

## **Questions to Board 25 March 2026**

### **Question 4:**

***How many Powys patients have experienced worsened health outcomes, emergency admissions, or more complex treatment because of prolonged waits for surgery***

#### **PTHB response**

We clearly understand and recognise the frustration and disappointment that people experience when they are waiting for treatment. Potential quality impacts of these PTHB Commissioning Intentions for 2025/26 are kept under ongoing review, including through complaints, concerns, feedback from providers, and incident reports. This information forms part of our regular reporting in our Integrated Quality and Performance Report to meetings in public of the Board. To date:

- 3 individual patient concerns have been referred to the Public Sector Ombudsman for Wales, as is the right of an individual if they are not satisfied with the response they receive.
- Provider Trusts have not raised issues of additional harm through our regular Commissioning Quality & Performance Review meetings.
- There have been no Serious Reportable Incidents reported as result of this change.

#### **Blip further questions on PTHB response**

You state that no Serious Reportable Incidents have been recorded.

What monitoring systems are used to track **deterioration or harm caused by prolonged waiting times?**

Does the Health Board collect data on:

- worsening conditions while waiting
- emergency admissions
- patients requiring **more complex surgery** due to delay?
- If this data exists, can it be **published publicly?**
- How many Powys patients have **removed themselves from waiting lists, sought private treatment, or declined surgery** due to prolonged waits?

#### **Response:**

As highlighted above, we continue to use a wide range of data including feedback from public engagement, complaints & concerns, patient safety incidents, patient reported outcome measures, feedback from Llais the

statutory Citizen Voice Body for Health and Care in Wales, and other monitoring to support the continued review of the quality and performance of the services we provide and commission.

Given that we continue to commission based on NHS Wales performance standards, we would not normally put in place additional monitoring. Additional monitoring is in place where NHS Wales referral to treatment waiting time standards are not being met. For example, Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust continues to report capacity challenges in achieving the 104 week waiting time standard and as at February 2026 there were 116 patients waiting over 104 weeks in specialties including spinal surgery and arthroplasty. Fortnightly meetings take place between PTHB and RJAH to improve this position.