



Senedd Members and Welsh MPs

3 February 2023

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

Two new **Same Day Emergency Care (SDEC)** units at The Grange University Hospital and Ysbyty Ystrad Fawr Hospital are marking their first Winter open.

SDEC first opened at The Grange University Hospital in August 2022 as a response to the rising pressures on emergency care in Gwent and to improve patient flow, followed by Ysbyty Ystrad Fawr, which started its SDEC pilot unit in October 2022.

Receiving patients from either GP or Emergency Department referral only, these units provide the right care, in the right place, at the right time for patients by providing same-day assessment and treatment in a hospital setting.

Each unit has its own dedicated mix of Consultant Doctors, Nurse Practitioners, Qualified Nurses, Healthcare Support Workers and administration staff all working together to provide efficient patient care.

SDEC promotes patient flow, provides a positive patient experience and gives patients a high standard of care.

Since the opening of both units, hundreds of patients that would normally go through the Emergency Department at The Grange University Hospital and the Minor Injuries Unit at Ysbyty Ystrad Fawr have received same-day care.

Betsi Cadwaladr University Health Board

Betsi Cadwaladr UHB's three acute hospitals Wrexham Maelor, Ysbyty Glan Clwyd and Ysbyty Gwynedd recently received accreditation as **Veteran Aware hospitals**, which means they are raising veteran awareness, identifying veterans being referred for treatment, and striving to improve the recruitment and retention of veterans across the Health Board's workforce.

The Health Board have successfully launched the North Wales Veterans Healthcare Collaborative, to ensure that the Armed Forces Covenant across North Wales are not disadvantaged in the care they receive, and where possible, that they receive personalised care and improved patient outcomes.

With support from the Health Board's Research and Development team, the Children and Adolescent Mental Health Services Transformation and Improvement Team issued a national call to local, regional and national partners to share ideas that would help improve the services offered to young people.

One of the projects submitted was the **Missing Boys Project** from the Young Persons Counselling Team at Denbighshire County Council.

The pilot project provided increased school based counselling services for a young boys and men between 11-18 years old in Denbighshire, which helped reduce pressure and waiting times for CAMHS services.

Early results from this project has shown that the young boys who engaged in the project now know more about how to access mental health support and when to seek help.

This project has now been recognised nationally after winning the 'Social Care Innovation through Collaboration' Award at this year's MediWales Awards.

Cardiff and Vale University Health Board

Winter Reset is a programme that seeks to deliver more timely and safer care for patients in the best environment across our health system. It is providing an opportunity to review the whole system, focus on avoiding unnecessary admissions, and delivering timely care for our patients receiving treatment in hospital and the community.

The reset is part of a quarterly organisational push, to focus efforts and help us manage and care for patients more effectively as demand builds. By engaging with this Winter Reset, it ensures patients are in the most appropriate setting with the right clinical teams looking after them.

CanSense and IQ Endoscopes have been awarded funding to develop their concepts in the initial phase of the **Endoscopy Challenge**, run by the Innovation team of Shaping Change at Cardiff & Vale University Health Board and supported by the Cardiff Capital Region Challenge Fund.

The Endoscopy Challenge seeks innovative approaches to accelerate the delivery of endoscopy procedures in Wales, improve access and reduce waiting times for patients. Two applicants received support to develop their projects further and run feasibility studies. Swansea company CanSense is developing a blood-based test to help prioritise patients on the endoscopy waiting list and reduce time to diagnosis, while IQ Endoscopes, based in Chepstow, are developing sustainable single use flexible endoscopes that negate the need

for time consuming and expensive decontamination processes. This phase of the Challenge is set to conclude after three months.

Cwm Taf University Health Board

The Day Unit team at the Princess of Wales Hospital, Bridgend have been using a **new approach to orthopaedic surgery** which means patients might be able to continue their recovery in the comfort of their own home later the same day.

Patients receiving certain kinds of orthopaedic surgery could be back in their own homes shortly after their operation so that they can recover in their own familiar surrounding with the support of family members. It also means more available beds within the hospital as it reduces the hospital stay from four days to 0 days.

The hospital was the first in Wales to complete this approach in 2018 and has had many successful surgeries with no re-admissions. Patients are asked if they would be happy to return home the same day as their operation and then selected depending on their general health, mobility and family support.

Using this innovative approach, the team recently treated their oldest patient, an 85 year old undergoing knee surgery who arrived for his operation at 7.30am and was picked up by a family member at 5.30pm. The patient has made a full recovery, and can continue doing the things he loves such as gardening, cycling and going for walks.

Maternity Services at CTM this week scooped the 'Faculty of the Year' award at the first ever PROMPT Wales award ceremony. **PROMPT (PRactical Obstetric Multi-Professional Training)** is an evidence based multi-professional training package for obstetric emergencies currently being undertaken by teams in CTM. It is associated with direct improvements in outcomes for mothers and babies through improvement in knowledge, clinical skills and human factors.

Hywel Dda University Health Board

Hywel Dda University Health Board has been recognised for supporting and promoting the health and well-being of its staff through the [Healthy Working Wales programme](#).

In a bid to help reduce the digital divide across our communities, Hywel Dda UHB has achieved the **Digital Inclusion Charter for Wales accreditation**, the first health board in Wales to do so.

Powys Teaching Health Board

Young people in Powys can now access free, confidential health advice by text message. This innovative service is delivered by School Nurses from Powys Teaching Health Board and helps put young people in charge of their own health.

ChatHealth service allows young people to text a helpline and get confidential information and support from a team of school nurses on a wide range of topics including but not limited to mental health, bullying, contraception, alcohol, self-harm, sex, drugs, smoking and healthy eating.

Young people in other areas that operate ChatHealth have commented that they feel less embarrassed and not judged by using the service. <http://pthb.nhs.wales/chathealth>
The Llanidloes War Memorial Hospital is to get a new **sensory garden** thanks to funding from its League of Friends and The National Lottery's Community Fund.

Situated next to the hospital's Palliative Care Suite – which is known as the Garden Rooms – the new garden will be for the use of all patients, staff and visitors to the hospital. The gardens have been designed in a way which will highlight the scent, colour, feel, shape and movement of the plants and will be accessible to wheelchair users as well as those on foot. The project has been designed in partnership with the League of Friends as well as hospital staff themselves.

Work on the garden will start this year with an Autumn completion target.

Public Health Wales

In November, PHW published *Cost of living crisis in Wales: A public health lens*. The report summarises the ways in which **the cost of living crisis** can impact on health and well-being. It identifies actions for policy makers and decision-makers to protect and promote the health and well-being of people in Wales in their response to the cost of living crisis, outlining what a public health approach to the crisis could look like in the short and longer-term.

The Adverse Childhood Experience (ACE) Support Hub Wales held their annual partnership event in November to showcase key achievements and set out the future vision of a **trauma informed nation** in Wales. The event was opened by Julie Morgan MS, Deputy Minister for Social Services, who praised the work to date, and how it supports the delivery of her vision for the ACEs work in Wales.

Digital Health Care Wales

A digital summary of renal patient care is now available in the Welsh Clinical Portal (WCP), making vital information accessible where and when it's needed.

It offers health professionals caring for people on dialysis, or who have had a life-saving transplant, a frequently updated view of an individual's renal care, improving the patient experience.

The renal team have also rolled out the ability for dialysis units to record medication administrations. This enables colleagues to see a list of recently given medications, where those facilities exist. The aim is to support Primary Care and Emergency Department colleagues with information about a patient's renal care that would otherwise be out of immediate reach.

The digital renal care summary has been developed by Swansea Bay UHB and Digital Health and Care Wales as part of a Welsh Government Transformation Fund project on behalf of the Welsh Renal Clinical Network.

The **digital diabetes consultation note (DCN)** is an electronic record designed specifically for diabetes patients and has been heralded as 'game-changing' by health professionals working with diabetes patients.

The DCN is accessed via the WCP and is used to record, view and share diabetes patient information, saving time for Dietitians who no longer have to write back to referring nurses or consultants.

The DCN is available for health professionals for diabetes care including dietetics, podiatry and antenatal in hospitals in Swansea Bay, Cwm Taf Morgannwg and Hywel Dda health boards, and will be launched in Princess of Wales hospital in Bridgend early in 2023.

Health Education Improvement Wales

A new recruitment initiative aimed at **encouraging future dental trainees** to take up opportunities across rural Wales has been launched by Health Education and Improvement Wales (HEIW).

Most new dental graduates choose to complete their Dental Foundation Training (DFT) year in a general dental practice. However, many dental graduates prefer to complete their DFT year in more urban areas, leaving some practices in rural parts of Wales under resourced with empty training positions.

As a solution, HEIW has launched [DFT WERO \(Welsh Enhanced Recruitment Offer\)](#), a new initiative to encourage trainees to complete their training in a rural practice and increase dental services for people in the area. The initiative offers an enhanced support package for trainees who carry out their DFT year in specific rural dental practices in West, North and Central Wales.

HEIW deliver a Welsh Government funded **Modern Apprenticeship Framework** in Pharmacy Services with support from ALS Training. There are currently 85 pre-registration pharmacy technicians working in various sectors of pharmacy practice throughout Wales completing the apprenticeship. This is an integral route for increasing the Pharmacy Technician workforce in Wales.

Kiera Dwyer, Pre-registration Technician trainee, one of Health Education and Improvement Wales (HEIW) 2020 cohort pharmacy technician trainees was announced as Apprentice of the Year at the Apprenticeship Awards Cymru.

Pharmacy technician Kiera has shown determination, dedication and commitment to achieve a series of qualifications to support the community pharmacy where she works in Abercynon. Kiera has Asperger's and Irlen Syndrome, which is also known as visual stress, and has taken on extra responsibility to allow pharmacists at Sheppards Pharmacy, part of the Avicenna group, more time to deal with front line patients. This has resulted in the pharmacy receiving a rating of up to 100% from patients. <https://heiw.nhs.wales/news/local-pharmacy-technician-wins-wales-apprentice-award/>

National Welsh Shared Services Partnership

Throughout October to December 2022, NWSSP has worked closely with Welsh Government officials to arrange the **distribution of surplus COVID Field Hospital beds** to Social Care Homes and Joint Equipment Stores Services throughout Wales. Through that period, roughly 1600 beds have been allocated out across various parts of Wales, and the programme continues into the next quarter.

In light of the national **Penicillin V shortage for treatment of Strep A infections** the Centralised Intravenous Additive Service (CIVAS), CIVAS@IP5 Medicines Unit, utilised its national portfolio and MHRA Wholesale Dealer licence and procured direct from the manufacture significant numbers of the Penicillin V liquid (11000 bottles in total). This stock was received and processed for distribution to primary and secondary care sites across all UHBs in collaboration with HCS within 48 hours to provide resilience in stock to health boards. The service subsequently took delivery of a further 8000 bottles of Clarithromycin and these were distributed to UHBs and primary care sites in the week leading to Christmas provided further resilience of supply.

NHS Wales Health Collaborative

The Maternity and Neonatal Network approached the NHS Wales Health Collaborative's Communications team just before Christmas to help produce a resource to support families struggling with the cost of living. Having collected a wealth of useful links, the Network wanted to ensure that the information was easy to access and share.

The Comms team have developed a webpage and accompanying downloadable poster in [English](#) and [Welsh](#) that has been shared with maternity and neonatal units across Wales.

NHS Wales Health Collaborative were delighted to learn that Veronica Snow, former National Programme Lead for End of Life Care, who retired in September, has been awarded an MBE in the New Year's Honours in recognition of her services to **Palliative Care in Wales**.

I hope you find this update helpful.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'M. E. Morgan'.

Eluned Morgan AS/MS

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