

Surrey's NHS backlogs high

16 July 2025



Around 10 per cent of Surrey's population is currently stuck in the NHS backlog, facing long waits for crucial operations and cancer treatments, according to local health leaders.

Despite efforts to address delays caused by the Covid-19 pandemic, thousands of residents across the county are still waiting well beyond the national target of 18 weeks.

At a recent Surrey County Council meeting, NHS bosses revealed that while progress is being made, more than 200,000 people are still awaiting care, with over 4,000 of them waiting more than a year across Surrey. New measures like harm reviews, waiting list checks, and the opening of Ashford Elective Centre are being implemented, but staff shortages, IT issues, and NHS strikes continue to pose significant hurdles.

NHS bosses reported the significant results to Surrey county councillors at an Adults and Health Select Committee meeting on July 11. Chairing the meeting, Cllr Trefor Hogg said: "Roughly 10 per cent of the entire population of Surrey is somewhere in that backlog."

He explained that every person whose treatment is delayed suffers, their family suffers, the economy suffers and the NHS suffers as the patient's condition worsens.

Frimley InTegrated Care Board, including Frimley Park and Wexham Park hospitals still has around 89,000 people waiting for treatment - and more than 4,000 of those have been waiting over a year.

Although a slight improvement from previous years, only 55 per cent of patients are being treated within the NHS national target of 18 weeks.

Meanwhile, Surrey Heartlands ICB, which covers hospitals like Ashford & St Peter's, Royal Surrey and Epsom, is further ahead.

Its waiting list peaked in 2023 but has since come down significantly. Around 143,000 people are waiting for non-urgent but important elective care operations.

NHS bosses said the total waiting list across Surrey Heartlands' three hospitals has decreased from a peak of approximately 162,000 in September 2023 to about 143,000 by March 2025. Still, nearly 61,500 patients are waiting more than 18 weeks for treatment, while over 2,000 people have been on waiting lists for over a year. These figures far exceed pre-pandemic levels, where waits beyond a year were rare.

NHS bosses said they still recognise that waiting over a year is a huge amount of time to wait but they are working on driving the delays down.

Surrey NHS bosses credited the success of bringing waiting lists down to a range of new systems. These included a new 'harm review' for assessing patients who have been waiting over a year for surgery, waiting list validation to check there are no duplicates on the operations waiting list, and virtual consultations to monitor the patient's condition.

Surrey Heartlands has been fortunate enough to receive funding to open Ashford Elective Centre, focusing on trauma, orthopaedics and ophthalmology. So patients on a long waiting list at Royal Surrey Hospital, for example, can opt to come to Ashford elective centre for quicker treatment.

Both ICBs admitted there are still challenges including staff shortages, IT problems with new electronic health records, and the impact of ongoing NHS strikes such as the resident doctors.