

**DSC Notice (2006)12(W)**  
**English DSCN Equivalent: N/A**  
**Initiating Welsh Reference: RFC (2006)13**  
**Date of Issue: 24<sup>th</sup> October 2006**

<p><b>WIGSB</b>  <b>Welsh Information Governance</b>  <b>and Standards Board</b></p>	<p><b>Subject:</b>  Updating the operational guidelines concerned with the 'Guide to Good Practice – Elective Services' and the 2<sup>nd</sup> Offer Scheme.</p> <hr/> <p><b>Implementation date:</b>  Immediate</p>
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**DATA SET CHANGE CONTROL PROCEDURE**

**Summary of change:**

This DSCN updates the Operational Guidelines held within the NHS Wales Data Dictionary concerned with the publication 'A Guide to Good Practice – Elective Services' and the 2<sup>nd</sup> Offer Scheme. The DSCN does not include any new mandated items and its inclusion in the NHS Wales Data Dictionary is to provide assistance and guidance to Trusts.

**Change Proposal Reference No:**  
**WIGSB 20060920/02**

Welsh Information Governance Standards Board (WIGSB), is responsible for approving information standards.

*Please address enquiries about data set change proposals to the Data Standards and Information Quality Team, HSW, Brunel House, 2 Fitzalan Road, Cardiff CF24 0HA Tel: 029 20502539 or E-mail [Data.Standards@hsm.wales.nhs.uk](mailto:Data.Standards@hsm.wales.nhs.uk)*

*Data Set Change Notices are available via the Intranet Service HOWIS <http://howis.wales.nhs.uk/> or by contacting the above address.*

**DSCN numbering format (draft)** = (year of draft) 2-alphacharacter sequence (W)

Upon receiving approval for the change by WISGB, the draft DSCN number will be reformatted to:

**DSCN number format** = year of issue / sequence number, (W)

In addition,

**Change Proposal Reference No. format** = year/month/sequence number (relates to when WIGSB approved change)

<b>Version:</b>	<b>Issued on:</b>	<b>Owner</b>	<b>Details:</b>
0.1	12/05/06	Nicola Turner	Initial draft for review by DSIQ
0.2	02/06/06	Nicola Turner	Updated to include additional guideline changes
0.3	07/06/06	Nicola Turner	Updated to include comments from NLIAH & DSIQ
0.4	19/07/06	Nicola Turner	Updated following comments from external contacts
0.5	23/08/06	Nicola Turner	Updated following comments from WIGSB
0.6	28/09/06	Nicola Turner	Final update following further comments from WIGSB
1.0	24/10/06	Nicola Turner	Published following approval by WIGSB

## DATA SET CHANGE NOTICE (2006) 12 (W)

- Reference:** WIGSB 20060920/02
- Subject:** Updating the operational guidelines concerned with the ‘Guide to Good Practice – Elective Services’ and the 2<sup>nd</sup> Offer Scheme.
- Reason for Change:** To update the Operational Guidelines to conform with present organisation structures and the issue of new DSCN’s concerned with the Guide to Good Practice – Elective Services’ and the 2<sup>nd</sup> Offer Scheme
- Effective Date:** Immediately

### **Background:**

‘Operational Guidelines’ is a chapter within the NHS Wales Data Dictionary that includes a section called ‘Waiting Times - Definitional Guidelines’. On occasion, this section requires updating to reflect changes in operational needs and organisational structures.

Dataset Change Notices 13/05 (W), 14/05(W) and (2006)03(W) notified NHS Wales of changes to data standards required to record patient activity resulting from the release of ‘A Guide to Good Practice – Elective Services’<sup>1</sup> and the 2<sup>nd</sup> Offer Scheme.

These documents describe complex information flows where the provision of flowcharts in would assist organisations in understanding the process of recording and reporting the associated data. These flow charts are not included in the NHS Wales Data Dictionary but are available by request from Data Standards.

**These guidelines are not being mandated and are for the use of Trusts only where they find them useful.**

Appendix A contains proposed changes to existing text in the ‘Operational Guidelines’ chapter of the NHS Wales Data Dictionary.

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<sup>1</sup> Published by the National Leadership and Innovation Agency; © July 2005, ISBN 1-905456-00-X  
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## Appendix A: Proposed Change

Changes to the NHS Wales Data Dictionary are detailed below, with new text being highlighted in blue and deleted text showing ~~strikethrough~~.

### Waiting Times – Definitional Guidelines

More:

[Introduction](#)

[Innovations in Care National Leadership and Innovation Agency for Healthcare \(NLIAH\) – 'Guide to Good Practice – Elective Services'](#)

[Second Offer Scheme – Introduction](#)

[New-Waiting Times Definitions](#)

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### Introduction

This section of the ~~At~~ NHS Wales Data Dictionary entitled 'Waiting Times – Definitional Guidelines' describes the definitions and ~~practises~~ practices that have a direct bearing on the way in which patients on the waiting list should be managed.

The information in this section uses as its primary basis, extracts from the Welsh Assembly Government publication [National Leadership and Innovation Agency for Healthcare \(NLIAH\) Innovations in Care - A Guide to Good Practice – Elective Services'](#) with references to the "Health and Social Care Guide for Wales", ["Designed for Life"](#) and the "Second Offer Scheme".

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### ~~Innovations in Care~~ [National Leadership and Innovation Agency for Healthcare \(NLIAH\) – 'Guide to Good Practice – Elective Services'](#)

The Welsh Assembly Government publication ["National Leadership and Innovation Agency for Healthcare Innovations in Care - A Guide to Good Practice – Elective Services"](#) was released in ~~October 2003~~ July 2005. Its aim is to address issues regarding the importance of patient centered care and the current poor use of existing resources. The guidelines presented in [A](#) Guide to Good Practice provides the way forward in enabling significant improvement in service delivery using resources currently available to the NHS in Wales.

Of particular interest are the Guide to Good Practice chapters dealing with the management of waiting lists, [patient focus booking and the tools and techniques of improvement.](#) ~~the effect of the new measures on waiting times and a set of both new definitions and enhancements to existing definitions.~~

This section of the All NHS Wales Data Dictionary explains the waiting times definitions contained in A Guide to Good Practice.

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## Second Offer Scheme – Introduction

Patients on the waiting list are guaranteed a limit to the time they can expect to be waiting for an appointment by the terms contained in the NHS in Wales publication "Health and Social Care Guide for Wales".

To assist with maintaining this guarantee, the Second Offer Scheme is designed to provide a second offer of inpatient or daycase treatment at another hospital to anyone in Wales either already waiting or likely to wait over a preset amount of time ~~18 months~~ for consultant led treatment. ~~In the case of the 4 month target for cataracts, i~~ If a patient cannot be accommodated within the target ~~at one month~~ length of wait they should be referred to the scheme.

~~For the first 18 months of the Scheme, a~~ The Second Offer Commissioning Team (SOCT) has been established, ~~and is~~ based at ~~in~~ Rhondda Cynon Taf LHB. SOCT will commission care on behalf of LHBs on receipt of a referral from an LHB. The SOCT is intended as a resource to support LHBs in the operation of the 2<sup>nd</sup> Offer Scheme. It will prevent duplication and enable a consistent approach on a Wales-wide basis.

The Second Offer Scheme has been in operation since 1<sup>st</sup> April 2004. Full details of the scheme may be viewed in Welsh Health Circular (WHC) 2004(15) and (WHC) 2004(27). The details of how trusts should record and report the second offer Scheme can be found in DSCN (2006)03(W).

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## New Waiting Times Definitions

The following table shows the Waiting Times Definitions along with the reporting guidelines associated with them.

DEFINITION	REPORTING GUIDELINES
<p><b>Reasonable Offer of appointment / admission</b></p>	<p>Patient choice is an essential part of the appointment process. Choice offered to patients must be reasonable, both in the number of alternative appointments or admissions; timing of those appointments; who the appointment or admission is with; and location of the appointment.</p> <p><i>Outpatient appointment:</i></p> <p>Must be offered a choice of 3 alternatives within the following 6 weeks (<del>where practically possible e.g. monthly clinics may have difficulty in adhering to this guidance</del>). One of these dates must be <b>more than at least</b> 4 weeks in the future.</p> <p><b>Where a Trust holds only one clinic within the six week period, there should be a choice of 3 times within that one clinic.</b></p> <p>Patients who decline all three dates <b>or times</b> should be managed as a CNA and the date on the waiting list should be reset to the date of offer.</p> <p>Transport from the Trust provided if appointment site outside the Trust boundary.</p> <p><i>Inpatient or Daycase admission:</i></p> <p>Must be offered a choice of 2 alternative dates</p> <p>A patient may be removed from a waiting list as a result of a DNA or CNA only if a reasonable offer has been made.</p>
<p><b>Did Not Phone (DNP)</b></p>	<p>Any patient who does not phone in response to a partial booking letter or a validation letter may, once certain preconditions have been met, be removed from the waiting list with the reason for removal being 'DNP'.</p> <p>Under partial booking a DNP should be recorded only where the required number of reminder letters have been sent, and the required time for a response has lapsed. In most cases this will mean an initial letter and a reminder letter have been sent (two weeks apart) and a further two weeks after the second letter has elapsed.</p> <p>A DNP should be removed from the waiting list and suitable notification made.</p>

<p><b>Did Not Attend (DNA)</b></p>	<p>The definition of a DNA is a patient who does not attend for appointment or admission and fails to notify the Trust (applied to Inpatients, Outpatients and Day-cases).</p>
<p><b>Could Not Attend (CNA)</b></p>	<p>A Could Not Attend (CNA) is recorded where a patient notifies the Trust that they will not be able to attend an appointment or admission event, up to the end of the day of their appointment or admission.</p> <p><b>Treatment of CNAs</b></p> <p><b>First CNA</b></p> <p>Any patient who contacts the Trust to notify it that they will be unable to attend an outpatient appointment or admission event should have another appointment or event arranged at the time of the notification. If the patient notifies by phone, the new appointment should be made then. If the patient notifies by letter or email, an immediate response should be sent asking the patient to contact the Trust by phone to arrange a new appointment.</p> <p>At the time of contact, the Waiting List Date (WLD) should be reset to the date of the contact with the patient.</p> <p><b>Second CNA</b></p> <p>When a patient contacts the Trust to cancel a second appointment the Trust may treat the cancellation as a DNA and not make an appointment. In this case, the communication standards for a DNA must be followed.</p>
<p><b>Did Not Phone for Pre-assessment /Pre operative assessment(DNP for Pre-assessment)</b></p>	<p>A patient who does not phone in response to a partial booking letter to complete a phone pre-assessment that will deem them fit to proceed for surgery or to arrange a pre-assessment outpatients appointment.</p>
<p><b>Did Not Attend Pre-assessment /Pre-operative assessment(DNA'd Pre-assessment)</b></p>	<p>Preoperative assessment should be undertaken six weeks prior to surgery, and should be booked using partial booking. Preoperative assessment allows both staff and patient to check suitability for anaesthetic and surgery, agree the booking date for surgery, and organise discharge arrangements.</p> <p>The definition of a DNA'd Pre-assessment is a patient who does not attend for a pre-assessment appointment and fails to notify the Trust.</p>
<p><b>Reinstatement to the Waiting List</b></p>	<p><del>Reinstatement to the Waiting List can be via a reasonable request from a patient, authorised Trust employee, GP, validation or DNP letter The definition of the reset date is the date that the patient contacts the</del></p>

	<p><del>Trust and the Waiting List Date is changed accordingly.</del></p> <p><del>The definition of the time period is: — The date between removal and reinstatement should be no more than 3 months.</del></p> <p>Reinstatement to the waiting list can be made by a reasonable request from the patient, or by an authorised Trust employee or the patient's GP or GDP. The patient will be reinstated on the waiting list with their Waiting List Date (WLD) set to the date of the request for reinstatement. No reinstatement to a waiting list should take place more than three months from the date of removal. In these cases the patient will require a new GP referral.</p>
<p><b>Changing the patient's Care Provider or treatment location whilst on the Waiting List</b></p>	<p>At the instigation of the Trust a request is made to the patient to change to an alternative Care Provider. The rationale for this approach is based on a shorter length of wait with the alternative Consultant.</p> <p>If the offer that has been made to the patient is not in the usual place of treatment i.e. that of the initial Consultant, then transportation should be offered. (If outside the normal boundaries of the Trust).</p> <p>If the patient chooses to exercise their right of choice and remain with the original Consultant, they should be made aware of the effect that this could have on the time that they will be waiting for treatment. The Waiting List Date is then reset to the date that the alternative Consultant was refused.</p> <p>The definition for the date of <b>refusal of</b> alternative offer <del>and refusal</del> is 'The date where a reasonable offer of alternative treatment with another consultant or at another provider, is declined by the patient'.</p> <p>The 'Waiting List Date' is reset to the date that the reasonable offer of alternative treatment is declined.</p>
<p><b>Suspending patients on a waiting list</b></p>	<p>The definition for the suspension is that a patient can be suspended for a maximum period of 6 months which includes a period of up to 6 weeks for <del>management time</del> <b>the administrative process after suspension</b>. Pregnant women would be the only exception to this rule, as they may need to be suspended for a longer period.</p> <p>Occasions where a patient can be suspended is when one or both the following conditions exist:-</p> <p>Medically unfit – <b>When they are temporarily unfit to undergo the procedure for which they are waiting.</b></p> <p>Socially unavailable – For reasons other than a medical condition eg going overseas for a period or a student studying away from home.</p>



	<p>When the patient is suspended the suspension date is entered <b>recorded</b> and the Waiting List Date remains the same. Once the suspension period has ended the Waiting List Date will be changed to include <del>incremented by</del> the suspension period.</p>
<p><b>Patients admitted but treatment deferred</b></p>	<p>If a patient is unfit for treatment, then it is recommended that they are managed through the "suspension" route.</p> <p>If the Trust cancels the operation for non-medical reasons, the Waiting List Date does not change.</p> <p>If a patient has not followed issued guidance (e.g. fasting before admission), then the activity will be managed as a CNA.</p>
<p><b>Musculoskeletal clinics / Back Pain clinics</b> <b>ESP clinics (Extended Scope Practitioner)</b> <b>GP with special interest</b></p>	<p>The patient will remain on the waiting list until the screening review is applied. The patient will be removed from the waiting list once the appropriate course of treatment is agreed.</p>
<p><b>Patients listed in more than one specialty</b></p>	<p>Where the specialties are independent, separate waiting lists are to be maintained.</p>
<p><b>Waiting List Date (WLD)</b></p>	<p>The 'Waiting List Entry Date' will be known as the 'Waiting List Date'. The waiting list date (WLD) is <del>initially</del> <b>initially</b> set as the same date as the Clinical Referral Date (CRD). The WLD is used to calculate waiting times for the purposes of measuring Trust performance against Welsh Assembly Government performance targets. <b>If It</b> is not used to order out-patient waiting lists for partial booking or to order in-patient or day case lists for selection of patients for surgery.</p> <p>There are a number of situations where the WLD may be changed. These include rescheduling an appointment at the patient's request, reinstatement to a waiting list following removal, following a period of suspension or where a patient has chosen to remain with a consultant when offered an earlier appointment with a different consultant.</p> <p>This is a data item and can be found in the main dictionary.</p>
<p><b>Tertiary Referrals</b></p>	<p>Transfers to a different Trust (tertiary referrals) or to a different specialty in the same Trust, should be treated as a new referral.</p>

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*Additional Information:*

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