

**Question for written answer E-001490/2023
to the Commission**

Rule 138

Idoia Villanueva Ruiz (The Left)

Subject: Waiting lists not included in the statistics in the Autonomous Community of Castile-La Mancha (Spain)

A group representing IT staff employed by the Castile-La Mancha Health Service (SESCAM) has reported irregularities in the booking of appointments for outpatient consultations in Castile-La Mancha. According to them, a new automatic appointment system seeks to 'embellish' the waiting-list statistics by sending appointments with a waiting time of more than 90 days to a 'parallel mailbox'¹. The automated appointments system does not include the guarantees in the software requested by public workers. This leads to errors in the appointment allocation and results in people staying in the 'parallel mailbox' without being counted for statistical purposes. The fact that system does not collect such 'parallel' data, does not allow the administration to take corrective action based on actual data and deprives the population of information about their health system.

In light of Directive (EU) 2019/1024² and taking account of the collection of statistical data by Eurostat³ regarding unmet needs for health care in the Union, which includes data on waiting lists:

Does the Commission consider this situation to be acceptable in order to guarantee transparency of statistical data on appointments systems and to ensure a proper analysis by the competent authorities and Eurostat?

Submitted: 8.5.2023

¹ https://www.eldiario.es/castilla-la-mancha/social/sanidad-atribuye-castilla-mancha-listas-espera-largas-gobierno-regional-pide-subsane-error_1_10096264.html

² <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32019L1024&from=EN>

³ <https://ec.europa.eu/eurostat/data/database>