

ERRATUM TO THE SOUTH WEST HOSPITAL AND HEALTH SERVICE ANNUAL REPORT 2023-2024

Tabled 19 September 2024

**Action:** Please replace **page 37** with the attached page, to correct a typographical error that incorrectly merged the Actual delivery of Total weighted activity units (WAU) provided during the reporting period into a single row of data.

The correct WAU figures delivered are as follows:

South West Hospital and Health Service	2023-2024 Target	2023-2024 Actual
Total weighted activity units (WAU)		
Acute Inpatients	5,288	6,335
Outpatients	1,826	2,182
Sub-acute	1,240	932
Emergency Department	3,244	3,235
Mental Health	116	127
Prevention and Primary Care	365	517

South West Hospital and Health Service	2023–2024 Target	2023–2024 Actual
Percentage of emergency department attendances who depart within 4 hours of their arrival in the department	>80%	89%
Percentage of elective surgery patients treated within the clinically recommended times		
Category 1 (30 days)	>98%	80%
Category 2 (90 days) <sup>1</sup>	..	94%
Category 3 (365 days) <sup>1</sup>	..	98%
Median wait time for treatment in emergency departments (minutes) <sup>2</sup>	..	3
Median wait time for elective surgery treatment (days)	..	81
<b>Efficiency measure</b>		
Not identified		
<b>Other measures</b>		
Number of elective surgery patients treated within clinically recommended times		
Category 1 (30 days)	127	132
Category 2 (90 days) <sup>1</sup>	..	216
Category 3 (365 days) <sup>1</sup>	..	606
Number of Telehealth outpatients service events <sup>3</sup>	5,534	4,503
Total weighted activity units (WAU) <sup>4</sup>		
• Acute Inpatients	5,288	6,335
• Outpatients	1,826	2,182
• Sub-acute	1,240	932
• Emergency Department	3,244	3,235
• Mental Health	116	127
• Prevention and Primary Care	365	517
Ambulatory mental health service contact duration (hours) <sup>5</sup>	>5,410	3,810
Staffing <sup>6</sup>	843	887

**Notes:**

- 1 Treated in time performance Targets for category 2 and 3 patients are not applicable for 2023–2024 due to the System's focus on reducing the volume of patients waiting longer than clinically recommended for elective surgery. The targets have been reinstated for 2024–2025.
- 2 There is no nationally agreed target for this measure, and the median wait time varies depending on the proportion of patients in each urgency category.
- 3 Telehealth 2023–2024 Actual is as at 20 August 2024.
- 4 All measures are reported in QWAU Phase Q26. The 2023–2024 Actual is based on data available on 19 August 2024. As the Hospital and Health Services have operational discretion to respond to service demands and deliver activity across services streams to meet the needs of the community, variation to the Target can occur.
- 5 Mental Health data is as at 19 August 2024.
- 6 Corporate FTEs are allocated across the service to which they relate. The department participates in a partnership arrangement in the delivery of its services, whereby corporate FTEs are hosted by the department to work across multiple departments. 2023–2024 Actual is for pay period ending 23 June 2024.

In terms of identified variances, based on data above:

- Ensuring all South West Elective Surgical patients received treatment within their clinically recommended timeframes proved challenging during the reporting period.

However, to ensure as many people could be treated as possible, additional surgeries were scheduled during May and June 2024 so that, in total, 13 additional elective