

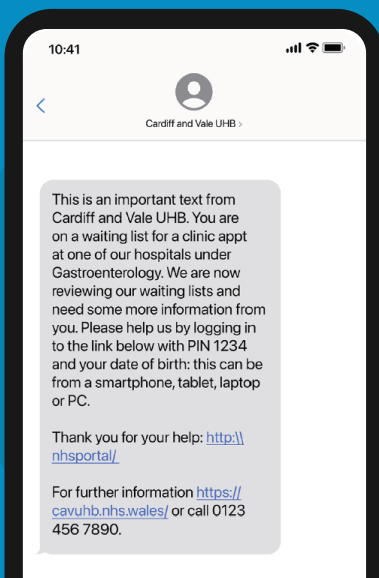
Cardiff and Vale University Health Board dramatically reduce waiting lists by over 20%

Tackling the backlog with digital first waiting list validation.

CHALLENGE

- NHS Wales sent out a national request for all Health Boards to validate patients who had been waiting over 52 weeks for their first OP attendance.
- CAVUHB needed to reduce the manual admin impact on staff and reach all patient demographics regardless of digital capability.
- As Cardiff is a multi-lingual population, the health board wanted to cater to all languages, not just Welsh and English.

“It’s been a wonderful partnership in every way. The teams met weekly to get the project off the ground and find the best solutions together. CAVUHB are excited to continue this journey and see what innovations we can work on together next!”



SOLUTION

CAVUHB have a longstanding partnership with HC, delivering digital-first, proactive patient engagement solutions, and decided they wanted to take a similar approach for their waiting list validation due to the success of these projects.

- Communications sent by SMS, enabling patients to complete questionnaires instantly, with an automatic switch to post for those who don't engage digitally.
- Postal letters prompt patients to access the form via a QR code or URL rather than by post to encourage faster response rates and save costs.
- Patients who don't respond after 4 weeks are sent a reminder, and are removed from the waiting list 4 weeks later, with the option to be reinstated within 2 weeks.
- The platform offers a suite of accessibility features including translation, empowering people to view digital text in their first language or have it read aloud.

BENEFITS

Following a successful rollout, CAVUHB decided to take their validation further than the initial targets, and by April 2022 managed to get down to 28 weeks!

52.9%
mobile capture

60%
digital adoption rate

81%
completion rate

- 21.5% reduction in waiting list with 52,900 patients validated in just 10 months.
- Dramatic reduction in staff requirements from potentially 5 full-time people to just 3 part-time, so clinical time can be focused on the 30% that needed reassessment.
- Data quality has vastly improved by requesting updates to contact details during validation.
- CAVUHB have gained a better understanding of how to best follow up patients in the future, as well as valuable insights to drive change within the service.

“After receiving a digital letter, patients remarked that these should be used across the board as they find them much easier to read, and Ophthalmology patients have shared their appreciation for the ability to enlarge text!”

Denis Williams,
Interim General Manager,
Performance Information Innovation