Comisiwn Bevan Commission

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Hywel Dda University Health Board

Improving Cancer Waiting Times: The Introduction of One-Stop Diagnostic Gynaecology Services in Hywel Dda

Background

Patients should be seen and treated on the Urgent Suspected Cancer Pathway within 62 days of referral.
This was not happening in the Gynaecology department in Hywel Dda for patients on a post-menopausal bleeding pathway due to-

Increase in Demand for Ultrasound services. Limited access to scans due to radiology staffing issues.

Average hysteroscopy wait: 75 days

Key causes of delay:
Radiology staff shortages – limited access to ultrasound
Increased demand for ultrasound services
Delays in histology reporting
Limited access to pre-assessment (GA conversion)

Impact:
Caused significant bottlenecks in the pathway
Variation across the 3 acute hospital sites
Inequity of access that created inconsistent patient experience
Extended waiting times for patients

The Aim

- Reduction of stress and anxiety for patients
- Improve access to diagnostic investigations
- Reduce overall waiting times within the USC pathway
- Provide patients with same-day outpatient consultation, ultrasound scan, and biopsy/hysteroscopy (where indicated)

The Solution

The team worked to bring together key diagnostic tests into a one-stop clinic model.
This includes OPA, Ultrasound, biopsy and Hysteroscopy if needed all on the same day.

A successful pilot started in BGH in May 2024, the data showed a reduction in waiting times and improved efficiency in the pathway.

In summer 2025 the One Stop Model spread and scaled to GGH & WGH. Since the introduction of the two sites, we have seen a reduction in the Post Menopausal Bleeding pathway.

Conclusion

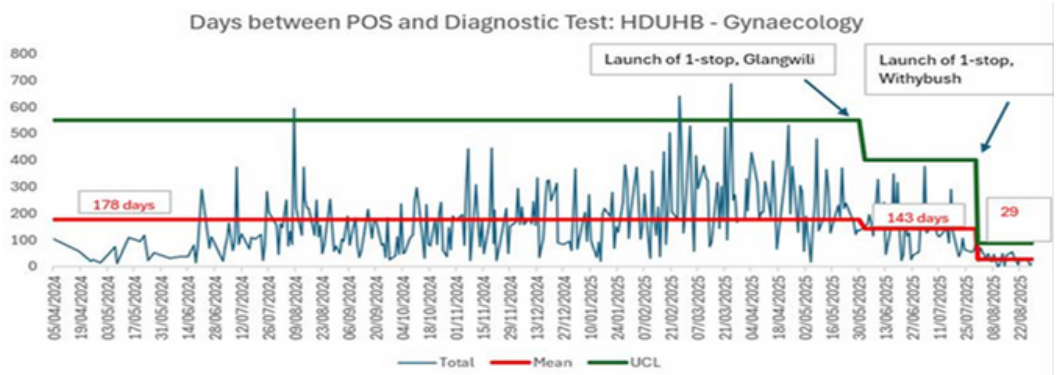
The One Stop Model has provided a streamlined, patient centred pathway which ensures timely access to diagnostic treatment.
This creates an enhanced patient experience.

We have Increased capacity across Heath Board and Improved equity of access to diagnostics

The One Stop Model has improved discharge efficiency and lowered inappropriate referral on to diagnostic hysteroscopy.
It has also limited delays in the diagnostic pathway and Created 18 protected USC hysteroscopy slots per week.

The One Stop Model has supported us to work towards the recommendations of diagnosis within 28 days.

The One Stop Model also allows resource release weekly back into the Radiology service.



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