



**Health Partnerships Overview and
Scrutiny Committee**
4th December 2013

**Report from the Assistant Chief
Executive**

For Action

Wards Affected:
ALL

**NW London Hospitals: 18 Week Referral to Treatment
Targets Incident**

1.0 Summary

1.1 Members of the committee may be aware that patients have a right to receive consultant led treatment within 18 weeks of referral. The reports from North West London Hospitals highlights the fact that, in February this year, it was identified that 60% of patients on the waiting lists did not have an open care pathway, meaning that waiting times had been wrongly recorded and that, as a result, large number of patients had been waiting longer than 18 weeks and there was an unmanageable number of cases on the waiting list that could not be addressed through normal channels.

1.2 NHS IMAS (Interim Management and Support) were asked to review the problem and identified issues around:

- systems and processes;
- increased demand not met by capacity;
- culture and pressure on staff.

1.2 Actions are being taken to review processes. To address the immediate issue additional outpatient clinics have been added and a large number of cases (approx. 4000) are to be outsourced to other providers.

2.0 Recommendations

2.1 The committee is recommended to question representatives of North West London Hospitals Trust further on:

- exactly how the issues arose;
- the long term actions being taken to address the systemic issues;
- the immediate actions being taken to address the immediate issues;
- the level of impact this has had on the health of affected patients.

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