

Gwasanaeth Cymorth Rhestr Aros Waiting List Support Service

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If you wish to see this presentation in welsh, contact carol.seabourne2@wales.nhs.uk



Who are we?

Our Waiting List Support Service
Offers a single point of contact
and will provide support and
advice on managing your health



Promote improved health behaviours
Prevent worsening health
Prepare for treatment and recovery



Llywodraeth Cymru
Welsh Government

PUBLICATION

Promote, prevent and prepare for planned care

Empowering people waiting for treatment to optimise their
health and well-being.

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How to contact us:

Telephone: 0300 303 8322

Email: ask.hdd@wales.nhs.uk

Monday to Friday 9am to 5pm

www.hduhb.nhs.wales/waiting-well



What We Offer



Personalised
Contact



Health and
Wellbeing
Signposting



Digital
Options



Clinical
Escalation

Personalised Contact

Helping individuals build on their own health assets & co-produce their own health with the support of their families, communities & professionals

Conversation focussing on ‘What matters to the patient’

Advice and signposting :

- Charity organisation
- Local Community Hubs
- Be Well Self Management Programmes
- Actif Wales
- Therapies
- Smoking Cessation
- Weight Management
- Digital Health Applications
- Falls Prevention



Clinical Escalation (Managing risk of Harm)

- ❖ Initial health & wellbeing conversation begins with non-clinical team member
- ❖ Internal escalation may be to Registered Nurse or Clinical Lead Nurse or Therapist
- ❖ Review clinical history, offer appropriate advice and discuss chronic condition/medication, falls and frailty screening, pain review
- ❖ Escalation may include Early Optimisation Team, Emergency Services, Primary Care, Clinical Nurse Specialist, Service Manager, Consultant.
- ❖ Aim is to avoid inappropriate escalation and reduce pressure on primary/secondary care services

Patient Feedback

Listened then acted on what we had to say, then called us back to update us.

The search for information was easy. The advice given was concise and very helpful. The call handler was very helpful, friendly and considerate. A credit to this service. I was promised further information that arrived the next day. Many thanks.

Felt as if I finally had people listening to me and fully understanding the difficulties, I was facing. I've had an extremely challenging last 9 months, but it finally feels like I've started the journey to getting my life back.

It was a very positive experience, we talked about my issues and she advised me on what could help. I also received emails with downloads that could help me going forward.

I'm very proud to be British and certainly very proud of our NHS and the excellent service they provide, Also the recent curtesy call received certainly make me feel at ease while I wait for my knee replacements , I hope this feedback is surfise, many thanks Richard .

The lady was so helpful. She told me how to go about doing things, was so helpful with information. When I first spike to her I was very worried about waiting for my appointments to come through. She made me feel so much more at ease with the information I needed. Also suggested other things to me that might help ny situation. I felt so much better after i had spoken to her. Nothing was to much trouble for her. She even rang me back with information. She deserves an award. Thankyou.

Patient Story

This patient was frequently attending the GP asking for more pain relief, however we would hope with increased holistic support to address weight and mood he will attend less and be better prepared for his surgery.

GP emailed WLSS regarding a 60 y/o gentleman with increased BMI and Pain awaiting Orthopedic surgery

Spoke with non-clinical call handler who identified 4 main problems: pain, isolation, low mood and increased BMI

Pain was identified to likely be influenced by low mood and increased BMI

Signposting: Ortho Prehab Team
'Manage My Pain' app.
Versus Arthritis online community

Referral to Weight Management services chased and expedited

Follow-up call arranged for 3 months time

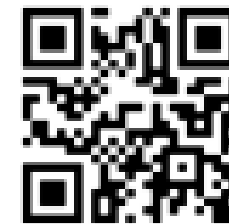
Frequently asked questions

Q: How can we contact/ signpost people to the WLSS?

A: Webpage: [Waiting List Support Service WLSS - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/healthcare/Waiting-List-Support-Service-WLSS-Hywel-Dda-University-Health-Board) or scan QR code

Telephone Number: 0300 303 8322 and choose option 3

Email Address: ask.hdd@wales.nhs.uk



Q: Who can contact the Waiting List Support Service?

A: Any patient waiting for treatment e.g. surgery or cancer treatment.

Q: Are there resources for patients to look at while they wait for surgery?

A: Preparing for treatment webpage: [Preparing for Treatment - Lifestyle advice - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/healthcare/Preparing-for-Treatment-Lifestyle-advice-Hywel-Dda-University-Health-Board)

Lifestyle Apps and Resources Webpage: [Lifestyle Apps and resources - Hywel Dda University Health Board \(nhs.wales\)](https://www.nhs.uk/healthcare/Lifestyle-Apps-and-resources-Hywel-Dda-University-Health-Board)

Diolch/ Thank you:

