



Senedd Members and Welsh MPs

7 June 2022

Dear Colleagues

As I did last month I would like to share with you a number of case studies from NHS organisations on what they are proud of. These are shared at our monthly NHS Wales Leadership Board.

Below are the highlights and attached is further information about each area from April.

- **Aneurin Bevan's** Mynydd Mawr Memorial Garden has officially opened at Neville Hall Hospital. The new location offers a larger space for those paying tribute to babies and loved ones that have sadly passed away, while its old home will make way for a new Satellite Radiotherapy Centre. The opening ceremony was led by Interim Chief Executive, Glyn Jones, and included readings by Health Board Chaplains and music by Usk Brass Band.
- **Betsi Cadwaladr University Health Board's** mental health service for new and expectant mums in North Wales is set to undergo a significant expansion. Investment in Betsi Cadwaladr University Health Board's Perinatal Mental Health Service will ensure that women who experience moderate to severe mental health difficulties during pregnancy or the postnatal year can access specialist support sooner.
- **Cardiff and Vale University Health Board** and Swansea Bay University Health Board's Thoracic Surgery Teams have been working in close collaboration to develop an approach that places patients at the centre of the service. At the start of the pandemic, Cardiff and Vale UHB and Swansea Bay UHB introduced a virtual forum, comprising of surgeons, managers, respiratory physicians, CNSs and the commissioner from both Health Boards, to regularly evaluate delivery capacity, waiting times and access to theatre for Thoracic surgery.
- **Cwm Taf Morgannwg University Health Board** are changing the way people living with advanced dementia in Bridgend are supported to maintain their independence. The Bridgend Resource Centre, which is owned by Bridgend County Borough Council, is a hub for people living in the community with a dementia diagnosis. Open during the

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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.

week, the Centre is staffed by a multi-disciplinary team, including practical and emotional support staff.

- **Digital Health and Care Wales** have launched a dedicated Microsoft innovation hub for staff. The Centre of Excellence's aim is to boost successful, sustainable improvement projects across NHS Wales by sharing best practice, developing knowledge, supporting new ideas, and helping to scale successful M365 solutions across health boards.
- **Health Education and Improvement** Wales Pharmacy Team have launched a Cultural Awareness Campaign for the Pharmacy Workforce. It is designed to promote self-reflection amongst pharmacy professionals on competence regarding cultural equity. The Cultural Awareness Campaign encourages the pharmacy workforce in Wales to actively seek knowledge and experiences of people from different cultures to their own and engage in self-reflection regarding their ability to interact with others in a way that recognises and respects cultural difference.
- **NHS Wales Health Collaborative's** Welsh Sexual Assault Services (WSAS) Programme successfully delivered an inaugural set of national virtual learning events during March 2022, with the aim to raise awareness of sexual abuse, violence, and assault. The events were open to NHS, police, public and third sector organisations across Wales and provided an overview of the current thinking and best practice on how to support all those affected by sexual assault regardless of age, sex, gender, sexual orientation, religion, and cultural background.
- **Powys Teaching Board's** Specialist Palliative Care Team has won a CNO Excellence Award. The Specialist Palliative Care Team have been instrumental in ensuring quality end of life care, this has continued over the last two years despite the impact of the Covid-19 pandemic. Throughout this time the team have adapted quickly to changing processes and supported education sessions to upskill the wider MDT with all aspects of end-of-life care.
- **Public Health Wales** became a World Health Organization (WHO) Collaborating Centre on Investment for Health and Well-being in 2018. In March 2022, PHW reached a milestone recognition, confirming its role and successful work as a WHO CC over the past four years, in the re-designation of the Collaborating Centre for a further four years until 2026. The Centre is the first and only WHO CC in this area of expertise in the world, part of a global network of more than 800 Collaborating Centres in more than 80 countries.
- **Swansea Bay** have launched a new project to help spot the early signs of cancer. The City Health Cluster, which covers eight GP practices in the central areas of Swansea, has been proactively contacting patients who haven't attended cancer screenings to discuss their concerns and encourage them to come forward.

Yours sincerely



Eluned Morgan AS/MS

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

Promoting Excellence: What NHS Wales is proud of – April 2022

Powys Teaching Health Board

1. Powys Specialist Palliative Care Team wins CNO Excellence Award

On the 8th April, the Specialist Palliative Care Team in Powys Teaching Health Board received an excellence award from Sue Tranka, Chief Nursing Officer for Wales. The award was accepted by Claire Roche (Director of Nursing and Midwifery, Powys Teaching Health Board) on behalf of the team at the CNO Conference, and was for the successful implementation of CARiAD with the health board.

The Powys Specialist Palliative Care Team provides specialist palliative care expertise to adults with advanced and progressive conditions, supporting them at home and in the community hospitals, aiming to deliver the right care, in a place of their choice, according to need and not limited by diagnosis.

The Specialist Palliative Care Team have been instrumental in ensuring quality end of life care, this has continued over the last two years despite the impact of the Covid-19 pandemic. Throughout this time the team have adapted quickly to changing processes and supported education sessions to upskill the wider MDT with all aspects of end-of-life care. The most notable service development over the last two years is the adoption of the CARiAD Package within Powys Teaching Health Board.

The CARiAD Package allows lay (unpaid) carers, who are generally family or close friends of a dying person, to be trained to administer end-of-life as needed medication in the form of subcutaneous injections for the 5 main symptoms at end-of-life, these include: pain; nausea / vomiting; agitation / restlessness; breathlessness; and noisy breathing.

The aims of CARiAD include:

- Increasing timely access to symptom control (which is of particular importance within a rural environment such as Powys)
- Empowering lay carers to be instrumental in the care of the dying person
- Supporting the dying persons wish to be cared for at home
- Positively impacting on the bereavement experience

The process involves risk assessments to ensure the suitability of the dying person and the lay carer, a training and support package to evidence competence, a carer diary, and a post bereavement debrief session for the lay carer. Currently, all aspects of the CARiAD Package are led by the Specialist Palliative Care Team, who are then in turn supported by the wider MDT. Full detail of the CARiAD Package can be found at [The CARiAD package - NHS Wales Health Collaborative](#).

The package has been available within Powys Teaching Health Board for approximately 18 months, and whilst the numbers of dying people who have been

supported with the package is low (as we had anticipated), the benefits for the dying person and the lay carer are clearly evident through audit of the feedback from lay carers and patient outcomes.

Audit of the data to date has shown that a total of 12 patients (age range 41-92 years) have been supported through the use of CARIAD within Powys, of these:

- Each person was able to die at home, inline with their preferred place of death, this has included patients with complex symptoms that previously would have necessitated admission at end of life (e.g. bowel obstruction)
- One patient had an unplanned admission of one night one month prior to dying – there were no other unplanned admissions at end of life
- Each lay carer positively reflected on the training package
- All lay carers who were required to administer medication reported they were able to manage the symptoms effectively
- All lay carers reported there was care and support from health care professionals throughout the process
- All lay carers reported that the overall experience of CARIAD was positive

The CARIAD package is an example of patient centred care, that encompasses the whole MDT, whilst the Specialist Palliative Care Team are leading on the development of the package in Powys, the support from the wider team e.g. GPs and District Nurses is pivotal to its successful implementation.

2. New SharePoint Intranet Launched

Following months of planning and preparation, PTHB's new intranet was launched this month. This is a project that many Health Boards across the country have been undertaking following the decommissioning of Cascade, the old content management system that hosted all previous NHS Wales intranet webpages.

Like others in Wales, SharePoint was selected as the new Powys platform. This has immediately improved access to data, provided better opportunities to collaborate, improved usability in terms of accessibility, increased resilience, and improved compliance with regards to data security and information governance.

Developed in partnership between the Communications and Engagement team, Digital Transformation, and an external contractor, the new site has created a central location for news and information which is easy to digest and accessible to staff using any device and from any location. This is a significant step forward for staff and Powys' internal communications and engagement channels.

Prior to the launch of the new site, news and information was shared via an email bulletin, which was collated and issued to the whole organisation. The sheer volume of information and how it was displayed, presented challenges to our staff, who could not universally access this system.

Content is now accessible on the go, with staff members no longer having to rely on a VPN connection, which has previously been a barrier to seamless and easy-to-access information. Colleagues can view the information in the palm of their hand, in whatever setting they work in, and using any device they wish.

Additional benefits of the new Powys SharePoint intranet are that:

- News is presented in a dynamic way
- Colleagues can now easily navigate to relevant news stories
- They can engage directly with stories, adding comments and 'likes' to articles, which brings a sense of involvement and becoming part of the conversation.
- The new system allows for direct measurement of the reach of published articles and engagements with that content.

Numbers have been low to start with, but views and interactions are growing steadily as staff learn to re-engage with their intranet. Next steps include the introduction of a new-look Powys Announcements bulletin from 28 April, created within SharePoint, which will be much more modern in look and feel, and easier to navigate and read.

Welcome to PTHB's new intranet. The new intranet is still under development, thank you for your patience. Most of the information you require will still be hosted on our [old intranet](#) until the SharePoint intranet is fully up and running. If you have any queries please email PowysSharePointQueries@groups.wales.nhs.uk

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The latest news stories can now go live in a matter of minutes, which is ensuring a steady flow of engaging, useful and timely information for staff.

We are merely at the start of our SharePoint journey and there is still a significant amount of work to be done, but already we are seeing the benefits that SharePoint can offer. The new system is fit for purpose for the digital future, integrates with Office 365, and we are confident it will help us to thrive as an organisation.

[Aneurin Bevan University Health Board](#)

1. Mynydd Mawr Memorial Garden Officially Opens

The new Mynydd Mawr Memorial Garden at Nevill Hall Hospital was officially opened on Saturday 16th April 2022.

The new and improved memorial garden offers a larger space for those paying tribute to babies and loved ones that have sadly passed away, while its old home will make way for our new Satellite Radiotherapy Centre. The opening ceremony was led by Interim Chief Executive, Glyn Jones, and included readings by Health Board Chaplains and music by Usk Brass Band.

As well as featuring all the existing sentimental pieces from the original site, the new garden also includes a memorial bench and tree in honour of one of our colleagues, Sian Kenvyn, who sadly passed away due to Covid-19.





In his tribute to her, Glyn said: *“Our thoughts remain with her beloved family, and we hope that the garden brings them and her colleagues some comfort as they remember and honour her. This garden serves as a reminder that the loved ones who are sadly no longer with us are always in our thoughts and our hearts.”*

Thank you to all those involved in the project’s development and to those who attended the ceremony today, as well as to Usk Brass Band and League of friends, who supported the event.

2. Celebrating the achievements of our workforce at the Staff Recognition Awards

On Monday 28th March 2022, the Health Board held the first Staff Recognition Awards since before the Covid-19 Pandemic began.

The purpose and ethos of the event continues to celebrate the hard work, dedication and outstanding care given by teams across Aneurin Bevan University Health Board.

The event was hosted by Interim Chief Executive, Glyn Jones, with former Chief Executive of Aneurin Bevan University Health Board, Judith Paget CBE, also joining the event to present the Chief Executive’s Award.



Glyn, Interim Chief Executive, said: *“There is no doubt that the last 2 years in particular have presented unprecedented challenges, and it would be remiss of me to let our 2021 Recognition event pass without thanking everyone for the heroic efforts that have been made and continue to be made throughout this Pandemic. Your efforts are*

*testament to the expertise, the dedication, and the compassion of our NHS staff. Despite everything we face, we continue to step up and keep our focus where it should be - **on the patients and the communities that we serve.***

“We recognise that this is just a snapshot of all the excellent work undertaken by our staff every day and I want to acknowledge all our staff for everything that you do to provide and enable excellent and compassionate care.”

The winners were as follows:

Employee Health & Wellbeing at Work

Dr Josie Cheetham

Improving Patient Experience

Sarah Power, Neonatal Sister at The Grange University Hospital

Leadership

Mezz Bowley, Deputy Director of Public Health and

Dr Liam Taylor, Deputy Medical Director & Interim Divisional Director

Partnership Working

ICU, Anaesthetics and Theatres

Quality, Sustainability and Efficiency

The Robotic Process Automation Team

Team of the Year

The Respiratory Team from across the Health Board

Education, Research and Innovation

St David's Clinic led by Dr Peter Speirs

Patient's Choice Award

Her Majesty's Prison, Usk, Healthcare Department

Population Health and Well-being Award

Star Moyo, Senior Nurse, and the Asylum Seekers and Vulnerable Groups Team

The Chair's Award

The Gwent, Test, Trace, Protect Service, represented by Eryl Powell, Consultant in Public Health

The Chief Executive's Award

The Pharmacy Service

The Aneurin Bevan Community Health Council Award

The Person-Centred Care Team

Special Recognition

Christine Culleton, Staff Nurse at Brynhyfryd Clinic

Living Our Values:

Richard Lane - The Singing Security Guard at GUH
YYFM Radio – Steven Davies & Team at Ysbyty Ystrad Fawr
Professor Charlotte Lawthom – Consultant Neurologist
Jane Turner – Colorectal Specialist Nurse
Rebecca Pearce – Senior Programme Manager
Dan Davies – Chief of Staff
James Hodgson – Head of Communications
Ed Valentine – Consultant in Emergency Medicine

Congratulations to all of our winners and nominees - we are so proud of you all!

NHS Wales Health Collaborative

1. Update from the Welsh Sexual Assault Services Programme

The Welsh Sexual Assault Services (WSAS) Programme successfully delivered an inaugural set of national virtual learning events during March 2022, with the aim to raise awareness of sexual abuse, violence, and assault.

The events were open to NHS, police, public and third sector organisations across Wales and provided an overview of the current thinking and best practice on how to support all those affected by sexual assault regardless of age, sex, gender, sexual orientation, religion, and cultural background.

The series of learning events were themed with the first three events focused on specific groups including Black, Asian and Minority Ethnic communities and LGTBQ+ people, children and young people, adult men and women, and older people. The fourth and final event focused on forensic medical examination practices.

The event series was opened by Jane Hutt MS, Minister for Social Justice, with individual events opened by National Commissioners and Advisers including Dame Vera Baird, Victims' Commissioner for England and Wales; Sally Holland, Children's Commissioner for Wales; and Yasmin Khan, National Adviser for VAWDASV.

A wide range of organisations gave presentations, including [NSPCC](#), [Traumatic Stress Wales](#), [Welsh Women's Aid](#) and [New Pathways](#). At the heart of each event were the powerful personal stories and experiences shared by survivors that ensured a victim/survivor perspective and had a profound impact on those attending the events.

The WSAS Programme is also working on a national social media campaign that will raise awareness of sexual assault referral centres in Wales, which is being adapted from the NHS England 'We are here' campaign.

Resources from the events and campaign will be available soon [on the WSAS webpage](#).

2. Cardiovascular nursing innovation recognised

Congratulations to Mandie Welch and Viki Jenkins, both nursing specialists in heart failure.

Mandie Welch, lead clinical nurse for Wales Cardiac Network, has been crowned Cardiovascular Nurse of the Year at this year's British Journal of Nursing Awards. Mandie and Viki have been recognised for their work in developing and trialling an app that monitors cardiac patients at home via their mobile phone or tablet.

The app was produced by developers Huma and Cwm Taf Morgannwg Health Board who along with Betsi Cadwaladr University Health Board trialled it during summer 2021.

As part of the trial, patients received equipment to take readings, including a blood pressure cuff, weighing scales and a pulse oximeter.

Cardiology specialists were able to remotely monitor each patients' symptoms and progress, and conduct video consultations to address any concerns. If needed, hospital visits or virtual reviews were arranged for further treatment and consultation.

Mandie said: "The pandemic presented so many challenges but also brought great opportunities to make greater use of digital technology and the app was an extension of that. The pilot enables us to gather user feedback of the app and presented a great opportunity to explore what health services will look like in the future.

"The app ensures that patients receive the interventions they need sooner. It's quick and easy to use, and it prevents people having to come into hospital unnecessarily."

The Cardiovascular Nurse of the Year award is presented to a nurse who has achieved excellence, or shown a flair for innovation, and translated this into measurable improvement in patient care in the cardiovascular setting.

Speaking of her award win, Mandie said: "It's a real honour to be recognised by the BJN Awards and to share this with Viki Jenkins from BCUHB. We joined together to design and pilot the remote monitoring to manage our high risk heart failure patients during this pilot.

"It's been a huge learning curve and a long time in the planning but it has also been very exciting and rewarding to see how it has benefited patients and helped us to work in new ways."

Cardiff and Vale University Health Board

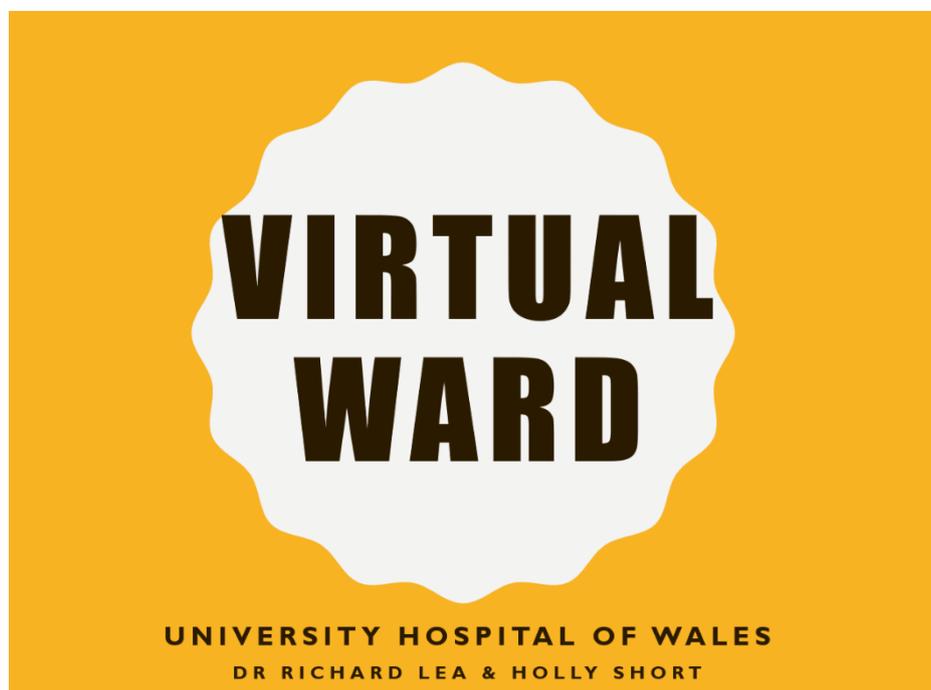
1. Thoracic Surgery Teams – Collaboration between Cardiff and Vale University Health Board and Swansea Bay University Health Board

Cardiff and Vale University Health Board and Swansea Bay University Health Board's Thoracic Surgery Teams have been working in close collaboration to develop an approach that places the patients at the centre of the service.

At the start of the pandemic, Cardiff and Vale UHB and Swansea Bay UHB introduced a virtual forum, comprising of surgeons, managers, respiratory physicians, CNSs and the commissioner from both Health Boards, to regularly evaluate delivery capacity, waiting times and access to theatre for Thoracic surgery.

This patient-centric approach is an excellent example of how both Swansea Bay and Cardiff and Vale have worked in close collaboration to ensure the effective transfer of patients between centres if capacity becomes an issue, ensuring patients' appointments, surgical procedures and treatments are conducted efficiently across both centres.

2. Virtual Ward at University Hospital of Wales



What is the medical Virtual Ward?

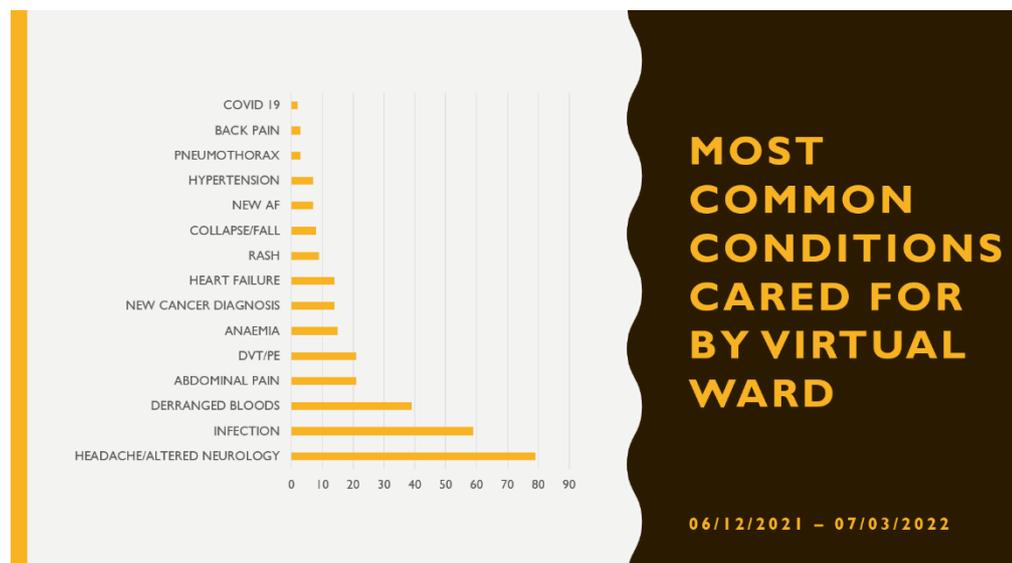
The function of the Virtual Ward is to deliver a package of healthcare within a patient's own home. This enables existing acute medicine patients from MAECU, AU, ED and medical wards in UHW to be discharged home earlier than traditionally possible.

It is an alternative pathway for patients who do not require acute medical inpatient support and are clinically well enough to go home but require ongoing investigations and treatment planning which traditionally require hospital admission. The Virtual Ward team include an Acute Medical Consultant, Nurse Lead and Patient Navigator.

The aim of the Virtual Ward is:

- To case manage those most at risk of hospital admission.
- To provide timely assessment and intensive support to patients experiencing an acute exacerbation of their condition and coordinating a range of services to reduce admission to hospital.
- To facilitate earlier discharge of patients with long terms conditions, thereby reducing length of stay.
- To identify a single point of contact for care and advice for patients, carers and other health professionals.
- To ensure More efficient use of existing skills within the workforce.

The most common condition cared for by the Virtual Ward are:



The Virtual Ward has admitted a total of 298 patients at present and this has resulted in an estimated 645 medical bed days being avoided and an estimated 94 estimated MAECU visits avoided. 10% of patients admitted to the Virtual Ward required admission to UHW. The longest Virtual Ward admission was a total of 27 days and the average Virtual Ward admission lasted 5 days.

Patient Feedback

Below is some Patient Feedback regarding the Virtual Ward:

“Great system, we felt safe going home knowing we were still under the care of the ward/hospital. Felt safe and happier at home knowing we had ‘backup’

whenever needed. Great concept, great system. Thank you so much to holly and team for making the process such an easy one”

“All information was very clear, given opportunity to ask questions on every occasion, very happy to be at home and felt very safe, overall, very good”

“The care and advice given could not be bettered, thank you all! I would like to thank all staff for the care given, whatever ‘rank’, nurses, doctors, specialists and all. God bless you all”

“This is a great service, very attentive, nothing is too much trouble. Would definitely use the virtual ward team again. Contact has been great, this is a huge positive. To be able to have direct contact is brilliant – certainly helps put your mind at rest knowing you can reach out. Another positive is to be able to wait at home and have the confidence you won’t be forgotten”

Next Steps

The next steps going forward is to identify additional patients suitable for virtual ward, converting emergency admissions to planned emergency assessments.

We aim to increase to 7 day cover for Virtual Ward/MAECU and encourage further merging between MAECU and Virtual Ward services. This involves liaising with other hospital and community services and investigating use of attend anywhere and other technologies as means of further reducing need for in person review, reducing MAECU visits.

Digital Health and Care Wales

1. NHS Wales launches dedicated Microsoft innovation hub for staff

The NHS Wales Microsoft 365 Centre of Excellence has been launched to drive creative digital innovation across NHS Wales and support staff using Microsoft 365 (M365) software.

Hosted within Digital Health and Care Wales, the Centre of Excellence’s aim is to boost successful, sustainable improvement projects across NHS Wales by sharing best practice, developing knowledge, supporting new ideas, and helping to scale successful M365 solutions across health boards.

The Centre of Excellence builds upon the work of the existing M365 programme team, which has guided the implementation and development of M365 since the move from multiple contracts to a single NHS Wales-wide deal in 2019.

The landmark deal created a cost saving of £11.7m over the 3-year term, and greater digital capability for over 100,000 staff members in 13 organisations.

Alongside more familiar tools like Teams, Word and SharePoint, the Centre of Excellence is also supporting colleagues to explore the Microsoft Power Platform, which includes Power Apps, Power BI and Power Automate. It allows staff to build apps, aid data capture, automate processes, and report business information to meet clinical and management requirements.

Damian Mayer, Interim Head of the Centre of Excellence, said: “We’re entering into a new era of possibility with M365 and what its tools can do for NHS Wales colleagues.

“The previous M365 programme team did a phenomenal job of embedding the tools and developing the frameworks around them. The Centre of Excellence will carry that work on and continue to innovate and explore opportunities for improvement, for the benefit of colleagues and the citizens of Wales.

“We encourage all those with clinical or operational challenges that they think can be solved by digital solutions to join the network or get in touch with us.”

A M365 Champions Network is available to all NHS Wales staff with an interest in M365 innovation, offering training and networking opportunities. Find out more information and request to join on the Centre of Excellence SharePoint site.

2. Digital Nursing events showcase collaboration across NHS Wales



Digital Health and Care Wales hosted four successful digital nursing engagement events telling the story of the Welsh Nursing Care Record (WNCR).

The events were organised to engage a range of stakeholders to showcase the vast amount of work achieved so far, along with future developments and technical insights into the design of the system. The events were well attended and generated rich discussion in the live Q&A sessions with NHS Wales staff contributing from multiple health boards across the country.

The first event was an introduction to WNCR directed at the student nurses and universities of NHS Wales. The second event focussed on senior health board executives. Technical development and innovation and the standardisation of nursing documentation completed the series.

Claire Bevan, speaker and Senior Responsible Owner of the project, said: “It’s been fantastic to see so many people attend across Wales from student nurses, technical developers, CEOs and more. We are so proud of the progress so far and delighted at the collaboration from so many health boards across NHS Wales to deliver these events and WNCR. Thank you to everyone who supported and attended.”

You can watch all four nursing events on our YouTube channel:

- WNCR engagement events: Introduction to Welsh Nursing Care Record for student nurses- 03/03/2022
- WNCR engagement Executive event: driving quality, assurance, improvement & learning 10/03/2022
- WNCR engagement events: Technical Development & Innovation 17/03/2022
- WNCR engagement events: Implementation and Standardisation of Nursing Documentation 24/03/2022

Health Education and Improvement Wales (HEIW)

1. Health Education and Improvement Wales (HEIW) stakeholder survey

As a relatively young organisation and following the impact of Covid-19, we are keen to review and continue developing our engagement activities to ensure we are communicating and engaging as effectively as possible with our customers, partners and stakeholders.

Working in partnership and ensuring we are engaged is critical to enabling us to meet the needs of the NHS workforce, services and patients in Wales.

We recognise with engagement there is always more to do and would very much appreciate your help in assessing where we are now in terms of engagement and shaping our future activities.

We have therefore commissioned Midlands and Lancashire CSU to deliver some engagement research on our behalf.

As part of this research, we're inviting you to take part in our engagement survey.

The online survey runs from 7 April 2022 to 29 April 2022 and you can access the online survey [here](https://heiw.nhs.wales/news/health-education-and-improvement-wales-heiw-stakeholder-survey/).

<https://heiw.nhs.wales/news/health-education-and-improvement-wales-heiw-stakeholder-survey/>

2. HEIW Pharmacy Team Launch Cultural Awareness Campaign for Pharmacy Workforce

Being a culturally competent healthcare practitioner contributes to improved health and wellbeing for patients and is known to reduce health inequalities.

In support of this, our Pharmacy team has launched a new campaign, designed to promote self-reflection amongst pharmacy professionals on competence regarding cultural equity.

The Cultural Awareness Campaign encourages the pharmacy workforce in Wales to actively seek knowledge and experiences of people from different cultures to their own and engage in self-reflection regarding their ability to interact with others in a way that recognises and respects cultural difference.

Running for four weeks, from Monday 11 April until Friday 6 May 2022, the campaign will provide a number of challenges for participants to complete on our website; these include a self-reflection tool, cultural competence e-learning packages, practice-based scenarios that will share real patient experiences, and much more.

We hope that the campaign will encourage the pharmacy workforce to continuously think about and reflect on their practice and consider how they can best deliver health care that responds to the needs of our diverse population.

<https://heiw.nhs.wales/news/heiw-pharmacy-team-launch-cultural-awareness-campaign-for-pharmacy-workforce/>

Swansea Bay University Health Board

1. New project helps to spot the early signs of cancer

A project that will help support the early detection of potential cancer has been launched by a group of GP practices.

The City Health Cluster, which covers eight GP practices in the central areas of Swansea, has been proactively contacting patients who haven't attended cancer screenings to discuss their concerns and encourage them to come forward.

Screening is a process which checks for signs of cancer in people who don't have any symptoms. Patients can then be offered further tests and appropriate treatment if it is necessary.

In Wales, hundreds of thousands of men and women are screened each year as part of the breast, cervical and bowel screening programmes.

However, many people fail to make appointments when called for a number of reasons, whether it's due to inconvenience or just putting it off.

Ffion Morgan, the cluster's primary care support officer, is the manager of the project and has already contacted hundreds of women to invite them to make a smear test appointment.



“To make sure we can contact as many people we can we are sending letters out and also calling patients,” Ffion, *pictured*, said.

“What I’ve found from calling patients is that a lot of them haven’t responded to their letters inviting them for smear tests.

“Just by speaking to them, a lot of women have said ‘I totally forgot – can you book me in?’.

“I think some people can find it embarrassing, while a lot of people don’t know about it. For some women, if English isn’t their first language they say they don’t understand the process.

“I just talk all of the women through it which helps them and then a lot have agreed to an appointment as a result.

“What is also reassuring to women is that the nurses give around 20 to 30 minutes for each appointment when the actual procedure probably takes around five minutes. It’s great because it means there’s time to ask questions so that reassures them too.”

Since sending letters and making personal phone calls to non-responders, Ffion has since witnessed a positive upward trend in the number of people coming forward to make appointments.

She added: “Some days I don’t get to speak to many women at all but other days I manage to get through to around 70 women just from one practice.

“After contacting around 480 women so far, I’ve booked in 105 for a smear test. Nearly a quarter of women have made appointments, which is great.”

Ffion hopes that by speaking to people directly and discussing any worries or concerns they may have, it will help encourage more people to attend their appointments in the future.

“I’m hoping by encouraging more people to come in and be screened they’ll be able to persuade their daughters, their sisters or their mothers to come in as well,” she said.

“I recently spoke to one woman who said ‘oh yes I’ll go and I also need to tell my daughter to go’. Hopefully that will be passed on.

“You’re invited for a smear test when you’re 25 and there are a lot of people just under 30 who still haven’t come in.

“If we can get them through the door the first time then hopefully they’ll keep coming in.”

In the near future, the cluster will take the same approach and start contacting those who haven’t responded to invitations for breast and bowel screenings in the hope they will come forward.

When it comes to the importance of attending appointments, Ffion simply said: “It can prevent cancer from developing and can pick it up at an early stage which makes it much more treatable.

“Even though that five minutes can be uncomfortable or seem overwhelming, it’s well worth it in the end if it means it can prevent you from developing cancer in a couple of years’ time.

“It will be over in five minutes and it just puts your mind at rest.”

City Health Cluster lead, Dr Ceri Todd, said: “We were delighted to be awarded funding from the Wales Cancer Network in 2020 to allow this project to happen.

“It is vital that all patients attend and complete any screening tests they are called for as it helps find problems early on.

“Treatment is often more effective and easier the earlier problems are detected.

“It is one of the most important things patients can do for their health.”

2. Cardiac staff go the extra mile for people of Ukraine

Swansea Bay staff are going the extra mile to help raise funds for those affected by the conflict in Ukraine. Eighteen members of staff from the Cardiac Intensive Therapy Unit (ITU) and cardiac theatres at Morriston Hospital will be raising their heart rates as they aim to reach more than 1,500 miles over the next four weeks.

Between them they will clock up 1,639.5 miles, the distance between the hospital and the Ukrainian capital of Kyiv, as they take part in the group distance challenge.

Each person can choose to walk, run, jog, cycle or swim so they bump up their mileage between now and Thursday 27th April.



Pictured: Emma John (left) and some of the team taking part in the fundraising challenge

The idea came about after Cardiac ITU senior sister, Emma John, decided she wanted to do something to try to help the people of Ukraine.

“There’s a small group of us and every so often we do group challenges or step challenges,” Emma, who is also a well-being champion, said.

“You see all of the awful things happening on the news and you feel so helpless and think ‘what can you do to help?’ so I asked my team of well-being champions.

“We came up with the idea of an activity challenge and, as there are a lot of miles to cover, we thought if we did a group challenge we would be able to raise money and complete the mileage as a team.

“We thought of walking the distance between Morriston Hospital and Kyiv so we worked out the number of miles and decided to cover it as a group over a month.”

While those taking part will be able to monitor their own miles each day, a dedicated person will keep track of the weekly miles that have been covered so a running total can be kept.

There will even be opportunities for group exercises too so staff can increase their miles together.

Emma added: “We are all at different fitness and activity levels and I know some people are using this as a way to get back into doing some exercise.

“You don’t have to go and do a 15-mile walk, you can just convert your daily steps into miles. It will even help to add up the miles if you’re walking the dog.

“We do have some people who run half marathons so the mileage is going to be different for each person. It’s just whatever activity each person wants to do.

“As well as raising money, it will be great for staff well-being too.”

All of the money raised during the challenge will be donated to the Disaster Emergency Committee for Ukraine, with staff setting themselves a target of £1,000.

The team hope the money raised will help make a difference to those who have had to flee their homes to escape the ongoing conflict.

Emma said: “We have all felt helpless and have been touched by what we have been seeing on the news over the past few weeks.

“We wanted to do something in order to help those who have been affected.”

Public Health Wales

1. Public Health Wales’ World Health Organization Collaborating Centre successfully re-designated

Public Health Wales became a World Health Organization (WHO) Collaborating Centre on Investment for Health and Well-being in 2018. In March 2022, we reached a milestone recognition, confirming our role and successful work as a WHO CC over the past four years, in the re-designation of the Collaborating Centre for a further four years until 2026. The Centre is the first and only WHO CC in this area of expertise in the world, part of a global network of more than 800 Collaborating Centres in more than 80 countries. Over the past four years, the Collaborating Centre has developed, synthesised and shared information, international guidance, actionable intelligence, practical tools and approaches on how to invest in a more sustainable way to improve people’s wellbeing, reduce inequity and build stronger, more resilient communities, economies and planet.

In the re-designation letter, the WHO Regional Director for Europe, Dr Hans Kluge, thanked the organisation for the valuable contribution made during its previous period of designation and said that he was looking forward to a continuing successful collaboration. The new four-year programme of work focuses on providing scientific and policy evidence and expertise to build capacity and implement effective inter-sectoral policies for health and equity across the life course.

It also plans to innovate and harness economic and multi-disciplinary tools and approaches to support building an Economy of Wellbeing in Wales, exploring and identifying solutions to the global challenges of widening health gap and socio-economic disparities, COVID-19 response and recovery and climate change.

You can find more information here: [WHO re-designates Collaborating Centre to secure Wales as global influencer on health and wellbeing - Public Health Wales](#)

[nhs.wales](https://nhs.uk)) and [WHO Collaborating Centre on 'Investment for Health and Well-being' launched - International Health \(phwwhocc.co.uk\)](https://www.who.int/collab/whocc)

2. Healthy Working Wales and the Federation of Small Business Awards

Healthy Working Wales was delighted to sponsor the Wellbeing Award at the Federation of Small Business (FSB) Celebrating Small Business Awards event on the 8 April 2022, in Cardiff. The Wellbeing Award seeks to recognise and champion the incredible steps taken by small businesses that are creating an environment for their employees to succeed. Mary-Ann McKibben, Public Health Consultant, Healthy Settings, was on the shortlisting panel for the wellbeing category and Jan Williams, Chair of Public Health Wales, presented the award to the winner 'EMPOWER Translate' at the event.

[Wales \(fsbawards.co.uk\)](https://www.fsbawards.co.uk)

Cwm Taf Morgannwg

1. Bridgend Partnership is Changing Life for People Living with Advanced Dementia

Working with local authority and third sector partners, Cwm Taf Morgannwg UHB is changing the way people living with advanced dementia in Bridgend are supported to maintain their independence.

The Bridgend Resource Centre, which is owned by Bridgend County Borough Council, is a hub for people living in the community with a dementia diagnosis. Open during the week, the Centre is staffed by a multi-disciplinary team, including practical and emotional support staff.

Utilising the Integrated Care Fund, the project sets out to enhance the community offer in the Bridgend locality and deliver on the Dementia Delivery Plan and Dementia Standards for Wales. Its overarching aims are to avoid unnecessary admission to hospital and long-term care, and to provide support to carers to continue in their role when living with and/or caring for people living with dementia.

Sophie Bassett, Service Manager for Older Person's Mental Health in Bridgend said: "The Centre is a one-stop-shop for people living with dementia in our communities. As well as a host of support services, we also have a specialist mental health nurse there each day to provide clinical advice. This fantastic resource is all about keeping people at home for as long as possible while also providing them with the necessary support and respite for those caring for them.

"By locating a centre like this in the community we will see less people needing admittance to our hospitals because they are receiving the correct care in the correct location."

The centre can be used for a couple of hours at a time, or for a full day, and is also home to a hydro pool.

Along with Sophie, Carmel Donovan, Integrated Community Services Manager and lead for the project is exploring plans with the day centre team to extend the service further. She explained: "We are exploring the offer to people living with young onset dementia by creating a space in the unit to meet those individuals' needs. As COVID restrictions relax, we hope to be able to use the available space, running meaningful activities with support from Mental Health Matters, as well as setting up a café onsite.

"This project is a great example of co-production and integration with involvement from the local authority, Health Board and third sector colleagues as well as receiving regular feedback and improvement ideas from the service users themselves."

2. 'Seren Dwt' Down's Syndrome Boxes for CTM Families

Expectant parents or those whose babies are born with Down's syndrome across Cwm Taf Morgannwg, will now receive a 'Seren Dwt' box thanks to two mums who have set about changing the support available for parents in Wales.

Laura and Louise each have a child who was diagnosed with Down's syndrome after birth and are working with Cwm Taf Morgannwg and other Welsh Health Boards to create special boxes for parents of children with Down's syndrome.

After sharing their experience of having children with Down's syndrome, they decided to launch 'Seren Dwt', meaning 'Dinky Stars', boxes.

They explained: "When our children were born, we were given 'information' in hospital about Down's syndrome, in what can only be described as 'very poor quality'. It felt like a bereavement document.

"We were fortunate to have the love and support of family and friends, but we want to ensure that all parents who have a baby with Down's syndrome feel that their baby is truly celebrated and welcome in this world from the moment they are born as all babies should be.

"We hope these boxes will give new parents the comfort and support that they may need in what can be a confusing and upsetting time. It will celebrate their new arrival with the love they deserve, and gently signpost families to support available, both locally and nationally, should they want it.

"The contents of the boxes includes some lovely things to celebrate the birth of a baby with some information just to sign post parents when they're ready, when they want to, to find more information rather than turning to Google, finding lots of outdated images and information."

CTMUHB's Head of Midwifery Sarah Fox said: "Listening to the experiences of families is a fundamental way of continually learning and working together to improve our services and experiences of patients and their families and although Laura and Louise were not CTMUHB patients, we are keen to harness any all Wales learning to

enhance what we're able to offer across our Health Board and completely align to our organisational values here at CTMUHB.

“These Seren Dwt boxes are a great example in how a subtle and informed change from Laura and Louise’s personal experiences can have a powerful impact and we’re delighted that they are both working so passionately on this to help CTMUHB families at such a critical time in their parenting journey.”

Betsi Cadwaladr

1. Specialist mental health service for new and expectant mums to be expanded



A specialist mental health service for new and expectant mums in North Wales is set to undergo a significant expansion.

Investment in Betsi Cadwaladr University Health Board’s Perinatal Mental Health Service will ensure that women who experience moderate to severe mental health difficulties during pregnancy or the postnatal year can access specialist support sooner.

Once recruitment of additional staff is complete, the service will be the first in Wales to meet the Royal College of Psychiatrists’ community perinatal standards for staffing.

Perinatal mental health problems affect up to 20 per cent of women during pregnancy and the first postnatal year. They include a range of conditions specifically linked to pregnancy or childbirth, such as perinatal depression, perinatal anxiety, birth trauma, maternal OCD and postpartum psychosis. Women diagnosed with a mental illness prior to pregnancy are also at increased risk of relapse during the perinatal period.

As well as having an adverse impact on new mums, these conditions can also compromise the emotional and physical well-being of their children and have an impact upon the wider family.

Debbie Griffin, BCUHB's Perinatal Mental Health Service Manager, said: "Providing timely and effective support to new and expectant mums who are struggling with their mental health is critical not only for their own health, but for the longer-term health and wellbeing of their child.

"We know that the first 1,001 days - from pregnancy through to a child's second birthday - is a critical window of time that sets the stage for a person's attachment, intellectual development and lifelong health.

"This investment will enable the expansion of a small, specialist service, relative to the geographical area that the team covers. It will enable us to provide evidence based specialist therapeutic interventions and therapies in a timelier manner, and reduce waiting times for psychological interventions.

"It will also ensure that we are the first community perinatal mental health service in Wales to meet the Royal College of Psychiatrists' standards for staffing. This will enable the team to deliver high standards of care with a firm evidence base, ensuring women receive appropriate, timely and proportionate care.

"The service expansion will also enable us to develop our training programme so we can deliver specialist perinatal training to our GP, midwife, health visiting and adult mental health colleagues. This will ensure that all women who are experiencing perinatal mental health issues are identified as early as possible during the perinatal period and receive high quality assessment, intervention and support."

The expansion has been funded from the Welsh Government's A Healthier Wales Transformation Fund and BCUHB.

Betsi Health Board are also working with the Welsh Health Specialised Services Committee and the Welsh Government to improve inpatient mental health mother and baby unit provision for mothers who live in North Wales.

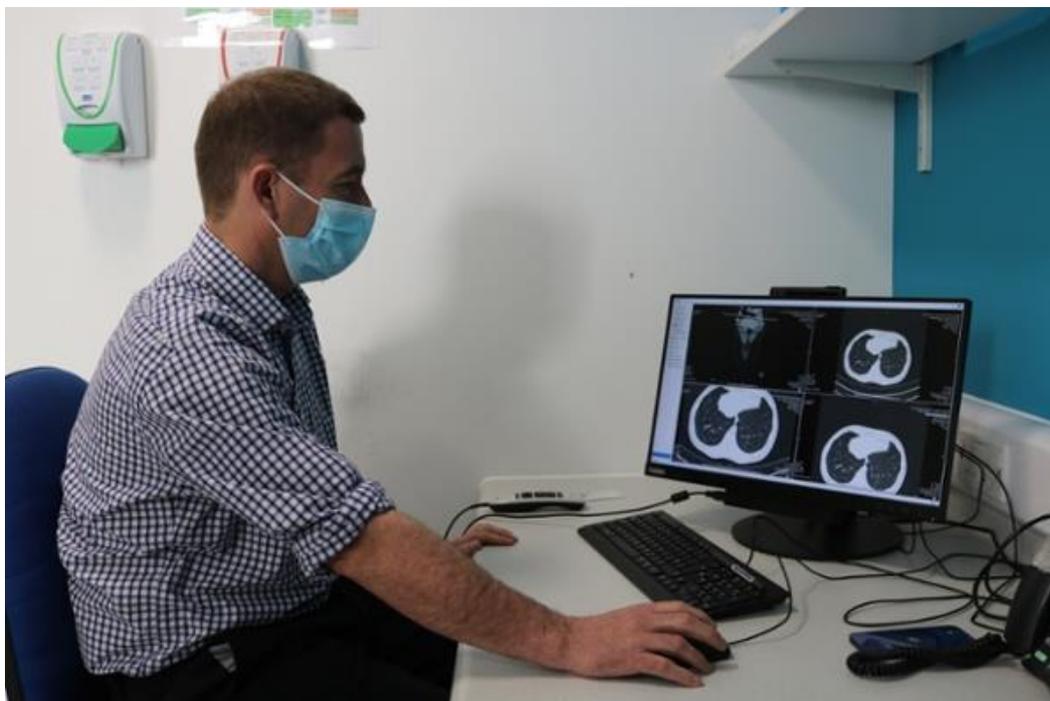
2. Quick-time referrals speeding up cancer diagnosis in North Wales



[New rapid Diagnosis Clinics](#) in North Wales will help to diagnose patients with concerning symptoms more quickly as part of nationwide work to cut cancer waiting times.

[Rapid Diagnosis Clinics](#) are now established at Glan Clwyd Hospital, Wrexham Maelor Hospital and from April the clinics will start at Ysbyty Gwynedd.

The clinics are part of a national programme supporting Health Boards in Wales to provide GPs with an additional option to investigate vague symptoms that may be caused by cancer. The [Rapid Diagnosis Clinics](#) can provide quick reassurance to people with no cancer, help to diagnose a range of other chronic health conditions or refer people on for cancer treatment more quickly.



Dr Daniel Menzies, Consultant in Respiratory Medicine at Glan Clwyd Hospital, said: “The Rapid Diagnosis Clinics provide clarity for the patient and certainty for the GP and hopefully allows us to pick up cancers earlier than we would normally.

“Under normal circumstances patients who present to their GP with non-specific symptoms take a number of tests to figure out what is causing them. Now these patients are referred into the Rapid Diagnosis Clinic in just under a week, undertake diagnostic evaluation including all the CT imaging and we provide an answer for them in that timeframe.

“The clinics provide certainty and diagnosis quickly for patients where there are concerns about cancer. It can only be a good thing if we can make the diagnosis sooner and get patients onto the correct treatment quicker and similarly if they are worried what might be causing their symptoms, such as weight loss, we can provide some clarity and reassurance that there is not a serious underlying problem.”

Dr Elaine Hampton, GP Facilitator for Cancer Services at BCUHB and GP working from Bronderw Surgery in Bangor, has been part of the team setting up the clinics in North Wales.

She said: “It is really exciting for us to see these clinics now operating, this is something I’ve been wanting to bring to North Wales for some time since I first heard about a scheme such as this running through Cancer Research UK in England and thought this is exactly what we need here.

“It can be an extremely worrying time for patients waiting for a diagnosis when they are experiencing vague-symptoms. These clinics mean we can give them answer quickly, and they are referred to the correct specialist quicker if further investigations are needed.”

Minister for Health and Social Services Eluned Morgan added:

“With one in two people developing some form of cancer in their lifetime, improving outcomes for cancer patients in Wales is one of the NHS Wales’ top priorities.

“It is fantastic to see such innovative work being introduced, including rapid diagnostic clinics and other programmes to increase capacity, speed up diagnosis and reduce anxiety for patients at a potentially difficult time in their lives.

“This has been a really challenging time for our health service but I am pleased to see work being carried out to improve cancer services for the better.”

Find out more about the [Rapid Diagnosis Clinics](#).