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Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

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# MARS ALL WALES CONSTRAINTS DATA REPORT 2022-23

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Revalidation Support Unit

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# INTRODUCTION

This report contains data on the constraints reported by doctors who completed an appraisal on the Medical Appraisal Revalidation System (MARS) between 1<sup>st</sup> April 2022 - 31<sup>st</sup> March 2023. The focus of this report will be on the national trends across Wales with comparisons of previous years. Designated Bodies (DBs) can use this report to compare their own data and trends with the national picture.

A constraint is a factor in a doctor's environment, personal or professional life that is impacting on their development or performance. MARS enables doctors to record constraints in three sections: Personal, Practice/Hospital, and Service.

The purposes of constraints being identified at appraisal are multiple:

## **At a Personal Level:**

- To allow discussion with the Appraiser and to see if any steps have been or can be taken to mitigate the issue
- To record issues getting in the way of development that may be relevant in a doctor's working life or revalidation decision
- To explain why an element of practice/delivery is less than perfect e.g., NICE guidance cannot be implemented due to service constraints

## **At a Service Level:**

- To identify trends across Wales
- DBs can compare their trends with the national picture using the aggregated constraints reports on MARS

Constraints data forms part of the data set used to nationally quality assure appraisal and revalidation processes. This includes the annual Revalidation Progress Report, a self-assessment completed by each DB, and the Revalidation Quality Review visit process undertaken by the Revalidation Support Unit (RSU) on behalf of the CMO as higher-level RO.

Doctors often request local feedback on the constraints they report at appraisal to demonstrate value in the process. It is anticipated that the information in this report may be of value to DBs as both a source of feedback and a point of triangulation with other feedback and reporting mechanisms.

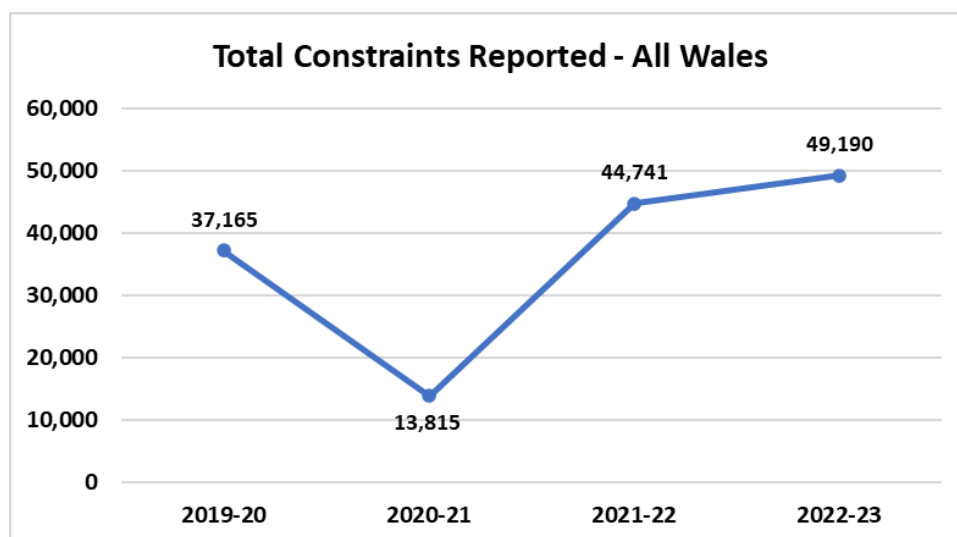
# SECTION 1 – ALL WALES DATA

A combined total of 49,190 constraints were reported in 2022-23 which is a 9% increase from the 2021-22 figures (44,741). The average number of constraints recorded per appraisal has remained the same as last year in Secondary Care but has increased in Primary Care.

A breakdown of these figures can be found in Section 2 – Secondary Care Data and Section 3 – Primary Care Data.

Figure 1 shows the number of constraints recorded over a four-year period. The number of reported constraints was significantly lower in 2020-21 due to the Covid-19 pandemic. Appraisal was paused between March and October 2020 and an approved missed appraisal period followed between October 2020 and March 2021, where there was a focus on a wellbeing appraisal. The requirement for an annual appraisal resumed in April 2021.

**Figure 1. All Wales Constraints 2019-2023**

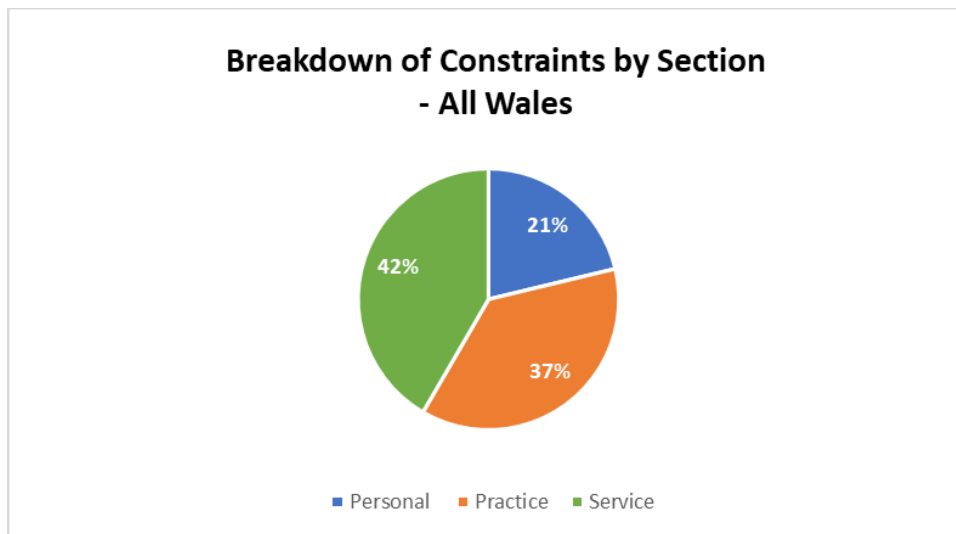


*Please note, the figures in this section do not include the categories 'No Personal constraints identified', 'No Practice/Hospital constraints identified' and 'No Service constraints identified'. The total number of constraints reported including these categories is 51,226. The all-Wales percentage of doctors who indicate they do not have constraints to report are as follows: Personal - 15%, Practice/Hospital - 7%, Service - 8%.*

Figure 2 shows the breakdown of reported constraints by the three main sections: Personal, Practice/Hospital and Service. Service constraints make up 42% of the total reported constraints across Wales, with Practice/Hospital constraints making up 37%. Personal constraints remain the lowest reported section with 21%.

Figure 2. Breakdown of Constraints Data by Section 2022-23

[OBJ]

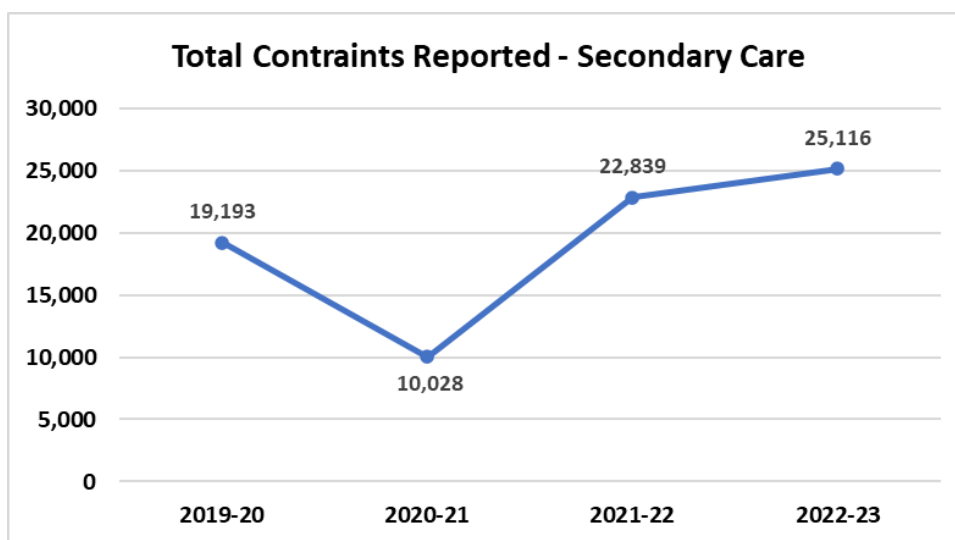


## SECTION 2 - SECONDARY CARE DATA

The number of constraints reported in Secondary Care is 25,116. This is an increase of 9% compared to 2021-22 (22,839). The average number of constraints recorded per appraisal has remained at 6, as it was last year.

Figure 3 shows the total number of reported constraints in secondary care over a four-year period.

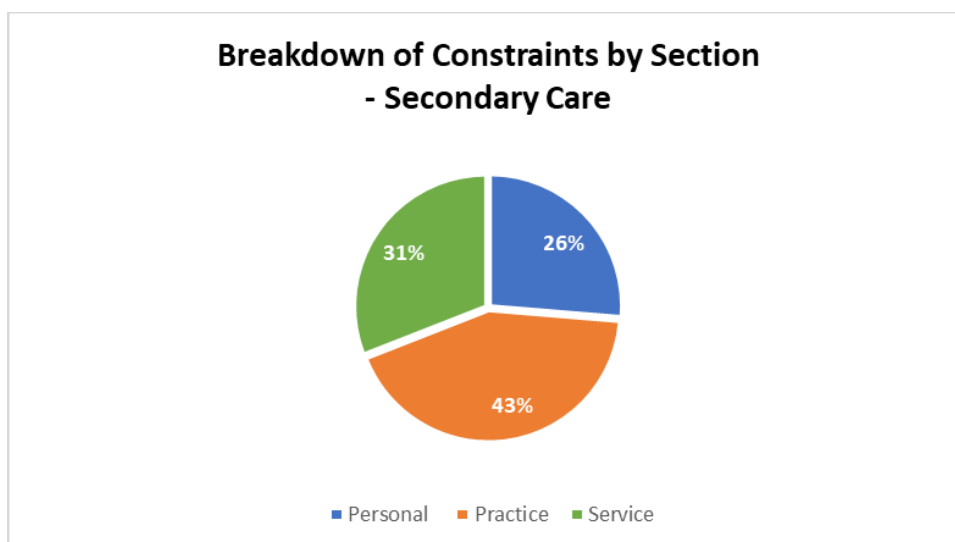
**Figure 3. Total Report Constraints – Secondary Care**



*Please note, the figures in this section do not include the categories “No Personal constraints identified”, “No Practice/Hospital constraints identified” and “No Service constraints identified”. The total number of constraints reported in secondary care including these categories is 26,604. The percentage of doctors who indicate they do not have constraints to report are as follows: Personal - 17%, Practice/Hospital - 8%, Service - 12%.*

Figure 4 shows the breakdown of constraints by section. Practice/Hospital constraints make up 43% of the total constraints reported with almost a third of these being Covid-19 constraints.

**Figure 4. Breakdown of Constraints by Section – Secondary Care**



The highest number of reported constraints in Secondary Care is ‘Change in working practices due to Covid-19’, making Covid-related constraints the highest reported section for the third year in a row. The second highest, ‘changes to work environment’, continues this theme. The highest non-Covid related reported constraint remains ‘Inadequate inpatient beds for my speciality’.

These areas should maintain a strong focus across all DBs .

**Table 1. Highest Reported Constraints in Secondary Care**

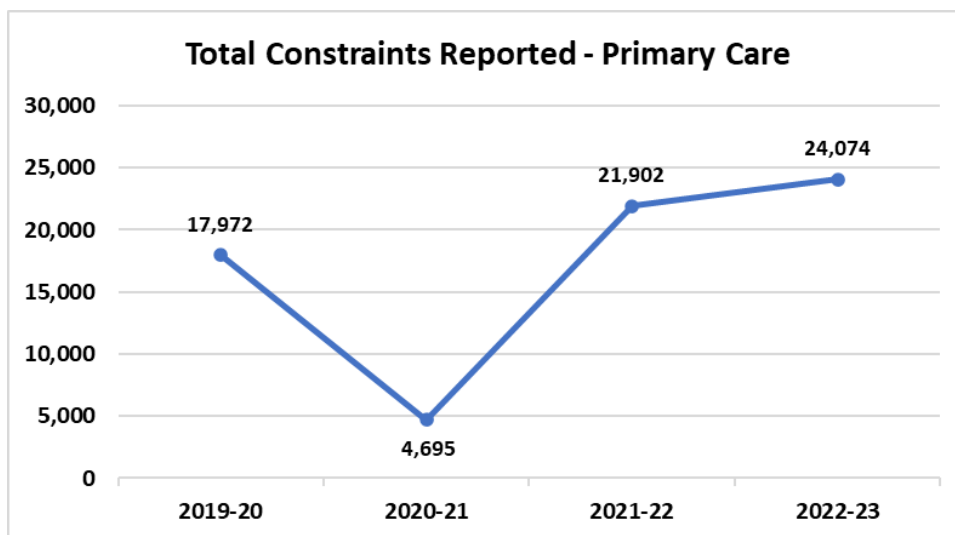
| Constraint Type | Tier Level 1                                | Tier Level 2                                | Total No. Reported |
|-----------------|---|---|--------------------|
| Hospital        | Change in working practices due to Covid-19 | Change in working practices due to Covid-19 | 1178               |
| Hospital        | Change in working practices due to Covid-19 | Changes to work environment                 | 1004               |
| Service         | Inadequate inpatient beds for my speciality | Inadequate inpatient beds for my speciality | 997                |
| Service         | Waiting Lists                               | In my speciality – routine                  | 820                |
| Hospital        | Staff Related Issues                        | Inadequate medical staff (junior)           | 695                |

## SECTION 3 - PRIMARY CARE DATA

The number of constraints reported in primary care is 24,074. This is an increase of 9% compared to 2021-22 (21,902). The average number of constraints recorded per appraisal has risen to 10, which is a slight increase on the previous average of 9, which was also marginally increased from the previous year.

Figure 5 shows the total number of reported constraints in Primary Care.

**Figure 5. Total Reported Constraints – Primary Care**

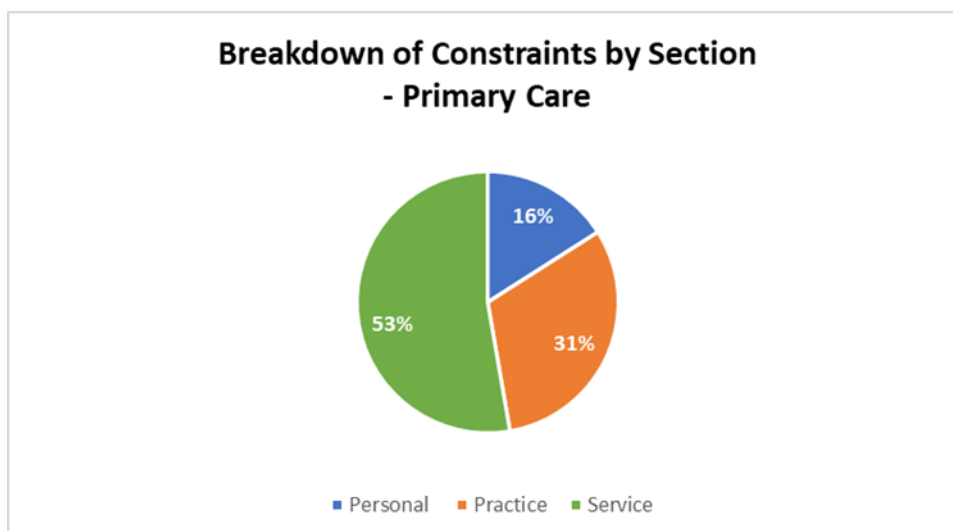


*Please note, the figures in this section do not include the categories “No Personal constraints identified”, “No Practice/Hospital constraints identified” and “No Service constraints identified”. The total number of constraints reported in Primary Care including these categories is 24,622. The percentage of doctors who indicate they do not have constraints to report are as follows: Personal - 13%, Practice/Hospital - 6%, Service - 4%.*

Figure 6 shows the breakdown of constraints by section in Primary Care. Service constraints make up 53% of reported constraints, with just under half of these being in the category “Chronic – Secondary Care” for the second consecutive year. This category includes Waiting Lists and Expediting Appointments as highly reported areas of concern.



**Figure 6. Breakdown of Constraints by Section – Primary Care**



The highest reported constraint is 'Waiting Lists – General', with 'Ambulance Problems' and 'Workload Shift from Secondary to Primary Care' recorded as the second and third highest respectively (see Table 2). These constraints have consistently been within the top highest reported constraints for several years, both during and prior to the Covid pandemic, so should remain a focus for DBs across Wales.

The top five reported constraints are all within the Service section, and all feature a similar theme with secondary care challenges.

The Covid-19 categories 'Covid-19 infection' and 'Changes to work environment' feature again this year in the top reported constraints within Primary Care.

**Table 2. Highest Reported Constraints in Primary Care**

| Constraint Type | Tier Level 1                     | Tier Level 2                                  | Total No. Reported |
|-----------------|----------------------------------|---|--------------------|
| Service         | Chronic – Secondary Care         | Waiting Lists – general                       | 1331               |
| Service         | Acute – Secondary Care           | Ambulance problems                            | 1306               |
| Service         | Primary/Secondary Care Interface | Workload Shift from Primary to Secondary Care | 1016               |
| Service         | Chronic – Secondary Care         | Expediting appointments                       | 985                |
| Service         | Acute– Secondary Care            | Inappropriate Early Discharge                 | 878                |

# SECTION 4 – SUMMARY AND RECOMENDATIONS

## Summary

The most reported constraints in 2022-23 remain consistent with previous years and should continue to be a focus for DBs in Wales. The average number of recorded constraints per appraisal has remained consistent this year in Secondary Care but has increased slightly in Primary Care.

The Covid-19 constraints remain the top reported constraints in Secondary Care for the third year.

One of the lower reported constraints was discrimination; although only reported 18 times in primary care and 69 times in secondary care, both are showing a slight upward trend (2021/22 figures were 16 and 46 respectively).

In Primary Care, the most reported constraints continue a similar theme to the previous year and include:

- Waiting lists – general
- Ambulance problems
- Workload shift from secondary to primary care

## Recommendations

The following recommendations look to further enhance the validity of data collected and analysed.

**Table 3. Recommendations Table**

| Recommendation   | Activity  | Timeframe | By Whom | Completion |
|--|---|-----------|---------|------------|
| To review the MARS constraints reporting function          | To identify ways to capture more information for DBs from the constraints report  | 2023-24   | RSU     |            |
| To initiate a project to review the constraints categories | To enable further investigation of the qualitative information provided by doctors to inform the development of future subcategories if required. | 2023-24   | RSU     |            |
| DBs to review local annual constraint reports              | To analyse data and triangulate against existing  | Annual    | DBs     | Ongoing    |

|   |   |         |             |  |
|---|---|---------|-------------|--|
|   | organisational information i.e., risk register.   |         |             |  |
| Monitor increase in reported discrimination constraints | To monitor the trend and promote the training of Appraisers in how to support doctors that experience discrimination. | 2023-24 | RSU and DBs |  |

# Appendix – All Wales

**Table 4. All Wales Secondary Care Data**

| Constraint Type                           | Tree Level 1              | Tree Level 2                       | Total                              |            |
|---|---------------------------|------------------------------------|------------------------------------|------------|
| <b>Personal</b>                           |                           | Covid 19 Infection                 | 721                                |            |
|   |                           | Prolonged Self isolation           | 60                                 |            |
|   |                           | <b>Total</b>                       | <b>781</b>                         |            |
|   | <b>Discrimination</b>     |                                    | Discrimination                     | 69         |
|   |                           |                                    | <b>Total</b>                       | <b>69</b>  |
|   | <b>Educational issues</b> |                                    | Cancellation of educational events | 157        |
|   |                           |                                    | Inadequate study leave budget      | 100        |
|   |                           |                                    | IT skills                          | 47         |
|   |                           |                                    | Problems accessing CPD             | 139        |
|   |                           |                                    | Problems financing CPD             | 59         |
|   |                           |                                    | Restricted study leave time        | 95         |
|   |                           |                                    | Study impinging on work            | 51         |
|   |                           |                                    | <b>Total</b>                       | <b>648</b> |
|   | <b>Employment Status</b>  |                                    | Being full time                    | 101        |
|   |                           |                                    | Being out of hours                 | 35         |
|   |                           |                                    | Being part time                    | 162        |
|   |                           |                                    | Being sessional                    | 34         |
|   |                           |                                    | <b>Total</b>                       | <b>332</b> |
|   | <b>Job Issues</b>         |                                    | Balancing a CD role                | 101        |
|   |                           |                                    | Change in job                      | 291        |
|   |                           |                                    | Increased workload out of hours    | 262        |
|   |                           | Job plan changes not implemented   | 123                                |            |
|   |                           | Lack of job plan review            | 223                                |            |
|   |                           | Limited/inadequate SPA time        | 371                                |            |
|   |                           | Medical management role            | 124                                |            |
|   |                           | Over commitment                    | 323                                |            |
|   |                           | Period off work                    | 113                                |            |
|   |                           | Pressure of other work             | 163                                |            |
|   |                           | Working across Health Boards       | 123                                |            |
|   |                           | <b>Total</b>                       | <b>2217</b>                        |            |
| <b>Life Changes</b>                       |                           |                                    | Dependant children                 | 450        |
|   |                           | Family illness/ bereavement        | 355                                |            |
|   |                           | Impending retirement               | 68                                 |            |
|   |                           | Other personal                     | 384                                |            |
|   |                           | Personal illness                   | 299                                |            |
|   |                           | Role as a carer                    | 134                                |            |
|   |                           | <b>Total</b>                       | <b>1690</b>                        |            |
| <b>Logistical problems</b>                |                           | Geographical isolation             | 84                                 |            |
|   |                           | Personal isolation                 | 86                                 |            |
|   |                           | Travel time/ distance to work      | 177                                |            |
|   |                           | <b>Total</b>                       | <b>347</b>                         |            |
| <b>No personal constraints identified</b> |                           | No personal constraints identified | 705                                |            |
|   |                           | <b>Total</b>                       | <b>705</b>                         |            |
| <b>Other (personal) not listed</b>        |                           | Other (personal) not listed        | 2                                  |            |
|   |                           | <b>Total</b>                       | <b>2</b>                           |            |
| <b>Time</b>                               |                           | None                               | 24                                 |            |
|   |                           | Personal time management           | 226                                |            |
|   |                           | Time                               | 272                                |            |
|   |                           | <b>Total</b>                       | <b>522</b>                         |            |

|   |                            |   |             |
|---|----------------------------|---|-------------|
| <b>Practice</b>                           |                            | Change in working practices due to Covid 19 | 1178        |
|   |                            | Changes to work environment                 | 1004        |
|   |                            | Telephone consultation                      | 207         |
|   |                            | <b>Total</b>                                | <b>2389</b> |
| <b>Accommodation issues</b>               |                            | Demanding patients                          | 41          |
|   |                            | Excessive bed occupancy                     | 201         |
|   |                            | Excessive workload                          | 173         |
|   |                            | Husband/wife partnership                    | 3           |
|   |                            | Income uncertain                            | 15          |
|   |                            | Lack of OPD clinic space                    | 142         |
|   |                            | Lack of parking                             | 115         |
|   |                            | Merger stress                               | 32          |
|   |                            | Office space inadequate                     | 179         |
|   |                            | Population specific problems                | 17          |
|   |                            | Premises otherwise unfit                    | 90          |
|   |                            | Rurality/distance to visits                 | 13          |
|   |                            | Small practice                              | 4           |
|   |                            | Split site                                  | 81          |
|   | Staff resistance to change | 49  |             |
|   | <b>Total</b>               | <b>1155</b>                                 |             |
| <b>Doctor related issues</b>              |                            | Finance/availability of locums              | 186         |
|   |                            | Partner/doctor issues/conflict              | 57          |
|   |                            | Partner/other GP ill / absent               | 33          |
|   |                            | Unfilled vacancies                          | 556         |
|   |                            | Workload distribution                       | 384         |
|   |                            | <b>Total</b>                                | <b>1216</b> |
| <b>IT issues</b>                          |                            | Computer hardware inadequate                | 369         |
|   |                            | Internet connection inadequate              | 322         |
|   |                            | IT systems inadequate                       | 742         |
|   |                            | Split site                                  | 155         |
|   |                            | <b>Total</b>                                | <b>1588</b> |
| <b>No hospital constraints identified</b> |                            | No practice constraints identified          | 357         |
|   |                            | <b>Total</b>                                | <b>357</b>  |
| <b>Other</b>                              |                            | Accessing information - ooh                 | 60          |
|   |                            | Nursing home issues                         | 23          |
|   |                            | Training practice issues                    | 31          |
|   |                            | <b>Total</b>                                | <b>114</b>  |
| <b>Other not listed</b>                   |                            | Other (practice) not listed                 | 3           |
|   |                            | <b>Total</b>                                | <b>3</b>    |
| <b>Professional Issues</b>                |                            | Cancellation of operations/lists            | 303         |
|   |                            | Difficulties with tertiary referrals        | 150         |
|   |                            | Lack of specific equipment                  | 159         |
|   |                            | Management disregarding clinical advice     | 160         |
|   |                            | Professional isolation                      | 159         |
|   |                            | <b>Total</b>                                | <b>931</b>  |
| <b>Staff related issues</b>               |                            | Inadequate cover for leave                  | 306         |
|   |                            | Inadequate cover for sickness               | 289         |
|   |                            | Inadequate medical staff (junior)           | 695         |
|   |                            | Inadequate medical staff (senior)           | 579         |
|   |                            | Inadequate nursing staff                    | 641         |
|   |                            | Inadequate secretarial support              | 419         |
|   |                            | Inadequate therepists                       | 217         |
|   |                            | Team conflict/difficulties                  | 195         |
|   |                            | <b>Total</b>                                | <b>3341</b> |

|   |  |                                   |             |
|---|--|-----------------------------------|-------------|
| <b>Service</b>                                    | <b>Acute - Secondary care</b>                  | Ambulance problems                | 434         |
|   |  | Delayed elective admission        | 309         |
|   |  | Delayed/difficult acute admission | 638         |
|   |  | Inappropriate early discharge     | 119         |
|   |  | <b>Total</b>                      | <b>1500</b> |
| <b>Chronic - Secondary care</b>                   | England/Severn differential waiting lists      | 7                                 |             |
|   | Expediting appointments                        | 91                                |             |
|   | Restrictions in access to chiropody            | 3                                 |             |
|   | Restrictions in access to counselling          | 92                                |             |
|   | Restrictions in access to occupational therapy | 63                                |             |
|   | Restrictions in access to physiotherapy        | 100                               |             |
|   | Restrictions in access to social services      | 180                               |             |
|   | Restrictions in access to substance misuse     | 21                                |             |
|   | Restrictions on accessing investigations       | 97                                |             |
|   | Travel to hospital                             | 34                                |             |
|   | Waiting lists - general                        | 256                               |             |
|   | Waiting lists - specific                       | 110                               |             |
|   | Waiting lists cardiology                       | 46                                |             |
|   | Waiting lists dermatology                      | 30                                |             |
|   | Waiting lists ENT                              | 34                                |             |
|   | Waiting lists gastroenterology                 | 51                                |             |
|   | Waiting lists General medicine                 | 11                                |             |
|   | Waiting lists gynaecology                      | 54                                |             |
|   | Waiting lists neurology                        | 30                                |             |
|   | Waiting lists Oncology/radiotherapy            | 25                                |             |
|   | Waiting lists Ophthalmology                    | 52                                |             |
|   | Waiting lists orthopaedics                     | 84                                |             |
|   | Waiting lists Paediatrics                      | 59                                |             |
|   | Waiting lists psychiatry                       | 53                                |             |
|   | Waiting lists respiratory                      | 19                                |             |
|   | Waiting lists rheumatology                     | 11                                |             |
| Waiting lists surgery                             | 132  |                                   |             |
| <b>Total</b>                                      | <b>1745</b>                                    |                                   |             |
| <b>Geographical constraints</b>                   | Difficulty accessing CPD                       | 89                                |             |
|   | No local service                               | 102                               |             |
|   | Transfer times to tertiary centre              | 142                               |             |
|   | <b>Total</b>                                   | <b>333</b>                        |             |
| <b>Inadequate inpatient beds for my specialty</b> | Inadequate inpatient beds for my specialty     | 997                               |             |
|   | <b>Total</b>                                   | <b>997</b>                        |             |
| <b>NHS reorganisation</b>                         | Drug company influence                         | 2                                 |             |
|   | Lack of PCT funding/support                    | 46                                |             |
|   | Lack of support from WAG                       | 81                                |             |
|   | Loss of local service                          | 170                               |             |
|   | Loss of training grades                        | 69                                |             |
|   | Political uncertainty                          | 156                               |             |
|   | Poor functioning PCT                           | 34                                |             |
|   | <b>Total</b>                                   | <b>558</b>                        |             |
| <b>No service constraints identified</b>          | No service constraints identified              | 496                               |             |
|   | <b>Total</b>                                   | <b>496</b>                        |             |
| <b>Other (service) not listed</b>                 | Other (service) not listed                     | 2                                 |             |
|   | <b>Total</b>                                   | <b>2</b>                          |             |
| <b>Support staff</b>                              | Inadequate catering                            | 61                                |             |
|   | Inadequate cleaning                            | 59                                |             |
|   | Inadequate ward staffing                       | 545                               |             |
|   | <b>Total</b>                                   | <b>665</b>                        |             |
| <b>Waiting Lists</b>                              | In my specialty (routine)                      | 820                               |             |
|   | In my specialty (soon)                         | 422                               |             |
|   | In my specialty (urgent)                       | 512                               |             |
|   | In other specialties                           | 217                               |             |
|   | <b>Total</b>                                   | <b>1971</b>                       |             |

**Table 5. All Wales Primary Care Data**

| <b>Constraint Type</b>                    | <b>Tree Level 1</b>                | <b>Tree Level 2</b>                | <b>Total</b> |
|---|------------------------------------|------------------------------------|--------------|
| <b>Personal</b>                           |                                    | Covid 19 infection                 | 509          |
|   |                                    | Prolonged Self isolation           | 31           |
|   |                                    | <b>Total</b>                       | <b>540</b>   |
|   | <b>Discrimination</b>              | Discrimination                     | 18           |
|   |                                    | <b>Total</b>                       | <b>18</b>    |
|   | <b>Educational issues</b>          | Cancellation of educational events | 111          |
|   |                                    | IT skills                          | 24           |
|   |                                    | Problems accessing CPD             | 97           |
|   |                                    | Problems financing CPD             | 11           |
|   |                                    | Study impinging on work            | 41           |
|   |                                    | <b>Total</b>                       | <b>284</b>   |
|   | <b>Employment Status</b>           | Being full time                    | 125          |
|   |                                    | Being out of hours                 | 37           |
|   |                                    | Being part time                    | 170          |
|   |                                    | Being sessional                    | 100          |
|   |                                    | <b>Total</b>                       | <b>432</b>   |
|   | <b>Job Issues</b>                  | Change in job/new practice         | 237          |
|   |                                    | Over commitment                    | 177          |
|   |                                    | Period off work                    | 91           |
|   | Pressure of other work             | 104                                |              |
|   | <b>Total</b>                       | <b>609</b>                         |              |
| <b>Life Changes</b>                       | Family bereavement                 | 119                                |              |
|   | Family illness                     | 270                                |              |
|   | Impending retirement               | 68                                 |              |
|   | Other personal                     | 424                                |              |
|   | Personal illness                   | 194                                |              |
|   | <b>Total</b>                       | <b>1075</b>                        |              |
| <b>Logistical problems</b>                | Geographical isolation             | 27                                 |              |
|   | Personal isolation                 | 38                                 |              |
|   | Travel time/ distance to work      | 81                                 |              |
|   | <b>Total</b>                       | <b>146</b>                         |              |
| <b>No personal constraints identified</b> | No personal constraints identified | 310                                |              |
|   | <b>Total</b>                       | <b>310</b>                         |              |
| <b>Other (personal) not listed</b>        | Other (personal) not listed        | 3                                  |              |
|   | <b>Total</b>                       | <b>3</b>                           |              |
| <b>Time</b>                               | Family commitment                  | 435                                |              |
|   | None                               | 10                                 |              |
|   | Time                               | 293                                |              |
|   | <b>Total</b>                       | <b>738</b>                         |              |

|  |                                    |                                |     |
|--|------------------------------------|--------------------------------|-----|
| <b>Practice</b>                                    | Changes to work environment        | 518                            |     |
|  | Telephone consultation             | 404                            |     |
|  | <b>Total</b>                       | <b>922</b>                     |     |
| <b>Attached staff issues</b>                       | District nurses                    | 167                            |     |
|  | Health visitors                    | 75                             |     |
|  | Midwives                           | 35                             |     |
|  | Other                              | 101                            |     |
|  | <b>Total</b>                       | <b>378</b>                     |     |
| <b>Change in working practices due to Covid 19</b> | Changes to work environment        | 488                            |     |
|  | <b>Total</b>                       | <b>488</b>                     |     |
| <b>Demographics</b>                                | Demanding patients                 | 465                            |     |
|  | Excessive workload                 | 579                            |     |
|  | Husband/wife partnership           | 10                             |     |
|  | Income uncertain                   | 131                            |     |
|  | Merger stress                      | 57                             |     |
|  | Population specific problems       | 116                            |     |
|  | Practice size increasing           | 254                            |     |
|  | Rurality/distance to visits        | 89                             |     |
|  | Small practice                     | 76                             |     |
|  | Staff resistance to change         | 126                            |     |
|  | <b>Total</b>                       | <b>1903</b>                    |     |
|  | <b>Doctor related issues</b>       | Finance/availability of locums | 372 |
|  |                                    | Partner/doctor issues/conflict | 211 |
| Partner/other GP ill / absent                      |                                    | 389                            |     |
| Unfilled vacancies                                 |                                    | 472                            |     |
| Workload distribution                              |                                    | 275                            |     |
| <b>Total</b>                                       |                                    | <b>1719</b>                    |     |
| <b>No practice constraints identified</b>          | No practice constraints identified | 153                            |     |
|  | <b>Total</b>                       | <b>153</b>                     |     |
| <b>Other</b>                                       | Accessing information - ooh        | 65                             |     |
|  | Nursing home issues                | 55                             |     |
|  | Training practice issues           | 55                             |     |
|  | <b>Total</b>                       | <b>175</b>                     |     |
| <b>Other (practice) not listed</b>                 | Other (practice) not listed        | 2                              |     |
|  | <b>Total</b>                       | <b>2</b>                       |     |
| <b>Premises Issues</b>                             | Lack of parking                    | 84                             |     |
|  | Premises otherwise unfit           | 75                             |     |
|  | Premises too small                 | 264                            |     |
|  | Split site                         | 185                            |     |
|  | <b>Total</b>                       | <b>608</b>                     |     |
| <b>Staff related issues</b>                        | High turnover of staff             | 277                            |     |
|  | Nurse shortage/issues              | 287                            |     |
|  | Other personnel shortage           | 205                            |     |
|  | Other staff sick/absent            | 379                            |     |
|  | Practice manager sick/absent       | 154                            |     |
|  | Staff/Practice probity issues      | 37                             |     |
|  | <b>Total</b>                       | <b>1339</b>                    |     |



|                |   |  |             |
|----------------|---|--|-------------|
| <b>Service</b> | <b>Acute - Secondary care</b>             | Ambulance problems                             | 1306        |
|                |   | Delayed elective admission                     | 698         |
|                |   | Delayed/difficult acute admission              | 782         |
|                |   | Inappropriate early discharge                  | 878         |
|                |   | <b>Total</b>                                   | <b>3664</b> |
|                |   | Expediting appointments                        | 985         |
|                |   | Restrictions in access to chiropody            | 77          |
|                |   | Restrictions in access to counselling          | 376         |
|                |   | Restrictions in access to occupational therapy | 62          |
|                |   | Restrictions in access to physiotherapy        | 233         |
|                |   | Restrictions in access to social services      | 308         |
|                |   | Restrictions in access to substance misuse     | 89          |
|                |   | Restrictions on accessing investigations       | 317         |
|                |   | Travel to hospital                             | 168         |
|                |   | Waiting lists - general                        | 1331        |
|                |   | Waiting lists - specific                       | 80          |
|                |   | Waiting lists cardiology                       | 106         |
|                |   | Waiting lists dermatology                      | 123         |
|                |   | Waiting lists ENT                              | 137         |
|                |   | Waiting lists gastroenterology                 | 122         |
|                |   | Waiting lists General medicine                 | 77          |
|                |   | Waiting lists gynaecology                      | 134         |
|                |   | Waiting lists neurology                        | 143         |
|                |   | Waiting lists Oncology/radiotherapy            | 56          |
|                |   | Waiting lists Ophthalmology                    | 74          |
|                |   | Waiting lists orthopaedics                     | 208         |
|                |   | Waiting lists Paediatrics                      | 76          |
|                |   | Waiting lists psychiatry                       | 171         |
|                |   | Waiting lists respiratory                      | 86          |
|                |   | Waiting lists rheumatology                     | 127         |
|                |   | Waiting lists surgery                          | 148         |
|                |   | <b>Total</b>                                   | <b>6049</b> |
|                | <b>No service constraints identified</b>  | No service constraints identified              | 85          |
|                |   | <b>Total</b>                                   | <b>85</b>   |
|                | <b>Other (service) not listed</b>         | Other (service) not listed                     | 1           |
|                |   | <b>Total</b>                                   | <b>1</b>    |
|                | <b>Out of hours</b>                       | Concerns re adequacy of service                | 234         |
|                |   | Concerns re NHS Direct                         | 136         |
|                |   | <b>Total</b>                                   | <b>370</b>  |
|                | <b>Political</b>                          | Drug company influence                         | 7           |
|                |   | Lack of HB funding/support                     | 264         |
|                |   | Lack of support from WAG                       | 171         |
|                |   | Political uncertainty                          | 197         |
|                |   | Poor functioning Health Board                  | 221         |
|                |   | <b>Total</b>                                   | <b>860</b>  |
|                | <b>Primary / Secondary care interface</b> | Inability to access consultants for advice     | 105         |
|                |   | Poor quality/delayed communication             | 630         |
|                |   | Workload shift from secondary to primary care  | 1016        |
|                |   | <b>Total</b>                                   | <b>1751</b> |

# Appendix – Swansea Bay UHB

**Table 6. Swansea Bay UHB Secondary Care Data**

| Constraint Type                           | Tree Level 1 | Tree Level 2                                | Total      |
|---|--------------|---|------------|
| <b>Practice</b>                           |              | Change in working practices due to Covid 19 | 215        |
|   |              | Changes to work environment                 | 180        |
|   |              | Telephone consultation                      | 31         |
|   |              | <b>Total</b>                                | <b>426</b> |
| <b>Accommodation issues</b>               |              | Demanding patients                          | 5          |
|   |              | Excessive bed occupancy                     | 27         |
|   |              | Excessive workload                          | 22         |
|   |              | Husband/wife partnership                    | 0          |
|   |              | Income uncertain                            | 0          |
|   |              | Lack of OPD clinic space                    | 21         |
|   |              | Lack of parking                             | 8          |
|   |              | Merger stress                               | 2          |
|   |              | Office space inadequate                     | 22         |
|   |              | Population specific problems                | 1          |
|   |              | Premises otherwise unfit                    | 11         |
|   |              | Rurality/distance to visits                 | 2          |
|   |              | Small practice                              | 0          |
|   |              | Split site                                  | 19         |
|   |              | Staff resistance to change                  | 5          |
|   | <b>Total</b> | <b>145</b>                                  |            |
| <b>Doctor related issues</b>              |              | Finance/availability of locums              | 18         |
|   |              | Partner/doctor issues/conflict              | 5          |
|   |              | Partner/other GP ill / absent               | 5          |
|   |              | Unfilled vacancies                          | 85         |
|   |              | Workload distribution                       | 69         |
|   |              | <b>Total</b>                                | <b>182</b> |
| <b>IT issues</b>                          |              | Computer hardware inadequate                | 34         |
|   |              | Internet connection inadequate              | 16         |
|   |              | IT systems inadequate                       | 74         |
|   |              | Split site                                  | 29         |
|   |              | <b>Total</b>                                | <b>153</b> |
| <b>No hospital constraints identified</b> |              | No practice constraints identified          | 42         |
|   |              | <b>Total</b>                                | <b>42</b>  |
| <b>Other</b>                              |              | Accessing information - ooh                 | 4          |
|   |              | Nursing home issues                         | 1          |
|   |              | Training practice issues                    | 5          |
|   |              | <b>Total</b>                                | <b>10</b>  |
| <b>Other not listed</b>                   |              | Other (practice) not listed                 | 0          |

|                |                                 |  |            |
|----------------|---------------------------------|--|------------|
|                | <b>Professional Issues</b>      | Cancellation of operations/lists               | 71         |
|                |                                 | Difficulties with tertiary referrals           | 26         |
|                |                                 | Lack of specific equipment                     | 31         |
|                |                                 | Management disregarding clinical advice        | 23         |
|                |                                 | Professional isolation                         | 17         |
|                |                                 | <b>Total</b>                                   | <b>168</b> |
|                | <b>Staff related issues</b>     | Inadequate cover for leave                     | 46         |
|                |                                 | Inadequate cover for sickness                  | 46         |
|                |                                 | Inadequate medical staff (junior)              | 102        |
|                |                                 | Inadequate medical staff (senior)              | 73         |
|                |                                 | Inadequate nursing staff                       | 91         |
|                |                                 | Inadequate secretarial support                 | 68         |
|                |                                 | Inadequate therapists                          | 24         |
|                |                                 | Team conflict/difficulties                     | 24         |
|                |                                 | <b>Total</b>                                   | <b>474</b> |
| <b>Service</b> | <b>Acute - Secondary care</b>   | Ambulance problems                             | 74         |
|                |                                 | Delayed elective admission                     | 73         |
|                |                                 | Delayed/difficult acute admission              | 103        |
|                |                                 | Inappropriate early discharge                  | 16         |
|                |                                 | <b>Total</b>                                   | <b>266</b> |
|                | <b>Chronic - Secondary care</b> | England/Severn differential waiting lists      | 4          |
|                |                                 | Expediting appointments                        | 21         |
|                |                                 | restrictions in access to chiropody            | 1          |
|                |                                 | restrictions in access to counselling          | 14         |
|                |                                 | restrictions in access to occupational therapy | 11         |
|                |                                 | restrictions in access to physiotherapy        | 16         |
|                |                                 | restrictions in access to social services      | 32         |
|                |                                 | restrictions in access to substance misuse     | 1          |
|                |                                 | Restrictions on accessing investigations       | 22         |
|                |                                 | Travel to hospital                             | 3          |
|                |                                 | Waiting lists - general                        | 39         |
|                |                                 | Waiting lists - specific                       | 19         |
|                |                                 | Waiting lists cardiology                       | 4          |
|                |                                 | Waiting lists dermatology                      | 3          |
|                |                                 | Waiting lists ENT                              | 6          |
|                |                                 | Waiting lists gastroenterology                 | 10         |
|                |                                 | Waiting lists General medicine                 | 3          |
|                |                                 | Waiting lists gynaecology                      | 11         |
|                |                                 | Waiting lists neurology                        | 6          |
|                |                                 | Waiting lists Oncology/radiotherapy            | 4          |
|                |                                 | Waiting lists Ophthalmology                    | 10         |
|                |                                 | Waiting lists orthopaedics                     | 21         |
|                |                                 | Waiting lists Paediatrics                      | 6          |
|                |                                 | Waiting lists psychiatry                       | 5          |
|                |                                 | Waiting lists respiratory                      | 3          |
|                |                                 | Waiting lists rheumatology                     | 0          |
|                |                                 | Waiting lists surgery                          | 35         |
|                |                                 | <b>Total</b>                                   | <b>310</b> |

|  |  |  |            |
|--|--|--|------------|
|  | <b>Geographical constraints</b>          | Difficulty accessing CPD                   | 6          |
|  |  | No local service                           | 8          |
|  |  | Transfer times to tertiary centre          | 17         |
|  |  | <b>Total</b>                               | <b>31</b>  |
|  | <b>Inadequate inpatient beds for m</b>   | Inadequate inpatient beds for my specialty | 166        |
|  |  | <b>Total</b>                               | <b>166</b> |
|  | <b>NHS reorganisation</b>                | Drug company influence                     | 0          |
|  |  | Lack of PCT funding/support                | 5          |
|  |  | Lack of support from WAG                   | 13         |
|  |  | Loss of local service                      | 24         |
|  |  | Loss of training grades                    | 9          |
|  |  | Political uncertainty                      | 23         |
|  |  | Poor functioning PCT                       | 0          |
|  |  | <b>Total</b>                               | <b>74</b>  |
|  | <b>No service constraints identified</b> | No service constraints identified          | 59         |
|  |  | <b>Total</b>                               | <b>59</b>  |
|  | <b>Other (service) not listed</b>        | Other (service) not listed                 | 0          |
|  |  | <b>Total</b>                               | <b>0</b>   |
|  | <b>Support staff</b>                     | Inadequate catering                        | 6          |
|  |  | Inadequate cleaning                        | 9          |
|  |  | Inadequate ward staffing                   | 81         |
|  |  | <b>Total</b>                               | <b>96</b>  |
|  | <b>Waiting Lists</b>                     | In my specialty (routine)                  | 146        |
|  |  | In my specialty (soon)                     | 83         |
|  |  | In my specialty (urgent)                   | 96         |
|  |  | In other specialties                       | 38         |
|  |  | <b>Total</b>                               | <b>363</b> |

Table 7. Swansea Bay UHB Primary Care Data

| Swansea Bay Primary Care Constraints   |                              |                                    |                                |
|--|------------------------------|------------------------------------|--------------------------------|
| Constraint Type                        | Tree Level 1                 | Tree Level 2                       | Total                          |
| <b>Practice</b>                        |                              | Changes to work environment        | 53                             |
|  |                              | Telephone consultation             | 36                             |
|  |                              | <b>Total</b>                       | <b>89</b>                      |
| <b>Attached staff issues</b>           |                              | District nurses                    | 10                             |
|  |                              | Health visitors                    | 3                              |
|  |                              | Midwives                           | 1                              |
|  |                              | Other                              | 8                              |
|  |                              | <b>Total</b>                       | <b>22</b>                      |
| <b>Change in working practices di</b>  |                              | Changes to work environment        | 30                             |
|  |                              | <b>Total</b>                       | <b>30</b>                      |
| <b>Demographics</b>                    |                              | Demanding patients                 | 47                             |
|  |                              | Excessive workload                 | 59                             |
|  |                              | Husband/wife partnership           | 0                              |
|  |                              | Income uncertain                   | 11                             |
|  |                              | Merger stress                      | 1                              |
|  |                              | Population specific problems       | 21                             |
|  |                              | Practice size increasing           | 14                             |
|  |                              | Rurality/distance to visits        | 6                              |
|  |                              | Small practice                     | 8                              |
|  |                              | Staff resistance to change         | 13                             |
|  |                              | <b>Total</b>                       | <b>180</b>                     |
|  | <b>Doctor related issues</b> |                                    | Finance/availability of locums |
|  |                              | Partner/doctor issues/conflict     | 17                             |
|  |                              | Partner/other GP ill / absent      | 31                             |
|  |                              | Unfilled vacancies                 | 34                             |
|  |                              | Workload distribution              | 24                             |
|  |                              | <b>Total</b>                       | <b>140</b>                     |
| <b>No practice constraints identif</b> |                              | No practice constraints identified | 11                             |
|  |                              | <b>Total</b>                       | <b>11</b>                      |
| <b>Other</b>                           |                              | Accessing information - ooh        | 6                              |
|  |                              | Nursing home issues                | 2                              |
|  |                              | Training practice issues           | 4                              |
|  |                              | <b>Total</b>                       | <b>12</b>                      |
| <b>Other (practice) not listed</b>     |                              | Other (practice) not listed        | 1                              |
|  |                              | <b>Total</b>                       | <b>1</b>                       |
| <b>Premises Issues</b>                 |                              | Lack of parking                    | 5                              |
|  |                              | Premises otherwise unfit           | 4                              |
|  |                              | Premises too small                 | 15                             |
|  |                              | Split site                         | 15                             |
|  |                              | <b>Total</b>                       | <b>39</b>                      |
| <b>Staff related issues</b>            |                              | High turnover of staff             | 26                             |
|  |                              | Nurse shortage/issues              | 27                             |
|  |                              | Other personnel shortage           | 17                             |
|  |                              | Other staff sick/absent            | 35                             |
|  |                              | Practice manager sick/absent       | 5                              |
|  |                              | Staff/Practice probity issues      | 2                              |
|  |                              | <b>Total</b>                       | <b>112</b>                     |

|                                       |  |                                   |            |
|---------------------------------------|--|-----------------------------------|------------|
| <b>Service</b>                        | <b>Acute - Secondary care</b>                  | Ambulance problems                | 110        |
|                                       |  | Delayed elective admission        | 58         |
|                                       |  | Delayed/difficult acute admission | 62         |
|                                       |  | Inappropriate early discharge     | 67         |
|                                       |  | <b>Total</b>                      | <b>297</b> |
| <b>Chronic - Secondary care</b>       | Differential waiting lists across regions      | 20                                |            |
|                                       | Expediting appointments                        | 85                                |            |
|                                       | restrictions in access to chiropody            | 12                                |            |
|                                       | restrictions in access to counselling          | 40                                |            |
|                                       | restrictions in access to occupational therapy | 5                                 |            |
|                                       | restrictions in access to physiotherapy        | 22                                |            |
|                                       | restrictions in access to social services      | 29                                |            |
|                                       | restrictions in access to substance misuse     | 10                                |            |
|                                       | Restrictions on accessing investigations       | 37                                |            |
|                                       | Travel to hospital                             | 13                                |            |
|                                       | Waiting lists - general                        | 113                               |            |
|                                       | Waiting lists - specific                       | 12                                |            |
|                                       | Waiting lists cardiology                       | 9                                 |            |
|                                       | Waiting lists dermatology                      | 11                                |            |
|                                       | Waiting lists ENT                              | 14                                |            |
|                                       | Waiting lists gastroenterology                 | 15                                |            |
|                                       | Waiting lists General medicine                 | 7                                 |            |
|                                       | Waiting lists gynaecology                      | 17                                |            |
|                                       | Waiting lists neurology                        | 13                                |            |
|                                       | Waiting lists Oncology/radiotherapy            | 5                                 |            |
|                                       | Waiting lists Ophthalmology                    | 4                                 |            |
|                                       | Waiting lists orthopaedics                     | 22                                |            |
|                                       | Waiting lists Paediatrics                      | 8                                 |            |
|                                       | Waiting lists psychiatry                       | 21                                |            |
|                                       | Waiting lists respiratory                      | 7                                 |            |
|                                       | Waiting lists rheumatology                     | 11                                |            |
|                                       | Waiting lists surgery                          | 20                                |            |
|                                       | <b>Total</b>                                   | <b>582</b>                        |            |
|                                       | <b>No service constraints identified</b>       | No service constraints identified | 6          |
|                                       |  | <b>Total</b>                      | <b>6</b>   |
| <b>Other (service) not listed</b>     | Other (service) not listed                     | 0                                 |            |
|                                       | <b>Total</b>                                   | <b>0</b>                          |            |
| <b>Out of hours</b>                   | Concerns re adequacy of service                | 9                                 |            |
|                                       | Concerns re NHS Direct                         | 6                                 |            |
|                                       | <b>Total</b>                                   | <b>15</b>                         |            |
| <b>Political</b>                      | Drug company influence                         | 0                                 |            |
|                                       | Lack of HB funding/support                     | 22                                |            |
|                                       | Lack of support from WAG                       | 7                                 |            |
|                                       | Political uncertainty                          | 14                                |            |
|                                       | Poor functioning Health Board                  | 10                                |            |
| <b>Total</b>                          | <b>53</b>                                      |                                   |            |
| <b>Primary / Secondary care inter</b> | Inability to access consultants for advice     | 5                                 |            |
|                                       | Poor quality/delayed communication             | 48                                |            |
|                                       | Workload shift from secondary to primary car   | 88                                |            |
|                                       | <b>Total</b>                                   | <b>141</b>                        |            |