

Cyflwynwyd yr ymateb i ymgynghoriad y [Pwyllgor Iechyd a Gofal Cymdeithasol](#) ar [Effaith yr ôl-groniad o ran amseroedd aros ar bobl yng Nghymru sy'n aros am ddiagnosis neu driniaeth](#)

This response was submitted to the [Health and Social Care Committee](#) consultation on the [impact of the waiting times backlog on people in Wales who are waiting for diagnosis or treatment](#)

WT 06

Ymateb gan: | Response from: Unigolyn | An Individual

I have, this year, been referred for surgery as needing a total hip replacement. This was by [REDACTED], orthopaedic surgeon, at Wrexham Maelor Hospital.

Because I didn't hear anything for a while, I phoned and asked how long I would need to wait and was told "we can't give you any idea. All we can say is that we have not yet started on the pre-covid list and that is two years long and at the moment we are not doing any of this type of operation."

I looked into the cost of private treatment at Spire in Wrexham but, being [REDACTED] and retired, the cost was prohibitive. I saw on the Welsh News that [REDACTED], from Wales had successfully travelled to Nordorthopaedics in Lithuania for a THR operation, so I looked into this and decided this may be the way forward. From the outset, unlike our NHS, contacting Nord, by email and receiving replies to all my queries was efficient and immediate.

The three things I needed from the NHS were extremely stressful to obtain and time consuming to access. Firstly a copy of xray and consultant's report. I had to fill in a form for xray access and this took over a month to arrive. For a copy of the consultant's report, I made at least 6 phone calls backwards and forwards between my doctor and [REDACTED] Secretary trying to access this as well as email to doctor which I did and then during one of the phone calls to doctor told I needed to email my request and I explained that I had already done this. Finally during one of my phone calls the doctor's receptionist told me, there was no report on my medical file!! If this were the case why hadn't she said this in the first place. She then said that, yet again, I would have to contact the consultant's secretary (who had continually told me she couldn't give me this, that it had to come from my doctor). At this frustrating point I told the receptionist "no more, I insist that you get this report for me as I have gone backwards and forwards enough" I received the report by email that afternoon!

On 12th December, I contacted my doctor's surgery and asked if they would do bloods for me before I travelled to Lithuania for THR surgery. These pre-op tests are, of course, done in Lithuania but I had read of a couple of people who had gone out and been unable to have their ops because of issues with bloods or ECG. Others stated how they had contacted their doctors who had happily done them as they cared about their patients.

I received a refusal from my doctor and subsequently sent a letter saying how insulted I was by this, not only having contributed to the NHS all my life but also that I was paying for a needed operation which should be done by the NHS in a reasonable time but won't be, thus saving them a lot of money and reducing their waiting lists.

I am happy for you to contact me if you require more information.