



Implementing A Healthier Wales Across the NHS

THE WELSH NHS CONFEDERATION
CONFFEDERASIWN GIG CYMRU



Introduction

A little over a year since the publication of *A Healthier Wales*, NHS organisations have been working towards delivering on the vision outlined within the Welsh Government's long-term plan for an integrated health and social care system.

Within the Welsh NHS we had been calling for a long-term vision, enabling a health and social care system which support people to live healthy, happy lives and help people stay well at home.

A Healthier Wales is an ambitious vision for how we do just that, transforming the way we deliver services for people in Wales. The Plan aims to take us from an acute service to a wellness service, and from hospitals into our communities. The NHS will not be able to do this in isolation and are working with a range of partners to deliver this vision.

Integrated and seamless services lead to better service satisfaction, better outcomes for patients and service users, and when implemented effectively, make better use of resources. Integration is about all parts of the system working together so that people receive efficient and effective care with the outcomes that matter to them. To achieve this, we need services to work together in health and social care, primary and secondary care and across communities.

Across Wales there are now a significant number of services which are helping to change the culture and delivery. The examples in this briefing focus on some of the person-centred projects and initiatives which involve our members, the seven Local Health Boards, three NHS Trusts and Health Education and Improvement Wales (HEIW), working in partnership with the public and voluntary sector across Wales.

If we are to achieve our shared vision, we'll need to learn from these projects and identify and overcome the key barriers to scaling them up at pace and scale.

**Aneurin Bevan
University Health
Board**

Step into Health Pledge signed

At the Health Board's Trade Union Partnership Forum meeting on 24th July Aneurin Bevan University Health Board, signed the 'Step into Health' Pledge.

This Pledge demonstrates the Health Board's ongoing commitment to the Armed Forces and ensures the organisation is thinking about veterans, service leavers and their families and what the Health Board can offer in terms of transferable skills if they were to consider the NHS as a career option when leaving military service.



In signing up to this Pledge, the Health Board demonstrates it is already achieving the compulsory pledges:

- Reviewing recruitment practices and removing any barriers to recruiting members of the Armed Forces community;
- Sharing dedicated Step into Health Contact details;
- Advertising opportunities through the Career Transition Partnership (CTP) and their RightJob board; and
- Using the Step into Health branding to promote consistent messages about the programme.

The Health Board is also meeting the optional pledges listed below:

- Offering work placements to the Armed Forces community and provide support to those who apply for a vacancy;
- Promoting the programme and sharing messaging via their website and social media such as through their new recruitment website;
- Partnering with other NHS organisations in the region to share best practice and make efficient use of resources.

**Betsi Cadwaladr
University Health
Board**

More than 500 people seen over first month at new emergency care unit designed to help people avoid hospital admissions

Staff in the Same Day Emergency Care (SDEC) unit at Glan Clwyd Hospital, which opened on July 3, have helped more than 390 people who had visited their GP or the hospital's Emergency Department avoid admission to hospital.

Teamwork between nurses, doctors and radiography staff helped 70 per cent of visitors return home on the same day following treatment, allowing them to recover at home while also increasing capacity in the Emergency Department.

The unit aims to assess, diagnose and provide treatment to eligible patients before safely discharging them home to recover or to wait for further test or treatment.



Due to the teamwork and safe monitoring of patients, people with chest or abdominal pain, severe headaches or abscesses are avoiding unnecessary stays in hospital.

The unit is run by a team of senior nursing, medical and surgical staff who can provide fast-track access to tests and treatments.

Eligible patients who visit the Emergency Department or who are referred by their GP will be redirected to treatment at the SDEC. Referrals are made against agreed clinical criteria, to ensure that the right patients are referred for same day care and that the service remains clinically safe.

**Cwm Taf
Morgannwg
University
Health Board**

New Well-being Co-ordinator role in the Cynon Valley providing vital support to patients and easing pressures on GPs

A new Well-being Co-ordinator role in the Cynon Valley is providing vital support to patients and easing pressures on GPs.

People with worries such as housing difficulties, the demands of caring for a relative or struggles with stress and loneliness, are being helped to better health by a new community role.

Often people have made an appointment to see their GP to deal with symptoms, but this role is to address the cause and help put them in touch with support and services that can help. This then often eliminates the need to see the GP at all.



**Cardiff and
Vale
University
Health Board**

Welsh Gender Service Opens its Doors

Phase one of the Welsh Gender Service will be seeing the first patients in September as the Clinic, based in Cardiff, open its doors.

The Welsh Gender Team, run by Cardiff and Vale University Health Board, has started to contact Welsh patients who are currently on the London Gender Identity Clinic (GIC) waiting list with the first clinic taking place on 20 September 2019.

The Welsh Gender Service is commissioned by Welsh Health Specialised Services Committee (WHSSC) to provide a gender service for adults in Wales.

Patients who meet the criteria for the new service and are currently on the waiting list for the London GIC will be offered a choice as to whether they stay on the London list or accept an appointment with the Welsh Gender Service.

All new referrals to the Welsh Gender Service will now be under the new referral pathway where GPs can refer straight to the Welsh Gender Team. New referrals will join a waiting list with the Welsh Gender Service behind the existing patients that have been waiting for an appointment in London.

The new pathway in Wales also includes the development of Local Gender Teams in each Health Board area where patients will be reviewed once they have received their assessment from the Welsh Gender Team. The Local Gender Teams will be responsible for implementing the treatment plans and supporting patients in the community until they are fully stabilised on their medications, with their long term care and management then provided through a GP Direct Enhanced Service.

The Welsh Gender Service will continue to engage with stakeholders as the service develops and evolves to ensure the service meets the needs of the patient population.

**Hywel Dda
University
Health Board**

Focus on eye care in the community

During this years World Sight Day, Hywel Dda University Health Board raised awareness of the work of community optometrists and how they do more than help their patients choose the right pair of glasses.

Community Optometrist's highlighted the range of services that they can provide to their local communities, and the specialist skills and knowledge they bring to primary care based eye care.



Community eye care covers a spectrum of symptoms that many people may go to their GP for such as red eye, a painful eye, double vision and a foreign body in the eye.

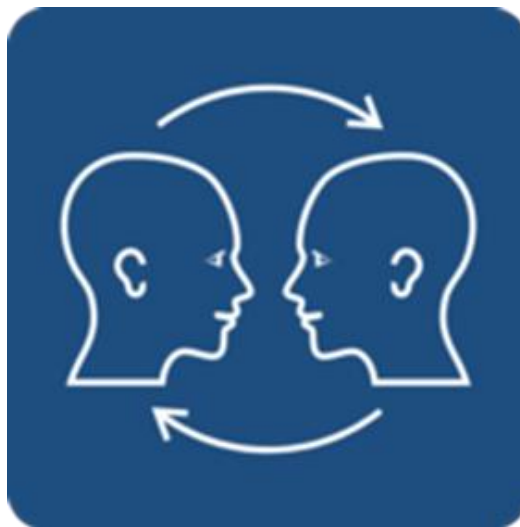
To find your nearest optometrist, please visit: www.eyecare.wales.nhs.uk

**Health
Education and
Improvement
Wales**

Leading the way to improve communication disability access in Wales

Health Education and Improvement Wales (HEIW) is the first organisation in Wales committed to adopting the communication access symbol and standards to improve the lives of people living with communication disabilities.

While the wheelchair access symbol is universally recognised, as well as the symbols for hearing and vision impairment, until 2018 there was no symbol for communication access.



Communication Access UK, a partnership between national charities and organisations working to give a voice to people living with communication disabilities, have developed a new symbol and accompanying set of standards to improve communication access.

Up to 20% of the UK population experience a communication difficulty at some point in their lives. These difficulties could include speech difficulties, finding it hard to ask a question or ask for help, or difficulties reading, writing and processing information.

HEIW staff will be provided with face-to-face training designed to underpin the implementation of the standards.

To support those with communication needs, staff will learn how to; ensure physical environments are adapted, ensure verbal and written information is available in a number of accessible formats, consider communication access at the start of designing any initiatives or resources, and provide appropriate time for communicating and processing information.

**Public Health
Wales NHS
Trust**

Working together to develop an academy of improvement

Public Health Wales will be launching a new improvement academy later this year that encompasses all the training elements of Improvement Cymru.



It will bring together their current quality improvement courses and training to form one centre. The academy will act as the vehicle to help people achieve their improvement goals, as an individual, as a team and as an organisation, providing them with the capability and capacity to achieve.

Public Health Wales want to equip all staff across health and social care with the expertise to be able to make improvements to help them in their day to day work as well as to improve the care people receive across Wales. Their courses will be accessible to people at all stages of their improvement journey who will be supported on the way. Changes will include their Improving Quality Together (IQT) courses evolving into “Improvement in practice”. Public Health Wales have revised materials, a streamlined submission process and it will be delivered through experiential learning. They also plan to offer some new courses including foundations in improvement, collective leadership for improvement and coaching improvement.

**Powys
Teaching
Health Board**

New garden facility improves open air access for Brecon patients

New gardens have been officially opened earlier at Breconshire War Memorial Hospital. They will provide joy for patients, visitors and staff at the hospital.

In November 2017, Powys Teaching Health Board received a major donation of £50,000 from Brecon Freemasons which was designated for use to develop patient gardens at Brecon Hospital. In order to provide maximum benefit to several groups of patients, it was agreed to use this money to develop and improve the gardens at Epynt Ward (stroke rehabilitation ward) and Crug Ward (Older Adult Mental Health). This funding was also generously increased following a request to the Health Board's Charitable Fund.

Enjoying fresh air, sunlight, plants and trees generally makes us feel much better which relieves stresses of everyday living. Yet people in hospital, especially those with dementia, are all too often not able to do this. Eating outside, reading a newspaper, enjoying a cup of tea and chatting or being on one's own are all life-affirming. There is good evidence being outside is good for both our physical and mental health.



**Swansea Bay
University
Health Board**

Innovation benefits renal patients

Going digital has improved kidney care across South West Wales.

For people with kidney failure, dialysis is a life-saving treatment. Some people can have dialysis at home, but others attend a hospital dialysis unit three times a week, for around 4.5 hours a time, at one of the region's six units in Swansea, Carmarthen, Haverfordwest and Aberystwyth.

Across the region, around 1,200 dialysis treatments are performed each week. Around 5,000 drugs are administered to enable dialysis which makes managing and tailoring these treatments for individual patients was no easy undertaking.



The Health Board created a bespoke in-house digital system that could deal with the complexities of dialysis, yet be simple and intuitive for staff to navigate.

The results have led to a significant improvement in quality and efficiency. The way staff work has been modernised and patients can also access their medication and blood results on the smartphones.

The quality of information has also improved, as well as the safety and efficiency of the service, freeing up time for clinicians to spend more with patients rather than being burdened with vast amounts of paperwork.

**Velindre
University
NHS Trust**

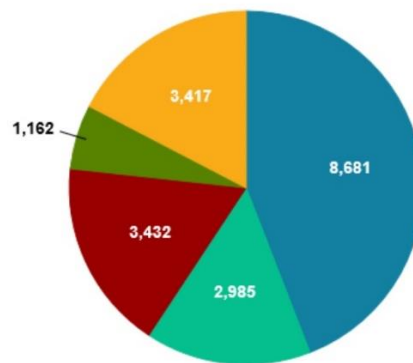
New treatment researched in Wales doubles time Breast Cancer is controlled

Millions of patients across the world with incurable breast cancer could benefit from Welsh-led research. The cancer trial, called FAKTION, is sponsored by Velindre University NHS Trust and the research shows that, by combining a new oral drug with a standard treatment, patients can expect that their cancer will be controlled for twice as long.

Cancer cases in women in Wales

Incidence 2013-2015

■ Breast ■ Colorectal ■ Lung ■ Melanoma ■ All others



Source: Welsh Cancer Intelligence and Surveillance Unit

Involving 140 patients from 19 hospitals across the UK, the patients had all been diagnosed with incurable breast cancer amenable to hormone treatment, known as oestrogen receptor positive cancer. Approximately 70 per cent of patients in the trial had cancer that could be accurately and reliably measured on scans. Careful examination of these scans demonstrated that 41 per cent of patients who received fulvestrant and capivasertib experienced a significant shrinkage in their cancer compared to 12 per cent of patients who were allocated to fulvestrant and a placebo. In addition, patients receiving the new drug had their cancer controlled for an average of 10.3 months whereas for those who got fulvestrant with the placebo it was 4.8 months. The current trial data also suggests that patients treated with the new drug combination live for an average of six months longer.

Leaders of the study hope that the research will progress to a phase three trial, where the drug combination will be tested in a larger number of patients, before any recommendations can be made to take it up as a new standard of treatment on the NHS.

Creating a generation of life-savers: Restart a Heart Day 2019

Hundreds of schoolchildren across Wales have been learning life-saving CPR as part of the annual Restart a Heart Day campaign.



As part of the Restart the Heart Day dozens of Welsh Ambulance Service staff and volunteers visited more than 30 secondary schools across Wales to demonstrate how to save a life by performing cardiopulmonary resuscitation, or CPR. The Trust's volunteers were also out and about in the community teaching the public about chest compressions and defibrillators.

The Restart a Heart Day initiative aims to improve survival rates from out-of-hospital cardiac arrests. Just 66% of people in Wales would give CPR to a stranger – compared to 86% who would help a family member, and only 70% of respondents in Wales are likely to give CPR in a crowded location, compared to 83% if they were the only ones around.

How can the Welsh NHS Confederation help you?

Please get in touch if you want further details on anything highlighted in this briefing. Please contact **Nesta Lloyd-Jones, Assistant Director**, on Nesta.Lloyd-Jones@welshconfed.org

The Welsh NHS Confederation is the only national membership body which represents all the organisations that make up the NHS in Wales: the seven Local Health Boards, the three NHS Trusts and Health Education and Improvement Wales (HEIW).

You can visit our website at www.welshconfed.org or follow us on Twitter  [@WelshConfed](https://twitter.com/WelshConfed)

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