



Aelodau'r Senedd

16 Chwefror 2022

Annwyl gydweithwyr

Fel y gwnes i fis diwethaf, hoffwn rannu nifer o astudiaethau achos gyda chi sydd wedi dod i'n sylw gan gyrrff y GIG am yr hyn y maent yn falch ohono. Caiff y rhain eu rhannu yn ein Bwrdd Arweinyddiaeth GIG Cymru misol.

Mae'r uchafbwyntiau wedi'u rhestru isod ac mae rhagor o wybodaeth ynglŷn â phob ardal o fis Ionawr wedi'i hamgáu.

- Yn ystod hanner tymor yr Hydref 2021, lansiodd **Bwrdd Iechyd Prifysgol Aneurin Bevan** Sioe Deithiol Ymgysylltu a Recriwtio yn rhan o'u Cynllun y Gaeaf i gynnal trafodaethau â'r cyhoedd ynglŷn â'u dealltwriaeth ynghylch cael gafael ar wasanaethau gofal iechyd. Roedd y prif ffocws ar y defnydd o'r Adran Frys a'r Uned Mân Anafiadau yn Ysbyty Athrofaol y Faenor. Ar y cyd â sefydliadau partner, cafwyd cyfle hefyd i hyrwyddo ystod o swyddi yn y Bwrdd Iechyd gan gynnwys swyddi Iechyd a Gofal Cymdeithasol gwag. Ymwelwyd â 43 o leoliadau ers dechrau'r Sioe Deithiol.
- Mae canolfannau iechyd meddwl galw i mewn **Bwrdd Iechyd Prifysgol Betsi Cadwaladr** yn cefnogi pobl sy'n wynebu anawsterau yn sgil materion yn ymwneud ag iechyd meddwl. Mae defnyddwyr gwasanaeth wedi disgrifio'r gefnogaeth sy'n cael ei rhoi yn y ganolfan galw i mewn yng Ngwynedd fel cefnogaeth sy'n eu helpu 'i ddysgu byw unwaith eto'.
- Mae **Bwrdd Iechyd Prifysgol Caerdydd a'r Fro** yn dathlu llwyddiant eu clinigau croen galwedigaethol mynediad cyflym sy'n cael eu cynnal yn rhithwir. Ar ddechrau'r pandemig, sefydlodd y tîm glinig croen galwedigaethol mynediad cyflym er mwyn helpu gweithwyr sydd â phroblemau croen yn sgil gwisgo cyfarpar diogelu personol. Mae'r gwasanaeth wedi gwella canlyniadau i weithwyr drwy eu helpu i ymdrin â chyflyrau croen, ac mae hyn hefyd wedi bod o gymorth i leihau'r nifer o ddiwrnodau salwch a gymerir.
- **Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg** yw'r Bwrdd Iechyd cyntaf yng Nghymru i ennill achrediad Lefel 1 'Gofal Ystyrlon sy'n Bwysig'. Dangosodd archwiliad gan Ofal Ystyrlon sy'n Bwysig (Meaningful Care Matters) fod ansawdd bywyd y rheini sy'n gleifion dydd yn Nhŷ Enfys o safon ar y lefel uchaf, a bod gofal arbennig yn cael ei roi gan weithwyr sy'n garedig, sy'n meithrin cysylltiadau, ac sy'n ofalgar tu hwnt o'u cleifion.

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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.

- Mae **Iechyd a Gofal Digidol Cymru** wedi lansio system fferylliaeth ysbyty ddigidol newydd ledled Cymru. Mae'r system wedi'i dylunio i wella cywirdeb dosbarthu a rheoli stoc meddyginiaethau yn gyfrifiadurol.
- Mae **Bwrdd Iechyd Prifysgol Hywel Dda** yn sicrhau partneriaeth gref â Heddlu Dyfed Powys, Awdurdodau Lleol, y Gwasanaeth Prawf, a Gwasanaeth Tân ac Achub Gorllewin Cymru fel yr awdurdodau statudol sy'n ffurfio Bwrdd Cynllunio Ardal Dyfed ynghylch Camddefnyddio Alcohol a Chyffuriau. Yn ddiweddar, lansiodd y Bwrdd Cynllunio Ardal dreial i alluogi swyddogion yr heddlu gario chwistrell Nyxoid, chwistrell a ellir ei defnyddio i wrthdroi effeithiau gorddos. Nod y treial, sy'n cael ei weithredu am chwe mis yn Llanelli, Aberystwyth, Doc Penfro a Llandrindod yw lleihau'r nifer o farwolaethau yn sgil gorddos cyffuriau.
- Yn ystod yr wythnosau diwethaf, mae **Cydwasanaethau GIG Cymru** wedi cynnal nifer o gynlluniau i gefnogi'u gweithwyr. Mae'r rhain yn cynnwys dyblu nifer o gyfarfodydd y Grŵp Cefnogi Iechyd Meddwl er mwyn cefnogi gweithwyr sydd â phryderon iechyd meddwl. Maent hefyd yn cynnwys cydweithio â Remploy er mwyn sicrhau bod gweithwyr yn gallu cael gafael ar naw mis o gefnogaeth drwy'r Gwasanaeth Cymorth Iechyd Meddwl Mynediad at Waith.
- Mae **Bwrdd Iechyd Prifysgol Bae Abertawe** wedi dyfeisio offeryn llawfeddygol newydd. Mae llawfeddyg yn Ysbyty Treforys wedi dyfeisio offeryn arbenigol i'w ddefnyddio yn ystod llawdriniaethau adlunio'r fron. Mae'r offeryn newydd hwn yn galluogi llawfeddygon i weld eu gwaith yn well ac yn gymorth i osgoi anafiadau damweiniol.
- Mae **Bwrdd Iechyd Powys** wedi rhoi diweddariad ar ei Academi Iechyd a Gofal arloesol a sefydlwyd yn 2021. Pwrpas yr Academi yw creu ymateb Cymru gyfan er mwyn cynyddu'r cyfleoedd addysg, hyfforddiant a datblygiad ledled y sectorau iechyd a gofal.
- Mewn cydweithrediad â Phrifysgol Abertawe, mae **Iechyd Cyhoeddus Cymru** wedi cyhoeddi astudiaeth newydd sy'n dangos sut y gall cyfrifoldebau gofalu gael effaith negyddol ar y rheini o 16 i 22 oed sy'n dymuno cymryd rhan mewn cyfleoedd addysgol. Mae'r astudiaeth hefyd yn dangos sut y mae'r effaith hwn ar ei fwyaf ymhlith y rheini sy'n byw yn yr ardaloedd mwyaf difreintiedig.

Yn gywir



**Eluned Morgan AS/MS**

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

## Promoting Excellence: What NHS Wales is proud of – January 2022

### Aneurin Bevan University Health Board

#### 1. Engaging with our Communities

The Health Board launched an Engagement & Recruitment Roadshow during October 2021 half term week as part of the Winter Plan to deliver two key objectives:

- Equitable geographical engagement with our citizens to improve understanding of access to health care services, with a key focus on the use of the Emergency Department at The Grange University Hospital and Minor Injuries Units.
- Promotion of a range of roles within the Health Board include Health & Social Care job vacancies in conjunction with partner organisations.

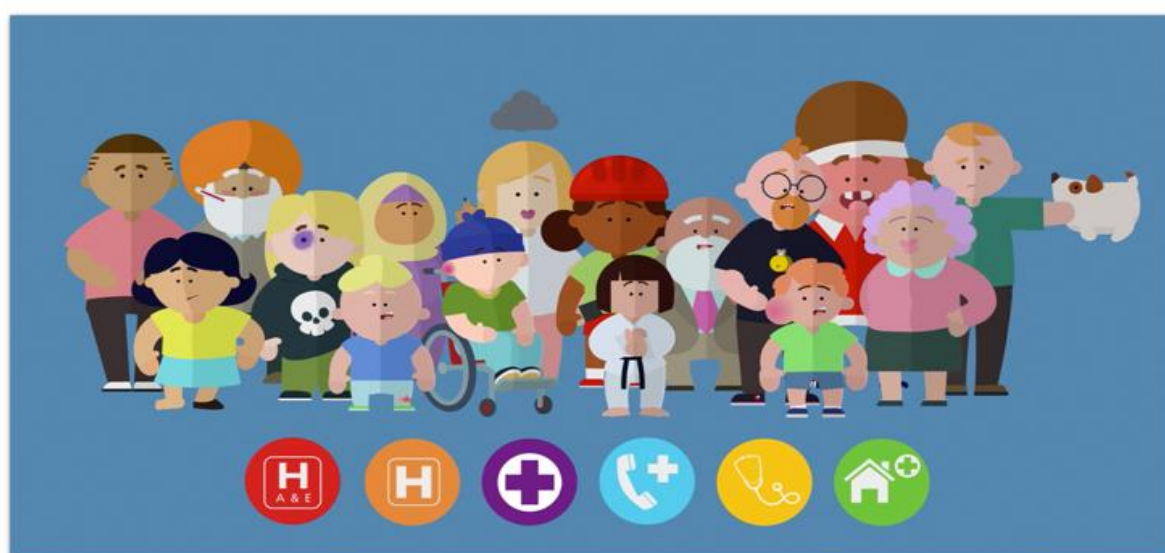
Since the 'Work With Us' series of Roadshows began, 43 locations have been visited with either the specially commissioned double decker bus or pop up gazebo. Geographical spread of events has been well balanced with a focus to capitalise on routine, established events (market days), attendance at natural high footfall venues (supermarkets and town centre locations) and have presence at Christmas/winter events.



The team also attended four Coleg Gwent campuses. The roadshows have involved attendance from partners including: Torfaen County Borough Council Social Care, Bridges into Work and Communities For Work Teams; Monmouthshire County Council Social Care; Shared Lives Caerphilly and Plattform.

Over 1,100 face to face conversations with visitors to the roadshows have taken place and 345 Expressions of Interest received for job roles within the Health Board (broken down further: Facilities 142; Health Care Support Worker 99; Admin Bank 96, Signposted 8).

To share these messages far and wide, we have created a *#HelpUsHelpYou* animation film which is currently being shown in Cinemas across the Health Board area (Blackwood, Cwmbran, Blaenavon & Newport) during January 2022.



Animated Healthcare Services film

## 1. New Year's Honours - 2022

The Health Board are proud to announce that our Deputy Director of Nursing, Linda Alexander, has been awarded an Order of the British Empire (BEM) within the New Year's Honours list 2022.

Linda first joined the NHS in 1985 and has worked within Aneurin Bevan University Health Board for 20 years. Awarded for services to Patient Care and Alternative Workforce Solutions in NHS Wales, Linda has been instrumental in finding new and innovative



ways to recruit into NHS Wales. Establishing new roles and responsibilities and driving overseas nursing recruitment has led to a 33% reduction in nursing vacancies.

Linda said: *"It is a huge honour, I can't quite believe it! I accept this honour on behalf of all my workforce and nursing colleagues, from the most junior to the most senior in the Health Board, it really has been a team effort and I've had incredible support from Rhiannon Jones, Executive Director of Nursing"*



Also awarded an MBE is Professor Euan Hails, a consultant nurse at Aneurin Bevan University Health Board who has responsibility for leading and developing nursing and health professionals and developing and leading clinical practice that is psychologically and research-based. Professor Hails has spent a career helping those in need, leading the development of the national Early Intervention Psychosis (EIP) services across Wales and has been recognised for services to children and young people's mental health in Wales.

Professor Hails said: *"It's a surprise, an unexpected surprise. I'm honoured. It's quite nice to be thought of. I trained as a nurse in the 80s, I qualified in 1987. I specialise in helping children and young people. I think I was drawn to this field through my own experiences, having a family myself."*

*Longer term, my grandfather was a mental health nurse, and my mother was a mental health social worker, and this was a large influence, visiting the sites where they used to work growing up. It's good to see children's mental health and the work surrounding it being recognised."*

Natalie Rowles, Primary Care Diabetes Specialist Nurse, has been given the prestigious title of Queen's Nurse (QN) by community nursing charity The Queen's Nursing Institute (QNI). The title is not an award for past service but indicates a commitment to high standards of patient care, learning and leadership. Nurses who hold the title benefit from developmental workshops, bursaries, networking opportunities, and a shared professional identity.



Dr Crystal Oldman CBE, Chief Executive of the QNI said: *"On behalf of the QNI I would like to congratulate Natalie and welcome her as a Queen's Nurse. Queen's Nurses serve as*

*leaders and role models in community nursing, delivering high quality health care across the country.*

*The application and assessment process to become a Queen's Nurse is rigorous and requires clear commitment to improving care for patients, their families and carers. We look forward to working with Natalie and all other new Queen's Nurses who have received the title this year."*

### Betsi Cadwaladr University Health Board

#### **1. The mental health drop in centres helping to lift people out of a 'pit of despair'**



People struggling with mental health related issues have described how support provided through a Gwynedd drop in centre has helped them 'learn to live again'.

Canolfan Felin Fach in Pwllheli is one of 12 iCAN Community Hubs located across North Wales, where people can access support without needing an appointment or a GP referral.

The hubs provide support on a range of issues, including debt, relationship breakdowns, drug or alcohol problems, employment difficulties, bereavement, housing and loneliness.

While some hubs have been established recently, others such as Canolfan Felin Fach have been providing support for a number of years.

Gail Lloyd first came to Felin Fach feeling lost and in a 'pit of despair' six years ago. She says that the support she has received has made her feel 'like part of the family'.

"When I came here six years ago I was very lost and I didn't have the confidence to speak to anybody," she explained.

"I'd been a long-term alcoholic and suffered from domestic violence for many years. I just didn't feel that anybody would listen to me or that my story would be so common, to be honest.

"But since I've been coming here I've learned to live again. It just gives you a whole new perspective on life and you get a sense of belonging. You are never judged because every individual has different problems. The staff are lovely and you get such a friendly welcome that you just feel like part of the family.

"I'd encourage people who are struggling to give it go because it really is worth it. I was stuck at home in a pit of despair, but I've gradually become more confident and feel like I've learned to live again."

Tania Roberts, 45, from Pwllheli says the centre has become a 'home from home' and helped her cope with bereavement, depression and chronic pain following back surgery.

"I've been coming here for the past seven years and it's a home from home where you can receive support with absolutely anything," she said.

"It makes a massive difference to know that there is somewhere and someone you can turn to because then you don't feel so alone.

"They don't make you feel a nuisance if you need to phone them and you're crying and uncontrollable. They'll put the kettle on and help to lift you back up again. It's saved me and made me stronger. I don't know where I'd be without it."

The 12 iCAN Community Hubs are funded by Betsi Cadwaladr University Health Board and run in partnership with third sector providers.

Consultant Psychiatrist Dr Alberto Salmoiraghi, BCUHB's Medical Director for Mental Health and Learning Disabilities services, is urging more people to take advantage of the easy to access early support provided at iCAN Hubs this winter.

He said: "Everyone can struggle from time to time and it's important to know that you're not alone. Whatever it is that is troubling you – there is always support available to help you get back on track.

"Not everyone will meet the criteria for the more specialist support provided by NHS mental health services. That's why the easy to access support provided at iCAN Hubs is so important.

"I'd encourage people to visit their local iCAN Community Hub and give it a try. The kettle is always on and you'll receive a warm welcome from the friendly and experienced team of staff and volunteers."

For details of your nearest iCAN Community Hub, please visit the BCUHB website: <https://bcuhb.nhs.wales/health-advice/mental-health-hub/i-can/ican-community-hubs/>

## **2. Husband's dying wish continues to be fulfilled 30 years later**



As he was dying with throat cancer in 1990, Ron Smith of Old Colwyn asked his wife, Margaret, to dedicate her life to helping to improve the lives of others living with cancer in North Wales by establishing a Cancer Centre in North Wales. Margaret, through lobbying and fundraising, achieved this within a decade and the impressive couple's legacy continues to this day thanks to a generation of volunteers who were inspired by Margaret's work.

Margaret Smith established the Ron Smith Cancer Appeal in 1991, thirty years ago to honour her husband's wishes. By galvanising government officials, healthcare professionals and local communities, Margaret and the voluntary team around her sought approval for a Cancer Centre in Bodelwyddan and raised over £3million to help fund the project. Margaret's husband's vision of a North Wales Cancer Centre was made a reality in 2000.

Thirty years on, the Ron Smith Cancer Appeal, which was renamed the North Wales Cancer Appeal, is still going strong, raising money for additional equipment and enhanced services at the centre, and advocating for improved care and treatment for people diagnosed with cancer in North Wales.





Diana Owen, 69, of Colwyn Bay, became a member of the Ron Smith Cancer Appeal thirty years ago after Margaret drove her for her cancer treatment at the Clatterbridge Cancer Centre, and she remains on the North Wales Cancer Appeal Committee. She says:

"Margaret was a whirlwind. She was determined to make sure others didn't need to travel an hour and a half for treatment as her late husband Ron and I did. The journey was upsetting, and I am just so grateful to Margaret and all who got behind her quest to establish a Cancer Centre in North Wales.

"Ron and Margaret would be proud to know that some of us who supported the Appeal in the beginning are still involved, and are still helping to make improvements to the care and treatment that others who have a cancer diagnosis receive. Margaret died in 2006 at the age of 82, but myself and Doris Roberts BEM, who is in her late 80s remain actively involved in the Appeal."

Retired Diabetes and Renal Specialist Nurse, Carol Pritchard Jones from Denbigh is now Chair of the North Wales Cancer Appeal. She believes the spirit of Ron and Margaret Smith will always be felt:

"Everyone who gets involved in the North Wales Cancer Appeal shares the same values and vision as Ron and Margaret, thirty years after she set up the charity. There is a tenacity, dynamism behind the many new committee members, and a desire to help make real change within all who choose to volunteer, fundraise and become actively involved in the Appeal.

"Margaret worked really hard to get the Appeal gold bond London Marathon places, which were and continue to be like gold dust. I got involved in the Appeal after running the London Marathon for the charity, and I'm pleased to say people will be able to register for our 2022 places from January.

"It's incredible to see what an impact the donations we receive have, and how much families get out of being involved in the Appeal. I think Margaret and Ron would be amazed to see what their conversation and her promise to him continues to achieve, all these years later."

For more information about the North Wales Cancer Appeal, and to make a donation, please go to: [www.northwalescancerappeal.co.uk](http://www.northwalescancerappeal.co.uk) .

## Cardiff and Vale University Health Board

### 1. Shaping Our Future Sustainable Healthcare Animation Launch



In November, our Board approved our latest Sustainability Action Plan – a comprehensive set of actions to challenge us to reduce our carbon footprint. We are delighted to launch our NEW Shaping Our Future Sustainable Healthcare animation. Here at Cardiff and Vale UHB we are keen on improving our environmental impact, so this animation highlights the ways in which we are working to achieve our goals. It clearly outlines our ambition, engagement programme and intended methods of. You can view the animation [here](#).

Climate Change is the single biggest issue facing humanity. With a warming earth, rising water levels and increased incidence of extreme weather events leading to flooding, Cardiff is predicted to be impacted heavily as we move towards the end of the century. With the certain health impacts of a more extreme climate, the time to act has run out.

We're pleased that Cardiff & Vale University Health Board has a strong track record of reducing our environmental footprint and thanks to Welsh Government funding through the Re:Fit programme, have a pipeline of projects planned to make further improvements, of which we plan to build on this and do more.



It is estimated that 4% of all the UK's greenhouse gases are as a result of healthcare. Whilst we have passionate people who have been pioneering in the adoption of sustainable healthcare practices, we must look at all aspects of our operation as a health system and deliver improvements. Whether that is in reducing single use plastics used in clinical care or re-imagining our services in ways that positively impact our patients as well as the environment.

Our Health Board colleagues and Board are eager to improving our impact on the environment so this plan builds on what has been achieved and we look forward to future iterations which set the goals and ambitions even higher.

Our [Sustainability Action Plan](#) which sets out what we'd like to achieve in the short term and act as a springboard to going further and faster as we develop our plans to realise our Shaping our Future Wellbeing aims and re-provide University Hospital of Wales.

## 2. Celebrating the success of our rapid access virtual occupational skin clinics



In April 2020 at the start of the pandemic, our team established a rapid access occupational skin clinic for staff to help with skin problems experienced as a result of wearing PPE equipment.

Our service involved patients being screened by occupational health nurses who provided advice and self-care measures, and for those with more moderate or severe skin conditions, referred them to dermatology.

We provided and distributed newly-updated hand eczema and COVID-19 resources following updated national, expert guidance across the health board and developed advice on masks and acne and dermol use.

In June 2020 we were the first clinic in the UK to restart patch testing and all data for occupational skin diseases and patch testing results during COVID were collated for Cardiff and published in UK study (BJD 2021).

Between April 2020 to Jan 2022, occupational health staff screened over 300 staff and the occupational dermatology clinic saw over 250 staff. This service has improved outcomes for staff in helping them to manage skin conditions, which has helped reduce the number of sick days taken. We are looking into plans to consider how we can provide this service longer-term.

## Cwm Taf Morgannwg University Health Board

### **1. Ty Enfys Accreditation Award**

Cwm Taf Morgannwg University Health Board is delighted to be the first Health Board in Wales to gain Level 1 'Meaningful Care Matters' accreditation by this international organisation at the new Ty Enfys Dementia Care Day Unit which is based at Kier Hardie Health Park in Merthyr Tydfil.

The audit by Meaningful Care Matters (MCM) found the quality of life experienced by day care patients at Ty Enfys was at the highest level, with outstanding care provided by 'loving and engaged staff' who really cared deeply for their patients whilst bringing joy, dignity and meaning to their care.

The Ty Enfys capital project has seen integrated care fund capital of £1.6M used to completely transform the physical environment of a joint health and social care dementia day service. The day care unit provides high quality care to support individuals from the age of 55 years old who have been diagnosed with Dementia that is of a moderate or severe nature.

There are many activities at the day centre that are designed to encourage individuals to participate at different levels, depending on the level of their condition, ensuring they receive the most effective care possible.

The Centre supports and manages patients' health whilst helping with memory retention, maintaining independence, and assisting patients with their social lifestyles. The highly experienced staff ensure that all of this is achieved at every opportunity, but also help with other complex elements of care such as giving medication, helping with personal needs, and assisting patients with eating and drinking. All of this is done with great care and consideration ensuring they support their patient's dignity throughout the caring process.

## **2. Launch of Civica – New Patient Feedback System**

Cwm Taf Morgannwg University Health Board launched a new feedback system - CIVICA, for patients to feedback on their experience on 13<sup>th</sup> of January 2022. CIVICA allows the Health Board to engage with its community and listen, learn and act upon how the public say the Health Board needs to build on services to provide a better experience for them.

This new feedback system will provide the data it needs for the Health Board to identify any issues and to better understand a patient's journey through their services, alongside those of their family and carers.

There are many ways for patients to share feedback. QR codes can be scanned from a poster, which are displayed across Health Board sites and on social media, to a personal phone/device. CIVICA takes into account many aspects of a patient's experience such as:

- Were they listened to?
- Were they treated with dignity and respect?
- Were they treated and seen in a clean and safe environment?
- Were they involved as much as they wanted to be in decisions about their care and treatment?
- Were they given the opportunity to speak in Welsh?

The CIVICA system has recently been tested with several patient experience surveys across a few user groups, which includes maternity, paediatrics and the heart failure department.

The Patient Experience team explained: "The CIVICA platform is already showing very encouraging signs and we are having a great deal of interest from many service user groups and patients alike. We are looking forward to seeing the data over the next few months and start identifying where we can make further improvements as a Health Board to enable us to provide the best possible patient experience to our community in Cwm Taf Morgannwg.

## Digital Health and Care Wales

### **1. New Digital Hospital Pharmacy System**

A new digital hospital pharmacy system is now available nationally across Wales. Implementation was completed in just over 12 months, across 28 sites, in seven health boards and one trust.

The system is designed to improve the accuracy of computerised dispensing and medicines stock management. Replacing 30-year-old software, it will provide better performance, greater reliability, and more efficient medicines management. It will also improve the clarity of data recorded, ensuring further compliance with national governance, meaning safer and more consistent patient care.

### **2. Digital Health and Care Wales appoints two new executive directors**

Digital Health and Care Wales is pleased to announce the appointment of two new executive directors.

Ifan Evans, currently Welsh Government Director for Technology, Digital and Transformation, has been appointed as Executive Director of Strategy.

Ifan has wide-ranging experience in technology-led innovation and a deep understanding of digital and data. He was responsible for writing Welsh Government's A Healthier Wales strategy and has led digital health and care policy in Wales since 2019 - setting a new strategic direction, strengthening delivery arrangements, and significantly increasing investment into digital transformation.

Commenting on his new appointment Ifan Evans said: "I'm delighted to be joining DHCW. Digital services have never been more important to the people of Wales. This is a great opportunity to lead on innovation and strategy, and to work even more closely with the team at DHCW and digital leaders across NHS Wales."

A successful appointment has also been made to the role of Executive Director of Operations, and further details will be announced shortly, once the successful applicant's notice period has been finalised.

DHCW CEO Helen Thomas said: "I am truly pleased to announce that we have made these two new appointments. I look forward to working with both and believe they will be invaluable additions to the Board. They bring a depth of experience and fresh perspectives and will play a major role in helping us take forward our ambitious national programme to enable the digital transformation of health and care in Wales.

Both new appointments will take up their positions with DHCW in the Spring.

## Hywel Dda University Health Board

### 1. Dyfed Area Planning Board for Drug and Alcohol Misuse

Hywel Dda operates a strong partnership with Dyfed Powys Police, Local Authorities, Probation Service, West Wales Fire and Rescue Service as the statutory authorities forming Dyfed Area Planning Board for Drug and Alcohol Misuse. The APB recently launched a trial for police officers to carry Nyxoid spray, a miracle spray which can be used to reverse the effects of an overdose. The trial, operating in Llanelli, Aberystwyth, Pembroke Dock and Llandrindod Wells for six months, with the ambition of reducing deaths from drug overdoses.

[Miracle spray saves life of drug overdose victim - Hywel Dda University Health Board \(nhs.wales\)](#)

### 2. Wellbeing Centre

An Outline Business Case for the development of a Wellbeing Centre to be based in Cross Hands is to be resubmitted to Welsh Government, Hywel Dda University Health Board is pleased to announce. The business case outlines our intention to develop an integrated health and social care network of services for the Amman Gwendraeth area and the construction of a Wellbeing Centre. If approved, the centre will provide a base for health and care services which will accommodate two local GP practices (Tumble and Penygroes), a library, family centre, community pharmacy and also community police support officers and voluntary sector groups. [Plans for Cross Hands Health Centre to go before Welsh Government - Hywel Dda University Health Board \(nhs.wales\)](#)

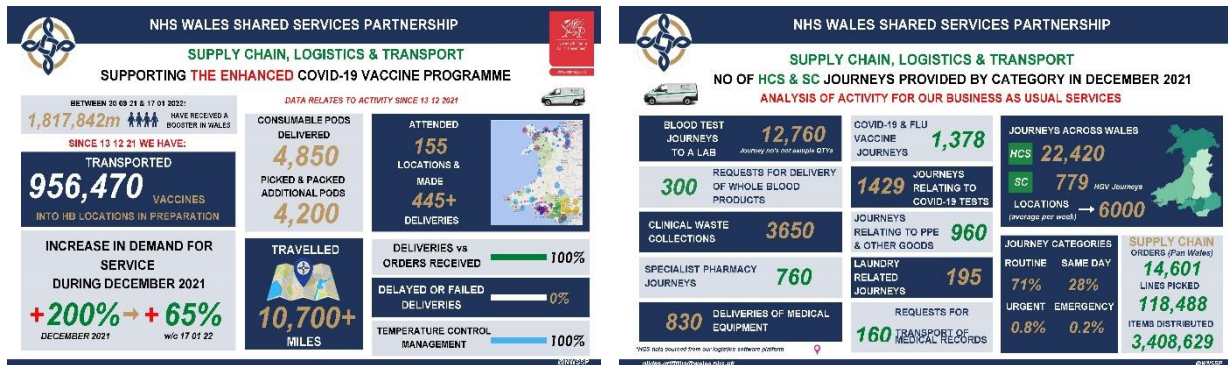
## NHS Wales Shared Services Partnership

### 1. Supporting NHS Wales in Responding to the Pandemic

Over recent months and weeks, NWSSP has continued to play a key role in supporting NHS Wales in responding to, and recovering from, the pandemic. In particular, recent achievements include:

- Since the middle of December 2021, we have distributed 956,470 vaccines to 155 Health Board locations across Wales with no delayed or failed deliveries;
- We continue to provide the COVID-19 consumables packs and undertake the collection of samples for testing;
- Undertake responsibility for the storage and increased distribution of COVID-19 Lateral Flow Tests;
- Support the COVID-19 booster programme by managing vaccination centre lease arrangements;
- COVID-19 Risk Assessments, Vaccination modules and e-learning materials continue to be centrally developed and held on ESR and Learning at Wales to facilitate open-access across Health and Social Care sectors.
- Production of >18,000 ready-to-administer (RtA) critical care infusions for Health Boards across Wales.
- >7,000 Vaccine diluent packs prepared and issued under MHRA Licence.
- Contracts have been let to undertake a co-ordinated recruitment campaign for nursing staff internationally, benefitting Health Boards in filling staff vacancies. The recruitment is being

undertaken via specialist agencies and in countries where there is already a surplus of nursing staff and should result in well over 400 nurses being recruited.



## 2. Mental Health and Emotional Well-Being

A number of initiatives to support our staff have been undertaken in recent weeks including:

- Doubling the number of Mental Health Support Group meetings to support staff with mental health concerns;
- Partnering with Remploy to provide all staff with access to nine months of support with their Access to Work Mental Health Support Service;
- Held an inaugural Health and Well-being staff conference focussed on self-care with inspirational speakers covering physical and mental health;
- Developed a new programme of dedicated Health and well-being awareness sessions to support managers and staff throughout 2022;
- Holding our first ever social for our LGBT+ Allies Network; and
- Launching the Menopause Café



You are invited to the

# Virtual Winter Social

Thursday 20th January  
6:00pm via Zoom

Come and join us for an evening of fun activities and to find out more information about the NWSSP LGBT+ & Allies Network

Register your interest [here](#)

**BALCH PROUD**  
NWSSP LGBT+ & Allies Network

Everyone is welcome!



Adding Value Through Partnership, Innovation and Excellence

GIG  
GIG  
NHS  
WALLES

Partneriaeth  
Cydwyddonethau  
Shared Services  
Partnership



# MENOPAUSE cafe

## Delivering a Healthy, Caring Powys

January 2022

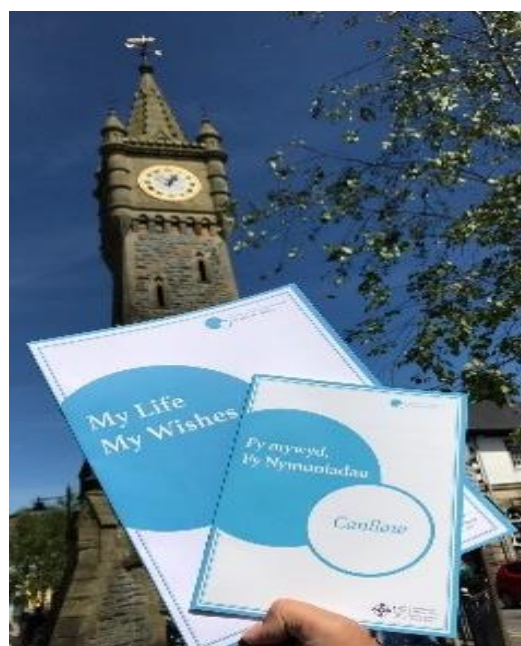
### Your stories of innovation and improvement in Powys

*Fy Mywyd,  
Fy Nymuniadau*

My Life,  
My Wishes

## 1. PTHB My Life, My Wishes Advance Care Plan: sharing excellence in practice across Wales

The PTHB Specialist Palliative Care Team launched the PTHB "My Life, My Wishes" (MLMW) Advance Care Plan (ACP) bilingual document and information guidance booklet in 2019 following extensive key stakeholder and public engagement in Powys. This successful Bevan Exemplar for innovation project has grown in Powys with over 330 Powys ACP champions being trained to promote and advocate ACP using MLMW person held documentation. The success of this project continues with organisations across Wales adopting the PTHB ACP document.



**Image:**  
PTHB

*Supporting honest conversations in Powys using PTHB My Life, My Wishes ACP document and Information Guidance booklet.*

[www.pthb.nhs.wales/about-us/programmes/my-life-my-wishes](http://www.pthb.nhs.wales/about-us/programmes/my-life-my-wishes)

As part of the adoption process PTHB My Life, My Wishes ACP documents are being adapted with the addition of the NHS Wales logo and organisations wishing to adopt the MLMW documentation can also add their specific logo to support service user's confidence with use of the MLMW ACP document. The Macmillan Lead Nurse for End of Life Care Planning will be supporting 'train the trainer' education packages for ACP champions to empower and advocate ACP within the

adopting organisations. A network of adopters will be developed to maintain the quality and ongoing development of the MLMW documentation. PTHB are also delighted to see the NHS Wales Health Collaborative and Compassionate Cymru also linking the MLMW ACP documentation within their ACP section of their website.

Sarah Wheeler, Macmillan Lead Nurse for End of Life Care Planning, PTHB said: "Our aim is to break the taboo of talking about death and dying and support people to have honest conversations about their future care wishes with their family and carers, based on their values, beliefs and wishes."

Despite the challenges of the pandemic the PTHB Macmillan Lead Nurse for End of Life Care Planning continues to work in partnership with Powys County Council, Powys Association of Voluntary Organisations (PAVO) and local Voluntary Organisations to facilitate Advance Care Planning in the rural community of Powys; educating a network of Powys Advance Care Planning Champions in all care sectors to promote, enable and empower future care planning.

Powys ACP champions have been trained on line to raise awareness of the importance and benefits of ACP, and to encourage their local community to have honest 'what matters' conversations, to enable informed choices regarding future care plans if they were unable to speak for themselves. Although these are often seen as difficult conversations, evidence suggests that its less threatening when these conversations are held by local people who are known to their community.

The trained ACP Champions from health, social care and voluntary organisations in Powys have the knowledge and confidence to guide conversations with residents in their communities, aided by the person held PTHB My Life, My Wishes ACP documentation in order for people to share this with loved ones and care professionals.

This ongoing PTHB ACP project for innovation supports national & local strategic policy in Wales. The PTHB Health & Care Strategy focuses on living and ageing well in Powys with the ACP project aligning with the need to plan and co-ordinate for these phases in all our lives, tackling the 'Big 4', enabling early help & support and ensuring co-ordinated care at end of life. The PTHB ACP project also supports Macmillan Improving the Cancer Journey in Powys which is working to improve the experience and quality of life for people living with cancer in the county by enabling access to and coordination of personalised support.

The project is based on research identifying that 82% of people have strong views about their future care and wish to die in their usual place of residence, surrounded by loved ones. Despite these preferences, in Wales current hospital deaths remain at 50%.

The project has drawn on excellent partnership working with Powys Teaching Health Board, Powys Association of Voluntary Organisations (PAVO) and Powys

County Council. PTHB ACP vision continues to benefit from national and international profile and continues to gain momentum across Wales.

Link for My Life, My Wishes ACP Document and Guidance Booklet:  
[www.pthb.nhs.wales/about-us/programmes/my-life-my-wishes](http://www.pthb.nhs.wales/about-us/programmes/my-life-my-wishes)

For any further information about ACP or ACP Champion training in Powys, please contact: [sarah.j.wheeler@wales.nhs.uk](mailto:sarah.j.wheeler@wales.nhs.uk)

Contact: Sarah Wheeler, Macmillan Lead Nurse for End of Life Care Planning, PTHB  
[sarah.j.wheeler@wales.nhs.uk](mailto:sarah.j.wheeler@wales.nhs.uk)

## 2. **Progress update: achieving an integrated Health and Care Academy**

Powys's new pioneering Health & Care Academy was established in 2021, its purpose to contribute to a Wales-wide response to increase local access to education, training and development across the health and social care sector, specifically focused on the workforce in Powys. The ambition is clear, by 2027, Powys will have a truly integrated Health and Care Academy establishment that will enhance our core delivery of our Education, Training and development across the county. Operating as a hub and spoke model, it will offer state of the art practical, academic and digital learning opportunities through four schools.

By 2027, the Health and Care Academy sets out the ambition to:

- Be an exemplar provider of rural professional and clinical education, by delivering an integrated in-service training offer that focuses on direct care, shared care and care delivered through digital;
- Be the sector of choice by growing the health and care workforce through skills development, education and local training, working with wider education providers and supporting the Welsh Language;
- Have a Leadership talent operating at all levels, compassionately working across systems making a difference to the citizens and communities of Powys and empowering their teams to do so;
- Enable the workforce to respond to people's needs in a timely way, including our volunteers and paid and unpaid carers, through skills development, education opportunities;
- Be recognised as a centre of excellence for research, development and innovation within Wales, through trial and testing techniques; that includes a well-established industry relationship, and supporting our core economy.

Across the 4 schools the Academy has started to:

 <p>Ysgol Addysg a Hyfforddiant Proffesiynol a Chlinigol School of Professional and Clinical Education and Training</p>	<p>Build a strong reputation of applied study across all health and care specialities, giving learners the opportunities to gain professional and clinical skill and expertise in modern simulation environments, whilst studying alongside other multi-disciplinary teams and professionals embedding peer support and collaborative working. Creating better career pathways into/and across the sector that attracts people to the sector.</p>
 <p>Ysgol Ymchwil, Datblygu ac Arloesi School of Research, Development and Innovation</p>	<p>Equip the County's health and care workforce with the skills and confidence to identify improvement needs in their areas, and to systematically make those improvements, measuring and demonstrating the impact that they have on citizen patient experience.</p>
 <p>Ysgol Arweinyddiaeth School of Leadership</p>	<p>Develop leaders across the whole health and care system in Powys. Investment in system and collective leadership and the Wales Intensive Learning Academy (ILA) Digital Transformational Leadership, which is led by USW and was launched in December 21.</p>
 <p>Ysgol Gwirfoddolwyr a Gofalwyr School of Volunteers and Carers</p>	<p>Focus on providing education, training and development support to volunteers and carers, as a core and important part of the broader workforce. There will be a skills development portfolio on offer, and an enhanced wellbeing offer that supports our carers and volunteers to support the care for those who need it.</p>

The programme of work has attracted **£1.3 million** worth of investment across a range of capital & revenue projects. A large proportion of investment has been used to open the first hub space on the Bronllys campus. The visuals below illustrate the state-of-the-art physical space that has been developed in phase one. As part of this work, a second phase will come online by the end of March '22' which will include an 'Adaptive Simulated Living' space. This will enable us as a community region without a District General Hospital on our footprint provide training in a home setting and start to trial and test the latest technology that supports people to live independently.

Annex 1: supporting plans



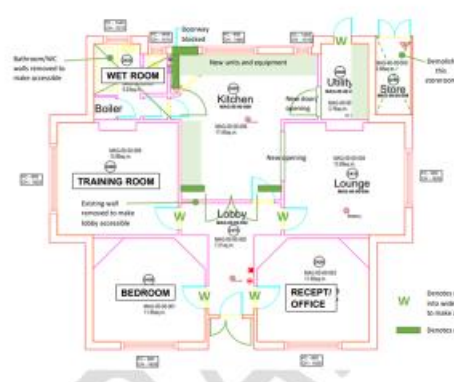
### Bronllys hub site – Phase 1



Academi Iechyd a Gofal Powys  
Powys Health and Care Academy



## Bronllys Hub Site Phase 2 - Adaptive Simulated Living Space



### Public Health Wales

#### 1. Closing the educational engagement gap for young carers is key to improving health and wellbeing of future generations - Publication and Research Briefing

A new [study](#), carried out by Swansea University in collaboration with Public Health Wales Data, Knowledge and Research Directorate, shows the negative impact that caring responsibilities can have on educational participation in those aged 16-22, and how this impact is greatest amongst those living in the most deprived areas of Wales.

Using the National Survey for Wales, it shows important differences in education, in particular in tertiary education, amongst young (16-24yrs) carers. The report has been well received by Carers Trust Wales as providing some much needed quantitative data in an area where there is considerable qualitative evidence.

The research brings together the National Survey for Wales data over three years and found that:

- 1 in 5 young people aged 16 – 22 years in Wales have caring responsibilities.
- Males and females in this age group are equally likely to be young carers.
- Overall, the proportion of young people in full time education is lower amongst young carers (45 per cent in carers, compared to 54 per

cent in non-carers), and this difference is greater in those living in more deprived areas.

A novel finding in this study is the evidence that the difference is largely in the older age groups (19 to 22 years), where the proportion in full time tertiary education is 10 per cent less amongst carers. The lowest participation is among those with caring responsibilities living in the most deprived areas where only 19 percent remain in full time tertiary education.

The findings help to address some key evidence gaps on our understanding of young carers' educational engagement. The results also help to ascertain the potential negative impact of caring responsibilities on young people's education, and how that differs across socio-economic disadvantage.

## **2. The All Wales Diabetes Prevention Programme**

The All Wales Diabetes Prevention Programme (AWDPP) was established to begin the roll out, with in-built evaluation, of a national type 2 diabetes prevention programme, delivered through Primary Care Clusters. The programme aims to bring a more equitable approach and greater resources to the prevention of type 2 diabetes across Wales, forms part of the '*Healthy Weight, Healthy Wales*' delivery plan.

The AWDPP builds on the approaches piloted in two separate Primary Care Clusters - Afan Valley and North Ceredigion, where patients identified to be at increased risk of developing T2D [HbA1c 42-47 mmol/mol] received a single, face-to-face 30-minute brief intervention with a trained healthcare professional, focused on understanding the risk of developing diabetes, dietary changes and increasing levels of physical activity. Independent evaluations of both pilot interventions suggested that the approach has promise in terms of both effectiveness in reducing the risk of diabetes and value for money.

Led by Public Health Wales, multidisciplinary professionals from across Wales have worked together to review each element of the piloted models, to refine and better align the intervention with NICE guidance, the All Wales Weight Management Pathway, Prudent health care principles and behavioural science.

Public Health Wales has recently published a paper: 'Developing the Intervention for the All Wales Diabetes Prevention Programme' which describes:

- The AWDPP Intervention design, in particular: the inclusion and exclusion criteria, equitable access to the intervention and the



minimum dataset needed. It is recognised that a single intervention design cannot meet the needs of all, and that for some people, a more intensive or tailored intervention, or an alternative clinical pathway, will be required to enable them to benefit most equitably.

- The key elements of work which underpinned and informed the final AWDPP intervention design and promote its robustness. These include: an intervention logic model; a theory of change; completion of the TIDieR Framework (Template for Intervention Description and Replication); an Equalities Impact Assessment (EqIA).
- The key decisions made in the AWDPP intervention design and the rationale for these decisions.

By demonstrating the process involved in the intervention design, the intention of this paper is to promote confidence in the design, encourage its adoption and support a move towards an effective, systematic, equitable, Wales-wide approach to type 2 diabetes prevention in Primary Care.

### Swansea Bay University Health Board

#### 1. New surgical instrument invented by Morriston plastic surgeon



A plastic surgeon in Morriston Hospital has invented a specialist instrument for use in breast reconstruction surgery and named it the Swansea Retractor after the city where he works.

Mr Muhammad Umair Javed (pictured above), a consultant plastic and reconstructive breast surgeon based in the Welsh Centre for Burns and Plastic Surgery, hopes the reconstructive breast surgery specific abdominal retractor, the first of its kind in the world, will improve patient safety.

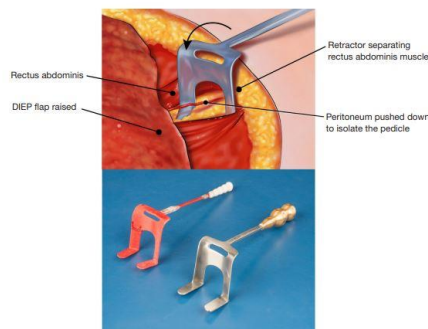
The new instrument enables the surgeon to have a better view of their work, helping to avoid causing accidental injury.

Mr Javed said: **“Previously, there weren’t any instruments designed for this specific operation to reconstruct a breast. In the past we used a combination of different generic instruments to push the tissue out of the way to get a better view of things.**

**“I thought that one instrument would be easier to use and give a better view.**

**“The Swansea Retractor reduces the number of instruments you have to use. You just put the instrument in and it gives you enough vision to do the dissection safely. It makes dissection of the blood vessels easier.**

**“It’s all about improving the products that we have to improve patient safety. If you can see better, then you are less likely to make a mistake.”**



**Figure 1** An Illustration demonstrating the retractor being used to retract rectus abdominis muscle and peritoneum away to isolate the vascular pedicle. A 3D printer (Wanhao Duplicator 3, USA) was used in designing and developing this retractor. Once the design was finalised the instrument was fabricated from stainless steel for long-term reliability.

Mr Javed, who has now shared his work with the American Society of Plastic Surgeons and a medical journal called Annals of Breast Surgery, explained the invention process.

**He said: “I identified the issue during my training in Morrision Hospital when I would assist**

**my senior colleagues and saw that there was an opportunity to improve.**

**“We used a 3D printer to produce the instrument, to see how it would look, and did a lot of revisions.**

**“Next I found a company able to make the prototype for me. Like all surgical instruments it’s made from stainless steel, which is robust and sturdy and good for longevity.**

**“Then I went through our Research and Development department and had it approved for use within Swansea Bay University Health Board.”**

There is only one Swansea Retractor in use at the moment but Mr Javed hopes that it will soon be made commercially available and used as a matter of routine around the world.

He said: **“I have only made one at the moment and need to make more of different sizes, and then it can be part of all surgical procedures for breast reconstruction.**

**“Patients come in different sizes so you can’t just use one sized instrument in everybody. We need to make three to four different sizes.**

**“Once we have the different sizes available we need to find a medical company willing to pick it up and get it out on the market so everyone can see that it’s available to them.”**

Mr Javed is currently working on his next invention.

**“Making the Swansea Retractor gave me a lot of experience as to how to take an idea and develop something. I’ve used the experience I’ve gained to develop a second instrument, I just need to develop a prototype and test it to see if it works.”**

Mr Javed praised his colleagues for supporting his work.

**“This achievement was not possible without the support of my colleagues Mr Mark Cooper, Mr Leong Hiew, Miss Dai Nguyen, Mr Amar Ghattaura and Mr Steve Atherton at the Welsh Centre for Burns and Plastic Surgery.”**

Consultant Plastic and Reconstructive Breast Surgeon, Mr Leong Hiew, said: **“This is a great achievement by Mr Javed and fantastic news for the plastic surgery department and Swansea Bay University Health Board.”**

Mr Javed is a recipient of several national and international awards & prizes and has fellowships in reconstructive breast and microsurgery from world-renowned plastic surgery centres in Vancouver and Adelaide.

He is a fellow of reconstructive breast surgery at the University of British Columbia, Vancouver, where he received advanced reconstructive surgery training by a team of top plastic surgeons led by Dr Sheina Macadam and Dr Peter Lennox.

## **2. Green scheme helps to breathe new life into used inhalers**

A group of GP practices has launched a new scheme to help the environment by recycling inhalers that are no longer needed.

The Upper Valleys Cluster, which is made up of four general practices - Amman Tawe Partnership, Dulais Valley Primary Care Centre, Pontardawe Primary Care Centre and Vale of Neath Practice - is trialling the project until the end of January as a way of cutting down on harmful emissions.



Patients registered with any of these practices can hand in their used inhalers at any of the pharmacies based within the cluster.

When inhalers are thrown away and end up in landfill, gases that are harmful to the environment are released from the canisters into the atmosphere.

*Pictured: Upper Valleys Cluster lead pharmacist, Niki Watts*

Choosing to recycle them instead not only helps to dispose of them safely but reduces the amount of greenhouse gases released, while also recycling the hard plastic holder.

Once handed into a pharmacy, the inhalers are heat treated, so the damaging substances can be broken down by the high temperatures, before the plastic is recycled.

The cluster's lead pharmacist, Niki Watts, said: **“Helping the environment and working towards the decarbonisation of the NHS are both important issues.**

**“We felt that a simple method we could introduce to help would be to encourage people to recycle their used inhalers.**

**“We want people to bring the aerosol canisters inside the inhaler to us as well as the plastic holders.**

**“Even when there's no medication left in the aerosol, there's still a residual amount of hydrofluorocarbons inside, which are greenhouse gases.**



**“If the inhalers end up in landfill the gases just leak out into the atmosphere whereas when we recycle them, they get heat treated which destroys the greenhouse gases.”**

Members of the public can visit any pharmacy within the Upper Valley Cluster and hand their inhalers in

over the counter.

If the pilot project is successful, it is hoped to be expanded so a larger number of pharmacies will be able to help to safely dispose of them.

*Pictured: The Vale of Neath Pharmacy is just one of the pharmacies taking part in the scheme*

Niki, who is based at the Vale of Neath Pharmacy, added: **“A surprising amount of the carbon footprint within the NHS comes from inhalers.**

**“When patients who use inhalers come into the pharmacy we explain the benefits of recycling them and ask them how they dispose of them at the moment.**

**“We then ask them if they would plan on returning their inhalers in the future after being told how harmful they can be to the environment.”**

Upper Valleys Cluster lead, Dr Rebecca Jones, said: **“We all need to do our part to help in the fight against global warming.**

**“I was shocked when I realised that inhalers contain damaging greenhouse gases and that only one per cent are returned to pharmacies for safe destruction.**

**“The Upper Valleys Cluster is encouraging people to do their bit by recycling their used inhalers to their pharmacy instead of putting them in their household rubbish or recycling them where they can’t be recycled.**

**“We hope this small step will help protect our environment for the future.”**

The pharmacies taking part in the scheme are the Vale of Neath Pharmacy, Resolven Pharmacy, Davies Chemist Ltd in Ystalyfera, Dyffryn Pharmacy, Lloyds Pharmacy in Pontardawe, Lloyds Pharmacy in Gwan Cae Gurwen, MW Phillips in Seven Sisters, MW Phillips in Crynant, Well Pharmacy in Pontardawe and Well Pharmacy in Cwmllynfell.

If you use an inhaler, please fill out the cluster's short survey about recycling inhalers: Inhaler Return Campaign Survey ([surveymonkey.co.uk](https://surveymonkey.co.uk))



The International Pharmaceutical Aerosol Consortium (IPAC) is a consortium comprised of and funded by AstraZeneca, Boehringer Ingelheim, Chiesi Limited, GSK, Kindeva and Teva. IPAC's mission is to input into environmental policies relevant to inhaled therapies to support a patient-centric approach to meeting important sustainability objectives. This awareness campaign has been organised by IPAC and funded by its members. Third party organisations may support by disseminating campaign assets, but will not receive a financial contribution from IPAC, or the composite pharmaceutical companies, either directly or in kind. **If there is evidence of suspected side effects, incidents or defective devices from patients who use an inhaler, patients should be encouraged to talk to their doctor, pharmacist or nurse. This includes possible side effects not listed in the package leaflet. Individuals can also report side effects and defective devices directly via the Yellow Card Scheme at [www.yellowcard.mhra.gov.uk](http://www.yellowcard.mhra.gov.uk). By reporting side effects they can provide more information on the safety of medicines.** Date of Preparation: July 2021 | NP-GB-CAU-BNRR-210001