances. I trust you will find this helpful. The project to deliver the new clinical model following the Minister's decision on this matter in September

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Cadeirydd / Chairman  
**Mr Chris Martin**  
Prif Weithredwr / Chief Executive  
**Yr Athro/Professor Trevor Purt**

Bwrdd Iechyd Prifysgol Hywel Dda yw enw gweithredol Bwrdd Iechyd Lleol Prifysgol Hywel Dda  
Hywel Dda University Health Board is the operational name of Hywel Dda University Local Health Board

Mae Bwrdd Iechyd Prifysgol Hywel Dda yn amgylchedd di-fwg Hywel Dda University Health Board operates a smoke free environment

2013 is the subject of scrutiny by the University Health Board's Implementation Board; established to oversee the implementation of the University Health Board's decisions following Your Health Your Future consultation. We will of course be happy to furnish you with any additional information requirements or discussion on our progress.

I trust the enclosed information informs your discussion, please don't hesitate to contact me if you require any additional information.

Yours Sincerely

A handwritten signature in blue ink, appearing to be 'T. Purt', written over a horizontal line.

**Professor Trevor Purt**  
**Chief Executive**

**Alternative service model at Prince Philip Hospital A&E**

**PPH attendance data for 2013**

Of the 33871 patients that attended PPH during 2013:

- 4291 arrived by ambulance of these 533 were 999 ambulance and 3758 were non emergency ambulance.
- Of the 4291 patients that came in by ambulances 116 are recorded as GP arranged.
- Of the 4291 patients that came in by ambulance 2259 were admitted and 1589 were discharged.
- Of the 116 GP arranged 95 were admitted, 14 were discharged, 3 did not wait and 4 were referred back to the GP/ transferred to DGH
- Of the total of 33871 patients seen in 2013 25707 were minor and 8164 were major.
- Of the 8164 majors, 3713 were admitted and 3484 were discharged, 156 were transferred to DGH and 230 did not wait.
- Of the 33871 patients see 1385 were referred to fracture clinic, 45 to ENT and 60 to eye clinic.

All the above can be broken down by GP surgery and postcode