

**WRITTEN QUESTION TO THE PRESIDENT OF THE
HEALTH AND SOCIAL SERVICES COMMITTEE
BY THE DEPUTY OF ST. JOHN**

ANSWER TO BE TABLED ON TUESDAY, 9th NOVEMBER 2004

Question

Would the President advise members –

- (a) if delays are occurring for the scheduling of mammograms, the average length of delay and what action has been taken to notify the patients?
- (b) of the waiting time in other areas of medicine, i.e. orthopaedic etc. and would he advise members how patients are kept informed about the waiting times?
- (c) what plans the Department has to improve waiting times?

Answer

(a) Patients present for mammography in three main ways –

Routine screening – women between the ages of 50 and 65 who have no symptoms of breast disease either refer themselves or are referred by their General Practitioner (GP) for routine screening. Thereafter, they are called back every 2 years to check that they remain healthy.

Suspected cancer - GPs suspecting breast cancer refer patients to the Breast Unit who offer a mammogram as part of a specialist consultation.

Benign conditions - GPs suspecting a benign breast condition requiring investigation by mammogram refer directly to the Radiology Department.

At present, waiting times are as follows –

Routine screening – Around 600 women each year reach the age of 50 and become eligible for the screening programme. The U.K. standard is that they should have their first screening mammogram within the year. This standard in Jersey is always met and most patients receive their first appointment within a month of referral, but this can vary depending on whether referrals arrive in batches or are more evenly spread throughout the year. These women have no symptoms; thus there is no ‘delay’ for the initial referral to the routine screening service.

When patients are recalled after two years, their appointment time will not be exactly two years later but will vary up to two months from the anniversary of the initial date. This is not a ‘delay’ in scheduling but part of the cyclical management of the process to ensure a smooth workflow. The appointments being made last week (week commencing 1st November) are within 3 weeks of the 2nd anniversary of the original dates.

Suspected cancer – urgent referrals to the Breast Unit are often offered a mammogram the same day, the majority have their mammogram and first appointment with the consultant within one week, and none wait longer than two weeks either for a mammogram or to see the consultant. This standard is better than that which operates in the U.K.

Benign conditions – The current wait for mammography in the Radiology Department is one week.

Because there are no delays in any of the three elements of this service, it follows that no especial action is taken to communicate the “waiting time” to clients/patients.

(b) Please find attached –

Appendix 1 - waiting times for routine outpatient appointments by doctor.

Appendix 2 - waiting times for routine surgery by specialty.

These are the categories that are the focus of attention in the UK and are the usual subject of articles in the media.

Patients whose clinical condition has been assessed as ‘urgent’ or ‘soon’ will be seen and treated very much more quickly and in line with best practice for the particular problem.

The hospital sends out an advice of waiting times for routine outpatient appointments to GPs on a monthly basis, who advise patients accordingly.

Hospital doctors or nurses tell patients how long they are likely to wait for their operation directly at the time the decision is taken to list them for surgery.

Hospital waiting times are detailed below and key indicators are now published annually in the States of Jersey Benchmarking report, for example as shown in Appendix 2 below.

(c) The President will be making an announcement about waiting lists within three weeks when negotiations – currently underway with senior clinicians - are brought to a conclusion by the Chief Executive and his senior colleagues.

Outpatient Waiting Times in Weeks

CONSULTANT	CLINIC	SPECIALTY	
			01/11/2004
Mr Allardice	JTA/40	Breast	2
	JTA/80	Surgical	12
	JTA/MOP	Surgical Minor OPs	1
Mr El Gazzar	OEG/00	Surgical	8
	OEG/MOP	Surgical Minor OPs	4
Mr Ingram	NI/31	Surgical	11
	NI/11	Urology	18
	NI/VVS	Surgical Minor Ops VV's	13
	NI/LB	Surgical Minor Ops	12
Mr Twiston-Davies	CTD/12	Orthopaedic	13
	CTD/61	Children Orthopaedic	6
Mr Clifford	RPC/NEW	Orthopaedic New	18
Dr Clinton	CC/09	Sports Injury	20
Mr Siodlak	MS/AM- PM	E.N.T. AOA	16
	MS/AM- PM	E.N.T.	16
Mr Shah	NS/0	E.N.T. AOA	28
	NS/0	E.N.T.	28
	NS/CH	Children	8
	NS/CH	Children AOA	11
Mr Downes	RD/RD	Ophthalmic	8
		Paediatric	10
		Oculoplastics	15
Mr. McNeela	BJM/BJM	Ophthalmic	7
	BJM/RET	Retinal	4
Dr Purcell-Jones	GPJ/PJ	Pain	17
Dr. C. Taylor	CRT/CRT	Pain	21

CONSULTANT	CLINIC	SPECIALTY	
			01/11/2004
Dr Bates	PB/11	Diabetic	15
	PB/21	Diabetic Medical	17
	PB/90	Endocrine	10
Dr. A. Kumar	AK/REN	Renal	11
	AK/MED	Medical	11
Dr Ng	DNG/DNG	Medical	22
Dr. Muscat	IVM/ID	Infectious Disease	8
Dr Gibson	HG/00	Neurology Medical	22
	HG/EP	Epilepsy Nurse Led	13
Dr. Hima	SH/00	Oncology	1
Dr Hearn	KCH/11	Cardio-Thoracic Medical	16
Dr Luksza	ARL/RES	Respiratory	5
Dr Muhlemann	MFM/02	Dermatology	26
	MFM/3L	Leg-Ulcer	4
Dr Richardson	MRR/31	Medical	2
Dr Mattock	CM/00	Haematology	12
Dr Spratt	HCS/21	Paediatric	4
Dr Malpas	TM/00	Paediatric	9
Dr.Thiagarajan	PRA/00	Paediatric	5
Mr Day	JD/71/03	Gynaecology	6
	JD/01	Gyn/Colp/Oncol	2
	JD/95/94	Colposcopy	3
Mr Maclachlan	NM/18/19	Infertility	18
	NM/01/22	Gynaecology	6
	NM/08,11	Gynaecology Colposcopy	2

CONSULTANT	CLINIC	SPECIALTY	
			01/11/2004
Dr Nelson	FRN/00/03	Gynaecology	11
	FRN/99	Gynaecology (TOP)	1
Mrs Le Gresley	CLG/19	Dietetics	10
Ms Gough	JAZJF1/00	Dietetics	10
Mrs Brown	JEZMB1/00	Chiropody New	33
Sister Le Lievre	SLL/69	Urodynamics	6
Mr Belligoi	BEL/	Oral Surgery	14
Mr Skinner	BS/	Orthodontics	8

**Waiting Times for Routine Surgery by Specialty
As at 29 October 2004**

Specialty	0-2 months	3-5 months	6-8 months	Over 9 months	Total
Urology	52	5	1	1	59
Gynaecology	97	40	10	10	157
General Surgery	118	68	34	64	284
Ophthalmology	104	52	62	120	338
ENT	104	39	6	9	158
Orthopaedics-Total	290	173	66	104	633
Orthopaedics - Hips and Knees	34	23	19	39	115
Orthopaedics - Other conditions	256	150	47	65	518
Oral (Dental Surgery)	102	39	36	111	288
Pain Management	41	6	0	0	47
Plastic Surgery	5	10	0	39	54
Grand Total	913	432	215	458	2018
% waiting	45.2%	21.4%	10.7%	22.7%	
% waiting over 6 months					33.3%