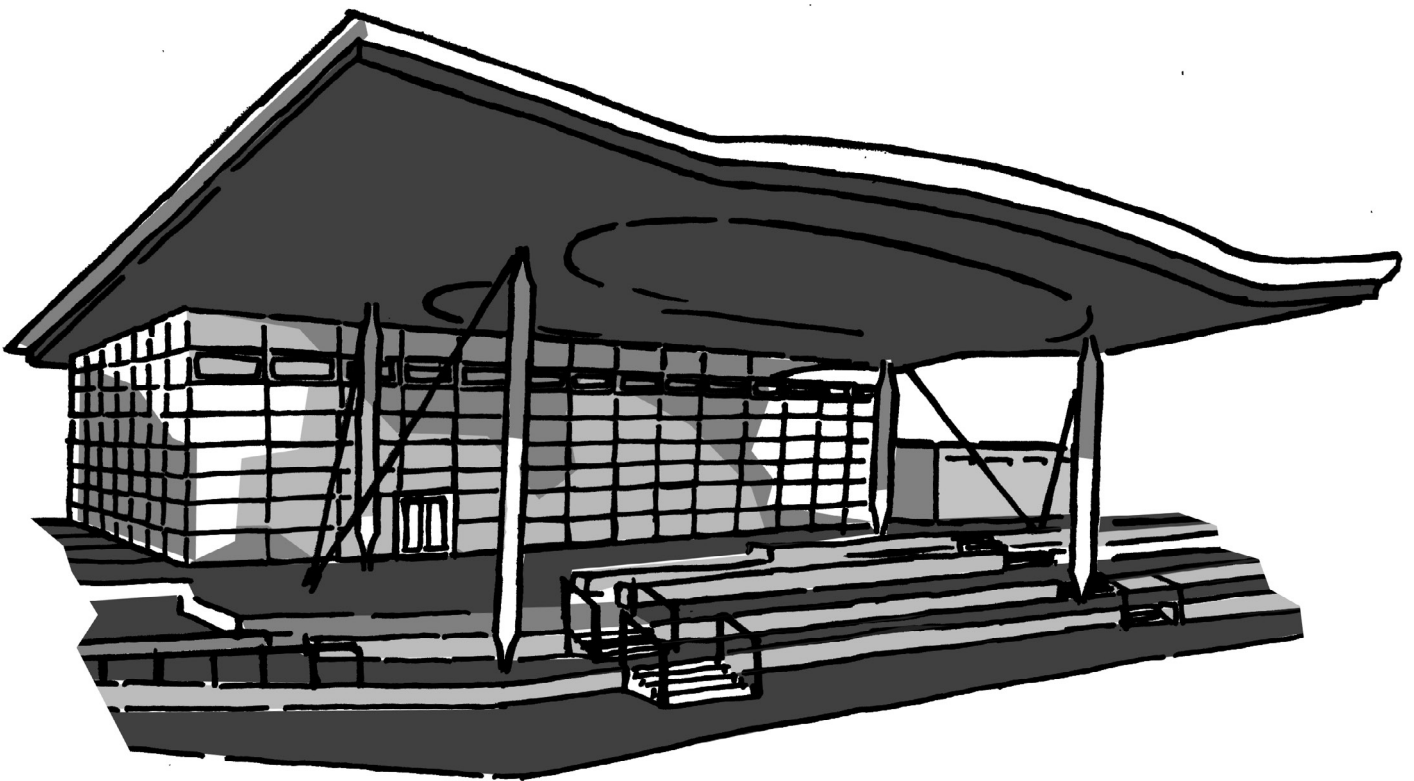


Easy Read



Llywodraeth Cymru
Welsh Government

The role of Outpatients in transforming Planned Care in Wales



A three-year strategy and action plan
2023 to 2026

August 2023

Contents

Why do we need a plan for outpatients?	4
How we developed our plan	5
Making our services <i>person-centred</i>	7
Making our services sustainable	9
What will outpatient services provide in the future?	10
The way you attend outpatients may also be different	12
Specialist regional centres	14
Hard words	16

There is a new plan in Wales called *“The Role of Outpatients in transforming Planned Care in Wales: A three-year strategy and action plan: 2023-2026”*.

The plan has been developed to make the care you receive in specialist outpatient services better.



This is an Easy Read version of the plan.

To get more copies of this Easy Read version please contact:

Department of
Health & Social Services
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Why do we need a plan for outpatients?



Covid has significantly affected outpatient services. We know that more people are waiting longer for care and treatment.



We want to make sure that everyone in Wales gets the care they need when they need it and deliver that care closer to your home.

We need to change the way you access outpatient services in Wales to enable us to do more for you, sooner, with the resources we have.

How we developed our plan

Before we started, we asked you to tell us what can go wrong for you when you have been referred to a specialist:



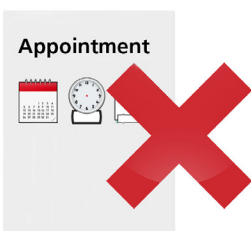
- The length of time you have to wait to get an appointment to see a specialist.



- Not knowing how long you will have to wait to get an appointment to see a specialist.



- No support or advice on how to manage your condition whilst waiting to be seen/treated.



- Cancelling your appointment – sometimes at the last minute.



- Often unable to park or find your way around the hospital.

- Not knowing what to expect from an appointment – or why you are there.

- Taking time off to travel to an appointment when I'm feeling well or only to be told everything is fine and there are no changes to my treatment.



- Confusion when on more than one waiting list to see a specialist for different conditions.

Making our services person-centred



We want to plan healthcare services that are **person-centred**. That means putting your needs first and planning services with you. It also means that all decisions about your care are made with you by making sure that we understand what matters to you.



So, we listened to you when writing our plan to make services better. Our plan will make sure that:

- You can have your care as close to your home as possible.
- You will get the right information about your care, why you have been referred to a specialist, and how long you may have to wait for your treatment.





- You will have the right help and support for your needs while you wait for your treatment.



Choice

- You will have better choice in how you get your care.

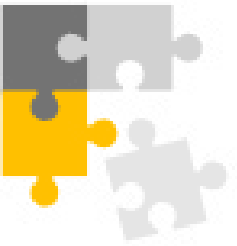
Making our services sustainable

When we plan services, we also need to make sure we think about how it will affect people living in Wales – both now and in the future. This means we need to think about making sure services are **sustainable**.



To be sustainable, we have to think about:

- The long term.
- How things link up together such as GP services, hospital services and social care.
- How we all work together to make sure you get the help you need.
- How we involve you in making decisions about your care and what matters to you.



What will outpatient services provide in the future?

To make sure that healthcare services are person-centred and sustainable in the future, we will:



- Make sure you have **all the information you need** regarding your care including:
 - How long you will have to wait.
 - How to get help to attend your appointment if you need it.
 - What to expect when you attend your appointment.
 - What to expect from your treatment.

-
- What to expect after your treatment – known as your follow-up or on-going care.



Support

We will also make sure that your family or others who help with your care receive the support they need to meet your needs.

The way you attend outpatients may also be different



Rather than travel to hospital every time for an appointment, you will be able to receive your care in different ways – **depending on your needs and your personal choice.**



You may be discharged to a self-management pathway. This puts you in control of your own health and you can tell us when you need an appointment – for example, if you're symptoms get worse.



Instead of travelling to the hospital (and parking!) you may be able to have your appointment with a specialist by telephone ...



... or by video.



You could even share your appointments with others with a similar condition and hear how they manage their condition.



And you may not always need to see a doctor. You will see the person who is best for your needs – this could be a specialist nurse, a specialist therapist or a pharmacist.

Specialist regional centres



We know that travelling further for your appointment can be inconvenient, but in the future, there may times when you will need to travel for your appointment.

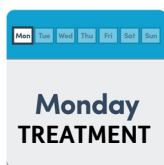
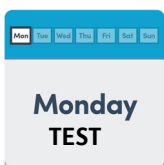


This may be to a hospital in another health board or to a new **Regional Treatment and Diagnostic Centre**.

There are lots of benefits to this:



- You may get an appointment and be treated quicker than if you waited for an appointment in your local hospital.
- You may have to attend fewer appointments as you will have tests to diagnose your condition and get your treatment on the same day.



Depending on your personal circumstances, you may also be able to get help to attend your appointment.



PLEASE remember, it is important that you attend your appointment with your specialist. If you are unable to make your appointment, please let your hospital know as soon as possible so we know that you still want to see a specialist. We can also offer your appointment to someone else who is waiting.

Hard words

Person-centred

Person-centred care means that you are involved in making decisions about the care you receive. It makes sure that services understand what is important to you. It puts you, your family and your carers at the centre of any decisions made about your care. It sees you as an expert working with services to make sure you get the best out of your care.

Sustainable

Being sustainable is about making small changes now to make sure that we have good health services in the future.

Regional Treatment and Diagnostic Centre

These centres provide expert services. It means you can have tests and any treatment you may need, all in the same place, and often on the same day. You may have to travel outside your area for an appointment, but we can help you with that.