



# 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 service 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**

**‘Wood Shed’ to help mental health service users in Gwent**

A new workshop which encourages mental health service users to develop woodwork skills has opened at St Cadoc’s Hospital, Caerleon. The ‘Wood Shed’ was opened on 1st July by goalkeeping legend, Neville Southall, a supporter of mental health awareness in Wales.

Run by Pillmawr Ward at the Hospital, the Wood Shed project aims to encourage service users to engage with activities to learn new skills and gain confidence to facilitate reintegration back into the community. The Wood Shed is currently open every Thursday from 10am to 3pm.

Ward Manager Liz Lawrence said: *“This project has been in the making for the last two years and it’s brilliant to see it finally open to begin helping people. We think the Wood Shed will improve our service users’ the quality of life and give them new skills which they can take out into the community when they are discharged from us.”*



Jason Williams, a service user who enjoys working in the Wood Shed, said: *“It’s really good – it’s a distraction from my mental health problems. It helps me therapeutically, I’m gaining new skills, and it gives me an incentive to lead a different life. I’m hoping to come back here to volunteer every Thursday. I would encourage other service users to come along as we can help them.”*

Products made at the Wood Shed include bird boxes, garden planters, benches, rabbit hutches and upcycled furniture. These items will provide furniture for service users when they are discharged from hospital, or sold to members of the public with funds going back to Pillmawr Ward to keep up the running of the Wood Shed.

Many local businesses and partner charities have helped to establish the Wood Shed through donations of tools, materials and old pieces of furniture. Volunteers will continue to seek donations to ensure the new facility can continue helping people with mental health conditions.

If you would like to find out more about the Wood Shed, or would like to donate old furniture or materials to the project, please email [nathan.harris@wales.nhs.uk](mailto:nathan.harris@wales.nhs.uk)

## **Betsi Cadwaladr University Health Board**

### **Health Board teams up with private sector to help Wrexham workers with Health and Wellbeing**

In March the engagement team at Betsi Cadwaladr University Health Board (UHB) teamed up with the Health and Safety Forum from Wrexham Industrial Estate to host an event to help businesses find out more about how they can support the health and wellbeing of their employees.

The event held in the Redwither Building brought together organisations such as the NHS, Wrexham Council, Rowlands Pharmacy, CALL Helpline, Aura Leisure and Wrexham Bowel Cancer Support in one place so people who work on the estate could drop in and find out how to access information regarding various aspects of health and wellbeing.

Organisations were on hand to offer advice and information and also some practical help with Rowlands Pharmacy offering free blood pressure checks for workers and employers on the day.



Engagement officer Karen Owen who helped facilitate the event said, *“It’s so good to see a variety of organisations from the public, private, charitable and voluntary sectors here. There are so many businesses working on the estate and some are very large companies but there are also a number of small businesses that operate here.”*

*“An event like this can help them come together to think about how they can best look after their employees health and wellbeing so here they can talk to lots of organisations and find out how they can signpost their employees to places that can help.*

*“Small businesses often don’t have huge human resource departments. Meeting and networking here with other businesses means they can come together and potentially pool resources to enhance the wellbeing of their employees.*

*“I’m delighted that so many employers who have come here today said they are really keen to work with the NHS and make employee health and wellbeing a genuine priority.”*

**Cwm Taf  
Morgannwg  
University  
Health Board**

**Pioneering service run by volunteers to treat people with leg problems  
awarded a Big Lottery grant**

The Waun Wen Lindsay Leg Club in Rhondda, which is preventing many patients from needing hospital treatment, will receive £8,700 to help to sustain the new service.

The Lindsay Leg Club Foundation supports leg clubs around the UK with the aim of providing community-based treatment, and care for people of all age groups who suffer with leg-related problems.

The first leg club in the Cwm Taf Morgannwg UHB area at Waun Wen Community Centre, is a prime example of a community initiative led by volunteers that helps people to stay well and support each other.

Instead of travelling to a hospital clinic for an appointment to have wounds cleaned and dressed, members of the club are able to go along to the community centre every Wednesday morning.

Nurses provide the treatment and advice but the club is run by an enthusiastic group of volunteers who organise fundraising events to pay for the room, refreshments and any other equipment that may be required.

Medical staff work to best-practice guidelines to provide the high standard of care in a social and friendly setting. It is hoped the service can be extended across other Cwm Taf health board communities

## Cardiff and Vale University Health Board

### Social Prescribing

Social Prescribing was developed in Cardiff and Vale UHB so that people experiencing social care problems could access support from partners outside of their GP. Through social prescribing patients can self-refer themselves or their GP can refer them to one of the projects. The UHB has worked with many partners including Wellbeing 4U which has supported people with housing and benefit issues, Tempo which has supported people to volunteer in their local community and earn 'time credits' which can be used towards an activity they enjoy, and ACE Hub which has supported people with low level anxiety and stress support groups as well as helping with job seeking.

**Grow Well** is part of the Social Prescribing initiative and is a community gardening project that works within the Cardiff South West Cluster. It is delivered at Lansdowne Surgery and Dusty Forge in Ely and provides a service to ensure that people have community support to get involved with gardening. It has helped people with anxiety and stress and enables them to meet like-minded people while developing an outdoor space within the local community, benefiting their health and wellbeing.



Cardiff and Vale UHB is working in partnership with the bike share scheme, **nextbike**, to offer patients a unique code that will give them six months of unlimited bike access on prescription. **nextbike** have also provided a corporate membership for Cardiff and Vale UHB employees with first 30 mins free to use. The Health Board has agreed to pay staff travel expenses for using a next bike to travel between sites.



**Hywel Dda  
University  
Health Board**

**‘Midwife calling’ - Hywel Dda UHB to receive special delivery of new standardised home birth bags**

Community midwives across Carmarthenshire, Ceredigion and Pembrokeshire will be taking part in a national trial of home delivery bags thanks to charity Baby Lifeline. Hywel Dda UHB is the only Welsh health board to have been selected for this pilot.

Lynn Hurley, Lead Midwife for Community and Midwife Led Units for Hywel Dda UHB said: *“We are very excited to be a part of the trial and it is particularly significant as we are the only Welsh health board taking part.*

*“We were selected to due to the large land mass that we cover and because of our home delivery rate.*

*“Our community midwives look forward to having new and standardised bags in order to promote a safe and high-quality service for both mothers and midwives, and myself and midwifery colleague Rebecca Johnson have worked hard to ensure that this standard is achieved through our work with Baby Lifeline.*

*“On behalf of the health board I’d like to thank Baby Lifeline for enabling us to take part in this trial which I hope is eventually rolled out across Wales.”*

Stars of the BBC’s popular show ‘Call the Midwife’ Linda Bassett and Leonie Elliott (Nurse Phyllis Crane and Nurse Lucille Anderson) launched the home delivery bags in London on Friday March 1 and Lynn was invited to attend this special event.

Mother and baby charity Baby Lifeline provides ongoing training for maternity healthcare professionals, including midwives and paramedics who may attend births outside hospitals. Over the past two years Baby Lifeline has trained over 1,000 community midwives across the UK. Its expert professionals of frontline midwives, paramedics and obstetricians came to realise that there was an urgent need to standardise equipment carried by midwives to births in the community, as well as the processes to keep the equipment and supplies up to date.

Baby Lifeline Founder and Chief Executive Judy Ledger said: “Baby Lifeline provides specialist emergency training to community midwives and paramedics. From the training provided, frontline community midwives reiterated the same thing that nationally, there is no standardisation in what equipment is carried to community births.



*“We are working very closely with community midwifery teams from six NHS Trusts to trial Baby Lifeline approved bags to demonstrate the value of standardisation. What’s very important is that we’ve also developed the right processes to make sure the contents are replenished and kept up to date. Our dedicated health professionals have total confidence the trial will be a success, and they hope that other NHS Trusts across the country will adopt these bags.”*

An expert working group has developed a rucksack style bag with adjustable straps and optional wheels. It is compartmentalised and colour coded to make it easier to identify equipment quickly. The bag includes everything from scissors to cut the cord, to a hat and towels to dry and warm the new born baby, as well as equipment for emergencies that, although rare, can occur.

Starting in April 2019, 42 of these bags will be trialled by frontline midwives across the UK.

## Health Education and Improvement Wales

### **Newport care home residents benefit from ground-breaking joint healthcare initiative**

A joint initiative aimed at broadening the expertise of care home managers in the Newport area when it comes to administering vital medication to residents has been hailed as “hugely successful.”

In 2015 Newport City Council approached the Wales Centre for Pharmacy Professional Education (WCPPE) – now part of Health Education and Improvement Wales (HEIW) – with a proposal.

The council had recognised that, although highly dedicated, the majority of care home managers did not possess the vast background knowledge necessary to administer medicine to residents.

Eager to put that right, proactive council managers asked HEIW for support. Over the past four years, HEIW’s pharmacy team have worked alongside Newport City Council’s health and social care team on a wide range of support including assessing the competency of care home managers against National Occupational Standards (NOS), plus assessing care home staff working within their own teams. As a result, 15 care home managers in the Newport area have now completed the City & Guilds Level 3 Diploma Unit 616: Administer Medication to Individuals and Monitor the Effects qualification. In a questionnaire, 100% of care home managers said their confidence had grown when it came to administering medicines, with 100% declaring they were now more confident monitoring residents’ medications.

*“This has been a hugely successful initiative demonstrating how organisations can work together to benefit individuals living in a care home setting”, says Wendy Penny, Head of Pharmacy Technician Training at HEIW, dedicated to educating, training and shaping the healthcare workforce in Wales.*

*“This has resulted in those staff safely and competently administering medication to vulnerable people, in line with Newport City Council guidance and care Inspectorate Wales inspections.”*

**Report of ‘Voices of those with lived experiences of homelessness and adversity in Wales: informing prevention and response’**

Public Health Wales NHS Trust published the [Voices of those with lived experiences of homelessness and adversity in Wales: informing prevention and response report in July 2019](#)

This work is a result of a pump priming research fund which was awarded to 2 members of staff to explore the role of Adverse Childhood Experiences (ACEs) in causing and maintaining homelessness and opportunities for early intervention. The report demonstrated that people in Wales who have suffered significant adversity in childhood are 16 times more likely than the general population to experience homelessness. However, that ‘resilience factors’ in childhood, such as feeling part of a community or having a trusted, stable relationship with an adult, have the effect of protecting against these experiences leading to homelessness.

The report highlights a number of considerations for further action to tackle and mitigate ACEs, including:

- Improving capacity and awareness of ACEs in public services by ensuring a multi-agency, trauma-informed approach that puts an emphasis on prevention rather than responding to crises.
- Better understanding and addressing of the support needs of both children and vulnerable adults, rather than focusing on the behaviour that presents itself, and recognising the importance of a trusted relationship with community and family as well as in services for those who have experienced ACEs.
- Enabling early years’ settings like schools to ensure early action takes place to support the vulnerable child and their family.
- Helping public bodies adopt a ‘children’s rights’ approach, to empower children and help them to understand what is happening to them and how they can communicate their experiences and access support.



The report is the result of analysis of the Public Health Wales 2017 ACE and Resilience survey data of 2,497 people, together with interviews with 27 people with lived experience of homelessness and 16 service providers who have a role to play in early preventative action.



More than eight in 10 (87 per cent) of those with lived experience of homelessness said they had experienced at least one Adverse Childhood Experience (ACE) compared with a Welsh average of 46 per cent.

Half of those with lived experience of homelessness (50 per cent) reported they had experienced four or more ACEs. This compares to just over one in 10 (11 per cent) in the wider population.

## **Powys Teaching Health Board**

### **Co-production at the heart of promoting alternatives to GP primary care**

A co-productive project in Powys is helping people to take advantage of the alternatives to GP primary care in their communities.

Local insight told us that people in Powys found the broad channel “Choose Well” messages to be confusing. This was partly because the national messages did not always match the services available locally in a sparsely populated rural area, and this did not necessarily help them make prudent decisions about urgent care and self-care.

Working with local communities – initially as a pilot in the Ystradgynlais area – Powys Teaching Health Board co-produced an approach based on “what matters” and “what works” to help more people than ever before have the opportunity to find out about services such as Eye Health Examination Wales, Choose Pharmacy, NHS 111 and Community Connectors on their doorstep.

The materials aim to be simple yet with a high visual impact.

They take a “hyperlocal” approach by focusing on each of the market towns in the health board area and featuring a local map showing where the alternative services are located – even going as far as including a drawing of the building (pharmacy, optician etc.) so that people know they are in the right place.

The “call to action” is strengthened further by featuring the campaign branding in the windows of the relevant services (e.g. pharmacy window, top) so that people can connect their service experience with the campaign message. The Engagement and Communication Team has also worked with communities to identify high footfall locations that offer opportunities billboard-style visuals to increase awareness - including building sites (above) and vacant shops windows.

The ethos of the project is to work with communities to understand what works for them, and recognising that the service offer will vary in rural Wales from an urban experience which in turns means that the media and the messaging need to reflect the local context. The methodology has included working with local patient and community groups, third sector partners and primary care providers

to map local knowledge, local services and understand gaps in awareness. It has also included drawing on insights from our ongoing programme of continuous engagement, and identifying trusted voices to help raise awareness in person and via social media.

After the initial pilot in Ystradgynlais the approach is being rolled out to towns across Powys, and with companions materials being developed to promote the different roles within primary care such as physician associates, advanced nursing and physiotherapy, practice pharmacy, urgent care practitioners and third sector support. The approach is also to be embedded within the new website due to be established by the Health Board in 2019 as part of the NWIS-led transition from the current Cascade-based Content Management System (CMS) to a new platform based on Mura CMS.

## Swansea Bay University Health Board

### Digital solution to benefit cancer patients

Swansea Bay UHB patients with a breast cancer diagnosis will be among the first in the world to get faster access to radiotherapy thanks to pioneering digital technology.

The new digital intelligent patient management solution is being designed to cut the time from consultant referral to delivery of the first dose from the current standard of six weeks to as little as two weeks, ensuring that patients who need urgent cancer care receive it as soon as possible.

The South West Wales Cancer Centre (SWWCC) at Singleton Hospital is developing the IntelliSpace Radiation Oncology solution in partnership with technology giant Philips and six cancer centres across the world, including the US and Europe.

More than half of all cancer types can be treated with radiotherapy, often in combination with surgery and chemotherapy.

Various studies have shown that, in general, the faster the access to radiotherapy treatment the better the outcomes for patients. But the process from referral for radiotherapy through treatment planning to delivery is a long and labour-intensive one, sometimes involving up to a dozen separate computer systems and numerous staff.

All of the various steps, including deciding exactly where the treatment will be targeted on the body (contouring), dose planning and appointment booking are done manually. Some data input is also repetitive. For example, the consultant's prescription, which lays out what they want to treat and how, has to be inputted four times.

The IntelliSpace Radiation Oncology solution will wrap around the existing systems allowing them to talk to one another, which means data will only have to be inputted once. It will also automate certain parts of the process, including some of the treatment planning and handovers between staff, resulting in an increase in speed and consistency.



Dr Russell Banner, Clinical Oncologist and Radiotherapy Lead SWWCC, took part in the European launch of IntelliSpace Radiation Oncology at the European Society for Radiation Oncology's annual meeting in Milan in April. During a presentation on the solution he said there was universal frustration among consultants about the large number of IT systems they had to work in to deliver radiotherapy treatment. He cited one NHS consultant who used social media to vent his frustration about the 16 computer systems he has to log into to plan a patient's treatment. But the patient management tool will automatically log in to the next computer system in the process, taking the doctor straight to the information they need.



As part of the development of the solution, the SWWCC radiation oncology team has taken part in workshops with Philips where they have examined the pathway breast cancer patients take to treatment and worked on making the process as efficient as possible. Their input and other ideas for how the solution should work are being incorporated into the software.

The SWWCC medical physics department is the first in the world to have received the first release of the solution which is still in a basic form. It will receive more advanced versions as the patient management tool is further developed and hope to start putting breast cancer patients through the new system in the autumn.

**Velindre  
University  
NHS Trust**

**UK's first cancer awareness education programme for Black, Asian and Minority Ethnic (BAME) communities**

The cancer awareness education programme is helping improve uptake of cancer screening programmes and health awareness in BAME communities.

It was established by the Velindre Cancer Centre and its charity arm working with Cardiff and Vale College and Public Health Wales.

Research has shown that people from BAME communities are less likely to participate in national cancer screening programmes. It also shows lower levels of awareness of cancer signs and symptoms in these communities.

Based on this evidence, a project was started by volunteers in May 2015. Named the English for Speakers of Other Languages (ESOL) and Health and Cancer Awareness in BAME Communities Project, it soon developed interest and enthusiasm.

In June 2016, with the generosity of Velindre's charity, a working group was set up in partnership with Cardiff and Vale College and Public Health Wales.

An ESOL teacher was appointed to develop tools and resources on health and cancer awareness under the supervision and guidance of the working group.

The paper and online resource tools were developed for teachers and students at three ESOL entry levels. The resources were split into six categories:

- Healthy lifestyle
- Health services
- Cancer screening
- Breast screening
- Signs and symptoms of cancer
- Male cancers

The resources were piloted over seven classes with 113 learners at the three ESOL entry levels. Five teachers were trained to deliver the materials. Classes were held in Cardiff and Vale College, at Adult Learning Wales in the YMCA

building in Plasnewydd and at BAWSO, the third sector organisation, in Cardiff Bay.

Students' knowledge of health, screening programmes, NHS services and cancer signs and symptoms increased through the course.

As a result, Cardiff and Vale College has integrated the resources formally into the ESOL curriculum.

The resources are also being publicised through the Adult Learning Network across Wales and will eventually be shared to the ESOL network across the rest of the UK.

The outcomes will have positive impact on the number of people from BAME groups accessing screening programmes, treatments and support services. Eventually this will have a huge positive financial impact on the NHS.



The project was led, championed and chaired by the Velindre consultant oncologist Dr Seema Arif. Dr Arif was joined on the working group by Ceri Harris, Velindre's Equality & Diversity Officer, Mrs Samina Khan, the Equality, Diversity and Community Development Manager for Cardiff and Vale College, Helen Jessop from Public Health Wales and Dr Sian Griffiths, a public health consultant at Cardiff and Vale UHB.

## Welsh Ambulance Services NHS Trust

### Advanced Paramedic Prescribing

The Welsh Ambulance Services Trust (WAST) is the first Ambulance Service in the country to provide a role for Paramedic Non-Medical Prescribing.

The first three APP Prescribers have successfully completed their education programme, with the remaining two aiming to complete later this year. WAST have also enrolled a further five APPs into the programme for this September.



The Trust's Prescribing Policy has been approved with the final elements of the supporting governance arrangements due for completion imminently. The organisation is at an early stage in this ground-breaking development and evidence of its impact will be shared over the following months to illustrate how this intervention is positively impacting on patient care and flow through the Unscheduled Care System.

### 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](mailto: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).

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