



Senedd Members and Welsh MPs

30 August 2022

Dear Colleagues

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

Please find below the highlights from each organisation.

Aneurin Bevan University Health Board

- **Bedtime MRI scans** have been introduced for children at the Royal Gwent Hospital, reducing waiting list backlog and avoiding where possible reliance on General Anaesthetic/sedation support for MRI Scans. The idea behind the initiative is that children come into hospital at bedtime and are therefore sleepy when the MRI scan takes place. This makes the likelihood of the scan being successful far greater.
- **A new online map** has been launched to help people in Newport find ways to improve their wellbeing. The free online tool '*YourNewport*' offers local people:
 - All local wellbeing activities on in one place, with access to more than 70 listings and counting;
 - Help and advice on how to get more involved in all the great things taking place across the city;
 - Information on local support services in areas such as mental health, housing support, and financial support;
 - The map is fun, free, easy to use, and available in 103 different languages.

Betsi Cadwaladr University Health Board

- **Three new Urgent Primary Care Centres** have opened across Gwynedd and Anglesey to help reduce pressures on GPs and Ysbyty Gwynedd's Emergency Department. A team including Advanced Nurse Practitioners, GPs and Physiotherapists work together to provide care to people who have sought care from their GP or the Emergency Departments. Patients referred to the service will receive a telephone consultation with a UPCC Clinician. If appropriate patients are invited to attend a face to face appointment at one of the UPCC locations.

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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.

- **A scheme that allows families and carers to support people with dementia** while they are in healthcare settings is being reintroduced. John's Campaign is a national campaign which recognises the important role of family members who care for people living with dementia and people with complex needs including learning disabilities and autism. It allows the carer or family member to be present during general care and mealtimes outside of visiting hours, and to be involved in decision making.

Cardiff and Vale University Health Board

- The **All Wales Psychiatric Genomics Service** has been launched. This is a 'UK first' initiative designed to provide genetic counselling and access to genetic testing for people who are genetically more likely to experience a mental health disorder. This global leading national service is facilitated by a multi-faceted partnership of experts from the All Wales Medical Genomics Service, Cardiff University's MRC Centre for Neuropsychiatric Genetics & Genomics, the National Centre for Mental Health, NHS Mental Health Services and members of the public.
- **The first baby has been born in Wales using new climate-friendly gas and air technology.** Cardiff and Vale UHB has worked closely with patients and staff on the implementation of the Entonox Carbon Reduction Units. The Entonox project forms part of wider activity to reduce the use of nitrous oxide across Health Board sites.

Cwm Taf Morgannwg University Health Board

- **The Health Board is the First in Wales to Join Partnership with CRADLE.** The CRADLE charity will provide comfort bags for women admitted to hospital for unexpected or overnight stays during or following pregnancy loss or termination of pregnancy. The pregnancy loss service and extra support provided by CRADLE will work alongside the specialist bereavement support in place across the Health Board's Maternity Services, supporting women and families at such difficult times.
- The Princess of Wales hospital has hosted interns through the **Engage to Change Project SEARCH supported internship.** The project is run in partnership between Engage to Change, DFN Project SEARCH, Bridgend College, and Cwm-Taf Morgannwg University Health Board, and aims to challenge attitudes and policy on supported employment for people with a learning disability and/or autism.

Digital Health and Care Wales

- **Colorectal cancer services are benefitting from new dashboard** that has been launched and that will identify trends in colorectal cancer and allow clinicians in Wales to adjust services for better patient care. Using data from several sources it will allow clinicians in Welsh health boards to easily identify areas that require changes for reducing wait times or to relieve service bottlenecking.
- Claire Osmundsen-Little, **DHCW's Director of Finance won Finance Leader of the Year** at the Digital Finance Function Awards

Health Education and Improvement Wales

- **Care Home Education Facilitators (CHEFs)** roles have been developed as a first in Wales to encourage more healthcare students to undertake placements within care homes.

- **HEIW are sponsoring the Woman in Health and Care category in the Womenspire Awards.** The [Chwarae Teg Womenspire Awards](#) showcase the remarkable accomplishments of women across Wales and will inspire future generations.

Hywel Dda University Health Board

- **Bronglais Hospital is the first in Hywel Dda to perform an MRI scan on a patient with a pacemaker.** Recent developments in both imaging and pacemaker technology now allow patients with pacemakers and other implanted cardiac devices to be safely scanned by MRI. The examination is undertaken following review by a Consultant Radiologist, Cardiac Physiologist, MRI Radiographer and with scientific support from the Medical Physics Service. During the scan, an enhanced care team are present to monitor the patient and ensure their safety.
- **A new healthy heart project** is helping patients in North Ceredigion who are being offered psychological support to those at risk of heart problems. This new Clinical Health Psychology pathway aims to prevent the escalation of cardiovascular disease and cardiac events including heart attack and stroke.

NHS Wales Health Collaborative

- **The Wales Cancer Network team celebrated success at the Moondance Cancer Awards.** The awards ceremony, which took place on 16th June in Cardiff, offered the team a chance to network with teams all across Wales, re-connect, and reflect on achievements in cancer care during the Pandemic. It honoured people across NHS Wales and its partners, who maintained and innovated cancer services despite the extraordinary circumstances of the last two years.

National Collaborative Commissioning unit.

- **NHS 111 press 2 for mental health** is now live in Hywel Dda UHB giving citizens direct access to a Mental Health Clinician without any additional barriers. This will be rollout out across Wales with one Health Board a month going live and the whole of Wales covered by the end of year.

NHS Wales Shared Services Partnerships

- **NWSSP has launched their first Menopause Café for staff.** Currently held on Microsoft Teams, the online sessions are informal and friendly and are open to everybody for virtual tea and cake and a chat about all things menopause.
- NWSSP are now members of the **Employers Network for Equality and Inclusion.** This network supports organisations in their equality and inclusion journey and provides resources and opportunities to develop, including access to free events and discounts on courses.

Powys Teaching Health Board

- The **Royal Welsh Show hosted a special celebration event** on 19 July for staff and volunteers involved in the county's COVID response through the vaccination programme and TTP. The vaccination centre at the Showground closed just as the spring boosters were drawing to a close, with well over 60,000 doses administered at the site since it opened in January 2021. Despite being the most sparsely populated county in Wales, with just 133,000 people in an area of 2000 square miles, Powys has seen some of the highest levels of spring booster uptake in Wales.
- **Electronic GP referrals** through the Welsh Clinical Communications Gateway are supporting cross-border interoperability. Due to Powys' rural location and complex patient care pathways, this requires active links with all Welsh NHS health boards, to a small number of private providers, and importantly to cross border suppliers within the English NHS system.

Public Health Wales

- The Adverse Childhood Experience Support Hub is **learning lessons from the past to improve the experience of today's child refugees**. The Hub has collaborated with Aberystwyth University to publish the second in a series of reports looking at the experience of child refugees from the 1930s and Adverse Childhood Experiences
- The public Health Wales Primary Care Hub, in collaboration with partners, has developed **Veteran and Ex-Service Personnel Health Guidance for General Practices in Wales**. The guidance was developed with a number of key stakeholders including RCGP Wales, Public Health Wales Veteran leads, Welsh Government and GPs with a special interest.

Swansea Bay University Health Board

- **Breakfast club is dishing up a dose of wellness to the socially isolated**. The well-being project is partly funded by the Bay Health Cluster, which is made up of eight GP practices spread across the Sketty, Uplands, Mumbles and Gower areas, and aims to tackle social isolation among adults.
- A **new lighthouse service** is shining across Swansea Bay to steer families away from the risks of being overweight and towards a healthier lifestyle. Swansea Bay is initially offering a level two, or community-based, service known as the Healthy Families programme. This consists of an eight-week course which is aimed at parents, followed by practical sessions focusing on cookery skills and fun-filled physical activity sessions.

Velindre University NHS Trust

- The Velindre University NHS Trust scooped up **three awards at the prestigious Moondance Cancer Awards**. One of the awards received in the category of Pioneering Innovation was for the delivery of the SYMPLIFY Study, which looks at a Multi Cancer Early Detection Blood Test
- The **Football Association of Wales presented the Welsh Blood Service with a special recognition award** on 26th May 2022 for its community partnership campaign 'Blood, Sweat and Cheers'. The campaign was created to encourage more supporters to donate in their local communities

Welsh Ambulance Services NHS Trust

- The Welsh Ambulance Service has introduced a **new telephone consultation tool** to help clinicians arrange the most appropriate care for 999 callers. The Emergency Communication Nurse System software supports control room clinicians to determine the best course of action for patients who call 999 through its evidenced based approach.
- A new service has launched to allow people to make **999 calls using British Sign Language** (BSL) for the first time. The new service, 999 BSL, will allow deaf people to make emergency calls using an app or website, connecting callers with a BSL interpreter. The system is the first time a 999 emergency service will be available in BSL. It is free to use and operates 24 hours a day, seven days a week.

Yours sincerely

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

Eluned Morgan AS/MS

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