



Members of the Senedd and Welsh MPs

5 January 2024

Dear Colleagues

I would like to share with you again a number of case studies from NHS organisations on what they are proud of. These are collated as part of our monthly NHS Wales Leadership Board.

Please find below the highlights from each organisation:

### **Aneurin Bevan University Health Board**

#### **Purpose-Built Endoscopy Unit Opens at Royal Gwent Hospital**

A brand-new, purpose-built Endoscopy Unit has opened its doors to patients at the Royal Gwent Hospital.

The new unit will provide an expanded range of Endoscopy services to patients in the Gwent area using state-of-the-art equipment and facilities.

Sarah Wilson, Directorate Manager for Gastroenterology and Endoscopy at Aneurin Bevan University Health Board, said: “Our aim was to improve the patient journey, patient quality and patient safety, and ultimately improve the overall patient experience of endoscopy. I’m so proud to be able to offer our patients the service they deserve.”

The enhanced unit will now offer Endoscopy services 7 days a week, and will significantly improve quality, safety and patient experience by doubling its capacity. The numerous benefits of this service include reducing waiting times and the length of stay for inpatients.

#### **Innovative Service Saving Bed Stays**

Gastroenterology Ambulatory Care Unit (GACU) receives around 4200 attendances a year for day case treatment and intervention. It is part of an initiative of ambulatory care across Aneurin Bevan University Health Board built on the approach of patients being able to walk in and come home in the same day and only stay if they really need to stay.

Bae Caerdydd • Cardiff Bay  
Caerdydd • Cardiff  
CF99 1SN

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:  
0300 0604400

[Gohebiaeth.Eluned.Morgan@llyw.cymru](mailto:Gohebiaeth.Eluned.Morgan@llyw.cymru)  
[Correspondence.Eluned.Morgan@gov.wales](mailto:Correspondence.Eluned.Morgan@gov.wales)

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Patients can be admitted to GACU for essential care which helps to avoid emergency admissions. Patients are predominantly gastro-related but are also referred to GACU from other areas such as those with bowel disease, others to review blood results or for urgent reviews that can't wait for a clinic review. The unit also assists with services for neurology, respiratory and palliative patients where it can help.

Gaz Lloyd-Ford, Lead Nurse, Gastroenterology and General Medicine said: "Ambulatory medicine as a whole is an evolving thing. Different models are also being used elsewhere in the health board. The whole point being the patients are ambulatory, they are walking, they can come in and can come home, they only stay if we really need them to stay."

## **Betsi Cadwaladr University Health Board**

### **The Queen's nursing institute**

Three colleagues from Betsi Cadwaladr's Central Integrated Health Community (IHC) nursing team have joined an elite group across Wales, Northern Ireland and England who can call themselves Queen's Nurses. The community nurses were granted the rare honour recently, after applying to the Queen's Nursing Institute (QNI) and undergoing a taxing assessment process. Having three colleagues from the same area team, in the same year, joining a cohort of just 2,500 Queen's Nurses is an incredible achievement.

Betsi Cadwaladr University Health Board's Executive Director of Nursing, Angela Wood, said: "To become a Queen's Nurse is the ultimate recognition of a community nurse's commitment, dedication and impact, on both the population they serve and the colleagues they work with. Hopefully the recognition this honour brings, and the work they have done to further the image and profile of community nursing, will inspire the next generation of nurses and healthcare support workers to join us."

The Queen's Nurse title allows holders to access professional support networks, developmental programmes and bursaries – and is a formal recognition of the holder's commitment to improving patient care.

### **Second minor procedure room for hand surgery opens at Llandudno Hospital**

A second minor procedure room for hand surgery has now opened at Llandudno Hospital to help reduce waiting times and lower the carbon footprint within surgical procedures.

This follows the successful opening of the first minor procedure room in Wrexham Maelor Hospital earlier this year.

Consultant Orthopaedic Surgeon Mr Edwin Jesudason, who is carrying out the surgery at Llandudno Hospital, said: "We are delighted to get this minor procedure room up and running, we find our patients are much more relaxed coming in for their surgery as they are not waiting on the ward and don't need to change to a hospital gown such as they would in theatres."

## **Cardiff and Vale University Health Board**

### **Nurse wins prestigious national award**

A Cardiff and Vale University Health Board nurse dedicated to supporting young people with diabetes has received a prestigious national award for her incredible work.

Rachael Humphreys is a Paediatric Specialist Diabetes Nurse at the Noah's Ark Children's Hospital for Wales and has been awarded the NHS Wales Outstanding Contribution Award for Services to Diabetes in the Quality in Care (QiC) Diabetes Awards.

Rachael graduated as a paediatric nurse in 2010 and has worked tirelessly to improve the lives of children and young adults living with diabetes in Wales. Rachel is the lead for Type 1 Diabetes and Eating Disorders (T1DE) within her service, working collaboratively with the Eating Disorders team to support patients experiencing T1DE.

Speaking of her award, Rachael said: "I've always strived to support the patients in our service to the best of my ability and enjoy organising and leading on projects and service improvement. This past couple of years I've been working really hard to increase awareness of T1DE and promote collaboration and multi-disciplinary team working for those experiencing T1DE. I couldn't have created the work or driven the service forward without the young adults willing to share their experiences with me."

## **Cwm Taf University Health Board**

### **Award winners**

Cwm Taf won an award at the NHS Wales Awards in the category of Working Seamlessly across the Public and Third Sector for the Repurposing of Cardboard: A pilot partnership between Cwm Taf Morgannwg University Health Board and ELITE Paper Solutions.

From November 2022 to August 2023 the Royal Glamorgan Hospital together with ELITE Paper Solutions, a social enterprise in Merthyr Tydfil, worked in partnership to carry out a pilot programme, which is hoped will be implemented across the entire Health Board. ELITE Paper Solutions based in Merthyr Tydfil, South Wales, are a local social enterprise supporting 70 disadvantaged and/or disabled staff and volunteers into training and local employment.

Craig Edwards, Environment, Waste and Fleet Senior Manager for the Health Board received the Award on behalf of the pilot team and said: "For me the circular economy isn't just about waste, but more about enabling Cwm Taf Morgannwg University Health Board (CTMUHB) to work in partnership with social enterprises such as Elite Paper Solutions to help them grow and reach the true potential of so many individuals who Elite support. The Award is a testament to them."

The second award was for Christian Harris and Kirsten Jenkins, who won 'Nursing Support Worker Award' at the Royal College of Nursing Awards 2023.

Christian and Kirsten work as Support Workers at Ty Llidiard child and adolescent mental health services inpatient unit based at the Princess of Wales Hospital. They oversee training in prevention and management of violence and aggression for all staff at the unit and deliver the training to more than 100 colleagues, alongside their daily duties.

Head of nursing Lloyd Griffiths who nominated Christian and Kirsten said: "We are delighted that Christian and Kirsten have been recognised with this award. Ty Llidiard has been on an improvement journey over the last few years and their work on Reducing Restrictive Practices and their dedication to maintaining training standards and compliance has been an integral part of this. They are passionate, dedicated, excellent role models, who play an active part in post-incident staff support and debrief."

### Celebrating excellence - Seren CTM awards launched

Cwm Taf has launched a brand-new peer recognition scheme, Seren CTM. The intention is to recognise the extraordinary acts of compassion, dedication and creativity which makes the health board a better place to work and a better place to receive care.

Any member of staff who wants to applaud someone they work with can visit the front page of our intranet and send that colleague a personalised Seren CTM Award certificate.

In the first six weeks of the scheme, they received more than 650 nominations from colleagues across all roles within the health board, demonstrating a real appetite for colleague recognition.

### Hywel Dda University Health Board

#### Health Board's annual meeting reflects on another extraordinary year.

The Hywel Dda University Health Board Annual General Meeting (AGM) took a different turn this year.

In addition to reviewing the organisation's Annual Report, including its financial accounts, the event included an in-depth question and answer session with a group of brilliant representatives from the Hywel Dda Apprenticeship Academy.

Four years ago, the health board introduced apprenticeship opportunities to address recruitment challenges and to invest in talent from our local communities, who demonstrate kindness and compassion in line with the health board values. The team of apprentices shared what they've enjoyed about their time with the health board, and how they are looking forward to advancing their career within the organisation.

As well as the presentation from the apprentices, the AGM and Annual Report also included presentations that set out what has been achieved between 1 April 2022 and 31 March 2023.

The main themes included how the health board is progressing against its strategic objectives, its ongoing response to COVID-19 and its performance against a number of measures including planned care, urgent and emergency care, cancer, mental health, neurodevelopment services, infection control and workforce.

Maria Battle, the recently retired Chair of Hywel Dda University Health Board, said: "This annual event gives us an opportunity to reflect on another extraordinary year, but also to look ahead to 2023/24. While things are still very challenging for the NHS, we have a clear vision to help us recover from the impact of the pandemic, address our long-standing financial challenge, and build a health system resilient and sustainable for the future."

#### Award win for Hywel Dda at Mental Health & Wellbeing Wales Awards 2023

Hywel Dda University Health Board's Smoking and Wellbeing Team scooped the award for the Best Mental Health Support Service at the Mental Health & Wellbeing Wales Awards 2023.

The team were recognised for the flexible and person-centred service they provide for those with mental health lived experiences who want to stop smoking or to cut down.

Dr Ardiana Gjini, Executive Director of Public Health at Hywel Dda UHB said: “I am delighted that our Smoking and Wellbeing Team was recognised at this year’s Mental Health and Wellbeing Wales Awards – this is an important public health issue and I’d like to congratulate them for this fantastic achievement.”

Lucy Duncanson, Senior Practitioner Smoking and Wellbeing within the Population Health Improvement Public Health team at Hywel Dda UHB, said: “We’re proud that our work to help mental health clients to improve their health and cut down on smoking has been recognised. We have successfully enhanced our standard service to reach out to those with mental health conditions to support them to reduce their tobacco dependency. We have also worked to ensure we are flexible with the support we provide, tailoring it to meet the needs of individual clients rather than expecting clients to fit in with a traditional service model”.

## **Powys Teaching Health Board**

### Capital projects ‘Wellbeing gardens’

The external garden to the palliative care suites at **Llanidloes** was in poor condition. It did not provide a suitable space for patients and loved ones and also did not provide sufficient privacy.

Thanks to League of Friends and Lottery funding, the project has created a reflective outdoor space which will enhance the quality of life for those who have need of the suite and their family members. It now provides a place for patients and their loved ones to reflect on shared moments and to provide comfort, privacy and dignity for our patients away from a clinical space.

**Welshpool** Community Mental Health Team (CMHT) supported by charitable funds wanted to provide a Mindfulness Sensory Garden on a small parcel of land which was adjacent to the CMHT office. The work has included clearing the site of weeds and vegetation, installing a new path, patio area, gazebo and constructing raised beds. The garden now provides a safe, accessible therapeutic outdoor space for staff and service users to enjoy the outdoors.

A palliative suite was developed on **Maldwyn ward** in 2018 via League of Friends funding. As a follow on to this project, a canopy to cover the courtyard area immediately outside these rooms was requested to provide an inviting external area for patients and relatives to use.

### Staff Excellence Awards go “virtual”

A new virtual approach to the Powys Teaching Health Board Staff Excellence Awards is putting staff engagement at the heart of this important recognition programme. A phenomenal 182 nominations were received, and work got under way to choose the well-deserving finalists.

Two awards events have taken place so far with wins for the health board’s Staff Engagement and Wellbeing programme, a trainee emergency nurse practitioner whose quick thinking helped to save the life of a man who drove himself to a closed minor injury unit after falling on a circular saw, a Welsh Language translator, and a maintenance assistant whose career journey has seen them take on the role of capital projects manager.

Through November and December, the Chair and Chief Executive are hosting a series of eight virtual award ceremonies, one for each Staff Excellence category.

## **Swansea Bay University Health Board**

### **New roles boost Swansea Bay's sustainability aspirations.**

Swansea Bay has delivered another first in sustainability following the creation of three new positions within the health board.

To build on the health board's commitment to becoming as sustainable as possible throughout its services and sites, three sustainability clinical leads have been appointed.

Alongside their day-to-day clinical responsibilities, they are also tasked with embedding sustainability across the health board to meet climate change objectives and work closely with colleagues and staff groups.

Each clinical lead has time set aside each week to focus on their new role, which sees them work closely with colleagues in encouraging, promoting and developing ideas to help deliver more sustainable healthcare and, where possible, save the health board money.

Swansea Bay has already delivered a number of high-profile projects. It created the UK's first hospital-owned solar farm, with the site helping power Morriston Hospital.

The health board has also delivered first-for-Wales sustainability schemes, including a recent Green Team Competition, where staff-led projects which reduced emissions and, in many cases, improved quality or saved money in their departments.

A successful inhaler recycling campaign has also delivered hugely promising results and is set to be rolled out across the country.

The new roles are another significant step in the health board's vision of reducing its carbon footprint and supporting staff to lead this change.

### **Clinic delivers well-being support to mums-to-be**

The introduction of the well-being clinic in Singleton Hospital, Swansea, aims to help reduce any anxiety or distress mums-to-be may be experiencing during their pregnancy.

The new service offers women six sessions where they can talk about any issues or worries they may have before learning about various coping techniques.

The sessions are run by Swansea Bay's first perinatal mental health specialist midwife, Ann-Marie Thomas, she said: "We all build up coping strategies for our mental health throughout our life. Pregnancy is a time where perhaps those coping strategies aren't enough anymore because our social lives and relationships are affected. Very often people can get overwhelmed, and emotions can start to become heightened and anxiety and low mood can start to be a problem. We introduced the well-being clinic which provides listening spaces for these women. It is hoped that by the end of the six sessions, each woman's levels of distress and anxiety will have noticeably reduced".

## **Welsh Ambulance Service Trust / Emergency Ambulance Service Committee**

### **Port Talbot Cardiac Arrest Survivor Reunited with 'amazing' lifesavers.**

A petrol station attendant who had a cardiac arrest at work has thanked her husband, co-workers and the ambulance crew who saved her life. Jayne Partridge, 55, had just started her shift at the Tesco filling station in Port Talbot when she began to feel unwell, within minutes, the mum-of-two was in full cardiac arrest.

Jayne's colleagues dialled 999, gave chest compressions and delivered a series of shocks using a defibrillator. A Welsh Ambulance Service crew stabilised Jayne and took her to Morriston Hospital, where she spent four weeks in recovery, 12 days of which were in intensive care.

Paramedic Chris Collins was the first ambulance resource to arrive on scene.

"In a cardiac arrest, every second counts," he said. "The ambulance service will always send an ambulance as quickly as possible on lights and sirens, but if there's someone there who can start CPR and deliver early defibrillation, it could mean the difference between life and death. On this occasion, Jayne's husband and colleagues had started the 'chain of survival' by giving Jayne really effective CPR. Without that, the outcome might not have been as positive".

In August 2023, the Welsh Ambulance Service successfully resuscitated almost a quarter (23.8 per cent) of its out-of-hospital cardiac arrest patients – its highest ever number since records began, giving these patients the very best chance of survival.

### Emergency Medical Technician Wins Distinguished Award

A Welsh Ambulance Service worker has won an acclaimed award.

Darren Anthony, an Emergency Medical Technician (EMT) in Caernarfon, has been awarded the Higher Apprenticeship of the Year Award for 2023 by Skills Academy Wales.

Darren joined the Trust in September 2022 as a Trainee Emergency Medical Technician, undertaking the Higher Apprenticeship Level 4 Ambulance Practitioner qualification.

Claire Hurford, Apprenticeship Coordinator for the Trust, who nominated Darren for the award, said; "Darren is enthusiastic about personal development and consistently prioritises his patients' needs and is always willing to lend a helping hand to others. It was an absolute pleasure to nominate Darren for this award, and to see him win is fantastic. Darren's apprenticeship program is nearing completion, and upon becoming qualified he aspires to pursue further learning and apply for a paramedic degree program".

The ceremony took place on 07 November at Neath Port Talbot College, where outstanding learners, providers and initiatives in work-based learning were celebrated across the Skills Academy Wales Partnerships during 2022/23.

### Velindre University NHS Trust

#### Ground-breaking trial at Velindre in the news

During October 2023, BBC Wales filmed at the Clinical Trials Research Unit at Velindre Cancer Centre, following recruitment of the first patient to a trial for Glioblastoma patients. The trial is to investigate whether combining cannabinoids and chemotherapy can help extend the lives of patients diagnosed with recurrent Glioblastoma. It will recruit more than 230 Glioblastoma patients across 14 NHS hospitals across the UK.

#### Veggies for Velindre receive Volunteer Award and surprise visit from High Sheriff of Mid Glamorgan

Velindre Young Ambassadors Seren and Morgan received the Volunteer Award from Professor Jean White CBE, High Sheriff of Mid Glamorgan, and Professor Donna Mead OBE, Trust Chair.

The siblings were recognised for their 'Veggies for Velindre' initiative, which has seen the development of an allotment near their home, growing and selling vegetables to their local community, which has in turn raised over £2,000 for the Velindre Charity to date.

#### Patient nominates Velindre Cancer Nurse Specialist for a national award.

One of Velindre Trust's Cancer Nurse Specialist has received the nomination from one of her patients for the Nurse Hero Award, held by the Charity, Target Ovarian Cancer. This award celebrates the work and dedication to provide exceptional support to not only those facing a diagnosis of ovarian cancer, but their loved ones too.

The patient stated: "She always made me feel a valued patient, answering my many questions very knowledgeably and confidently. I was always pleased to hear her voice when I picked up the phone and could relate to her better than any doctor. I truly appreciate her truthful and compassionate manner and cannot thank her enough."

### **Public Health Wales**

#### Behavioural Research UK (BR-UK)

Public Health Wales is pleased to announce its role in the establishment of Behavioural Research UK (BR-UK), a transformative initiative which will help tackle societal and economic challenges in the UK.

The hub is being established following a £13 million funding injection from the Economic and Social Research Council (ESRC), marking a huge advancement in the field of behavioural research in the United Kingdom. The Behavioural Science Unit at Public Health Wales was invited to join the consortium and helped develop the successful funding bid alongside colleagues from Cardiff University and the Welsh Government.

Understanding human behaviour and how it shapes organisations, communities and societies is fundamental to addressing current and future global challenges.

The consortium also includes active engagement of government bodies from Scotland, Wales, and Northern Ireland, along with agencies and organisations that intersect with areas such as transport, food security, health protection, communication, entrepreneurship, and more.

#### The Health Experiences of Asylum Seekers and Refugees Win Health and Care Research Wales Research Impact Award.

The HEAR2 team (Health experiences of asylum seekers and refugees) recently won the Health and Care Research Wales Research Impact Award at their annual conference and came runner up for the Patient and Public Engagement Award also for their use of peer researchers with lived experience.

The study built on the work of HEAR1 where patients shared their difficulties in accessing NHS services, by investigating language interpretation needs and services in health care at a Wales and UK level.

Recommendations arising from the research are being taken forward by a working group led by the Welsh Government and by the Wales Interpretation and Translation Service.



## **Digital Health Care Wales**

### **First electronic prescription service launches in Wales.**

Patients in Rhyl are the first in Wales to benefit from a new electronic prescription service (EPS), which allows GPs to send prescriptions securely online to the patient's choice of community pharmacy, without the need for a paper form.

The new service makes the prescribing and dispensing of medicines for patients and healthcare professionals easier, safer and more efficient.

The launch of electronic prescriptions in Wales is the result of 20 months of work by the Digital Medicines Transformation Portfolio (DMTP), which has turned Welsh Government's commitment to digitalise prescriptions into a reality. The service brings benefits to patients, GP surgeries, pharmacies and the environment, saving up to 40 million paper forms from being printed each year.

The new service is currently in a live testing phase, ahead of a phased roll out across Wales as quickly and safely as possible from January 2024.

### **Diabetes Consultation Note reaches new milestone in time for Diabetes Awareness Day**

This month will see the Diabetes consultation notes (DCN) reach a new record of 200,000 notes created since its launch in 2019.

The Diabetes Consultation Note is an electronic record designed to streamline diabetes care information on a single platform. Simplifying the communication between primary and secondary care, the DCN allows health care professionals to work cohesively together to ensure the best patient care.

Andy Bray, Diabetes Specialist Nurse at Cwm Taf Morgannwg University Health Board said: "The concept is remarkably simple. From a single login the user of the Welsh Clinical Portal, and more specifically, the Diabetes Consultation Note (DCN) is able to access the diabetes consultation notes of any patient with diabetes who has been seen by any other member of any diabetes team across all the health boards in Wales."

## **Health Education Improvement Wales**

### **Free early cancer education for clinicians**

It is well known the earlier cancer is detected, the better the chance of a positive outcome for patients.

Health Education and Improvement Wales (HEIW) with the Wales Cancer Network and the Christie NHS Foundation have launched GatewayC for Primary Care Clinicians in general practice in Wales.

GatewayC is a free training programme in early cancer diagnosis. It includes how to spot those often-elusive red flags that signify early stages of cancer and supports clinical decision-making ultimately improving the care and support of those diagnosed.

Professor Pushpinder Mangat, Executive Medical Director, Health Education and Improvement Wales, said: "This is an excellent evaluated online resource intended for free use by clinical colleagues working across Primary and Community Care in Wales. I would urge all Primary and Community Care Practitioners to access GatewayC with the aim of aiding earlier cancer diagnoses resulting in better timely care for patients".

### NIPEC resources launched.

The newborn and infant physical examination Cymru (NIPEC) is offered to all babies in Wales. The main aim of the examination is to identify and refer all children born with congenital abnormalities of the eyes, heart, hips and (in males) testes, where these are detectable, within 72 hours of birth.

Health Education and Improvement Wales are delighted to announce the launch of the Newborn and infant physical examination Cymru (NIPEC) Continuous Professional Development (CPD) resources including an e-learning module to support NIPEC practitioners from across Wales. These will sit alongside the new Welsh Government Guidelines and Standards and support an All-Wales approach to NIPEC Examination and CPD, which will benefit our very young Welsh population.

### National Welsh Shared Services Partnership

#### All-Wales International Recruitment- Medical Pilot November 2023

Building on the Memorandum of Understanding (MOU) between the Welsh and Keralan governments and previous nurse recruitment National Welsh Shared Services Partnership (NWSSP) has led the work to provide a once for Wales approach to international medical recruitment.

Following a scoping exercise in May 2023 by Dr Ruth Alcolado (NWSSP) and Dr Inder Singh (ABUHB) supported by the NWSSP Digital Workforce team, support was gained from the Welsh Government to undertake a pilot recruitment fayre in November 2023.

Anna Davies in the Digital Workforce team completed the considerable work required to allow NWSSP to be recognised as a GMC sponsorship organisation for doctors of all grades and specialties who are recruited through our agreed All-Wales processes to work in any organisation in NHS Wales.

Earlier this month a delegation including consultants in-country (New Delhi and Kochi), led by NWSSP, undertook in-person and online interviews for approximately 50 shortlisted candidates. At the end of the interviews 17 junior fellow candidates were appointable.

Following this recruitment pilot, the team will undertake an exercise to identify the value added to the system as well as savings realised by recruiting IMG staff rather than relying on short term high-cost locums or costly commercial agency recruitment.

Yours sincerely



### **Eluned Morgan AS/MS**

Y Gweinidog Iechyd a Gwasanaethau Cymdeithasol  
Minister for Health and Social Services