

2019.03.26

**7 Deputy M. Tadier of the Minister for Health and Social Services regarding the length of time patients had to wait for procedures performed by his Department: [OQ.92/2019]**

Does the Minister consider that the length of time patients have to wait for some procedures, performed by his department, is too long and, if so, what steps, if any, is the Minister taking to reduce waiting times?

**The Deputy of St. Ouen (The Minister for Health and Social Services):**

I have to agree with the Deputy that the wait for some procedures is too long. Having said that, the department always prioritises those patients requiring emergency treatment. Initiatives such as the new target operating model, better job planning and greater theatre utilisation will all play a part in helping to reduce waiting lists. Similarly, efforts to reduce the time people spend in hospital, or reducing the need to visit the hospital in the first place, should help create extra capacity. The future implementation of a patient advisory and liaison service will help give service users a greater voice in providing feedback on the services they receive.

**3.7.1 Deputy M. Tadier:**

The Minister may be interested to know that during the political surgeries I hold that waiting times for different procedures is a perennial issue and matter of complaint. I notice and I congratulate him now waiting times are published online, but when I go to the Government website I cannot find any publication of the waiting times for mental health issues. Is there a reason that, for example, referrals to Talking Therapies, *et cetera*, are not listed with the other physical procedures on that website?

**The Deputy of St. Ouen:**

I can well understand that the Deputy, in his surgeries, will receive those comments he has mentioned, as indeed I do in the surgeries I hold in St. Ouen. It is a matter of concern to all involved in the health service that people should not be suffering undue delays. As to the waiting times for mental health, the Deputy raises a good point. In principle, I see no reason why waiting times should not be made public and indeed they can be provided when asked, but I will investigate the question and report back to the Deputy.