



All Members of the Senedd

24 December 2021

Dear colleagues

Every month NHS organisations submit a number of case studies on what they are proud of. These are shared at our NHS Wales Leadership Board.

I thought you might be interested in these. Below are the highlights and attached is further information about each area just in case you need more detail.

- **Aneurin Bevan** have launched a supported internships scheme at Nevill Hall Hospital for students with learning disabilities and October was Black History Month with a number of activities were available for staff, which included a daily calendar of Black Icons, many of which were chosen by Health Board staff.
- **Betsi Cadwaladr University Health Board** have set up a new audiology service which will provide care close to home for those living with hearing difficulties. Moondance Cancer Initiative has awarded just over £400,000 to seven innovative projects across north and west Wales to improve cancer services.
- **Cardiff and Vale** nursing and midwifery staff were recognised at the RCN Wales Nurse of the Year awards. Scientists in Cardiff have successfully used vaccination to cure a patient of COVID-19 in what is thought to be the first instance of the vaccine being used for treatment instead of prevention.
- **Cwm Taf Morgannwg University Health Board** has formally launched its 'green' initiative, to coincide with 26th annual United Nations Climate Change Conference. Green CTM is the staff working group which aims to ensure that 'green' and 'sustainability' principles are embedded across the Health Board in all aspects of its work and the services provided and communities. Orthoptists at Princess of Wales Hospital in Bridgend have created a qualification for Healthcare Support Workers, the Agored Cymru Level 3 Certificate in Fundamentals of Ophthalmology (Wales), which is now being utilised across all Health Boards in Wales.

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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.

- **HEIW** have created a Virtual village created to explore different health and care careers. A general practice nurses (GPN's) framework has been launched to provide consistency, structure, guidance and direction to registered general practice nurses and their employers.
- **Hywel Dda** heart patients across west Wales are piloting innovative new technology that allows clinicians to monitor their health and recovery from the comfort of their home. The Health Board has appointed two Arts in Health Co-ordinators who will help promote and encourage the use of the arts in healthcare across the three counties.
- **NHS Wales Shared Services** have been recognised at the Welsh Pharmacy Awards.
- **NHS Wales Health Collaborative** have received approval of the Business Justification Case to implement an All Wales Annual MRI Surveillance Programme for Women identified at Very High Risk of Developing Breast Cancer.
- **Public Health Wales** from October 2021 have begun inviting people aged 58 and 59 years old for the first time for bowel cancer screening.
- **Powys Health Board** have set up a Journeying Together forum to ensure people living with cancer including unpaid carers have a voice.
- **Swansea Bay** children are the first in Wales to be offered sight-saving treatment which will prevent them from needing a transplant.
- **Velindre** have seen the first peripheral blood stem cell collection completed in the Velindre Cancer Centre.
- **The Welsh Ambulance Service** has honoured staff and volunteers at its 6th annual awards ceremony.

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 – November 2021

Aneurin Bevan University Health Board

1. **Engage to Change: Launching Our Supported Internships Scheme at Nevill Hall Hospital for students with learning disabilities**

In September 2021, the Person-Centred Care Team launched an exciting *Supported Internship Scheme* pilot in partnership with Coleg Gwent and Elite, a registered charity and supported employment provider supporting people with disabilities and those facing disadvantage into work.

This Scheme offers supported internships for Independent Living Skills (ILS) learners from Coleg Gwent. Through a supported workplace environment, the Scheme enables learners to develop their employability skills whilst giving them an opportunity to gain an insight into the different types of roles they could consider in the field of health care.



Why the Supported Internship Scheme?

For people with learning disabilities, the opportunity to gain practical experience in a work setting is really important and supports both their curriculum and learning goals. Internships will not just give these students a taste of different work environments. ABUHB's Scheme will help students with a learning disability prepare for the world of work through the acquisition of new, transferable skills, significantly improving their ability and confidence to seek meaningful employment after college.

Starting our Supported Internship Scheme Pilot

On 1st September 2021, our new interns met the Facilities Team at Nevill Hall Hospital to embark on their internship programme for the academic year. Here they were able to explore the different roles they will be undertaking during their internship at the hospital. The learners were all really excited for their internships to begin.



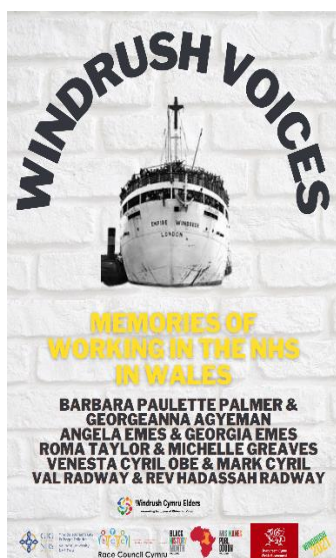
Gino Parisi, Person Centred Care and Partnerships Manager, explained that as a Health Board, ABUHB always strives to support their local community. He said; *“We’re really happy that we’ve been able to develop this partnership with Coleg Gwent and Elite, allowing these interns to gain valuable real-life work experience with our Facilities team at Nevill Hall Hospital in Abergavenny. We welcome the interns into the health board and look forward in supporting*

them, and thank them for supporting us in the services that we deliver. I'm sure they'll become very valuable team members".

The Supported Internships will take place over the course of the academic year, giving students time to develop their skills over a longer period and prepare them for the world of work. The interns will go on rotation to experience different areas of the hospital during their internship, providing them with both a well-rounded experience of working in a health care environment and an opportunity to learn a range of new skills. This internship experience may offer learners a chance to apply for a job with Aneurin Bevan University Health Board afterwards.

At the end of the internship, all learners taking part in the scheme will have learnt and developed a fantastic range of skills to use in the workplace, which they can transfer to other jobs and work settings in the future.

2. Black History Month



October was Black History Month and a number of activities were available for staff, which included a daily calendar of Black Icons, many of which were chosen by our staff.

Following this month we have built up a number of video training and awareness resources that can be shared throughout the NHS in Wales. This builds on our commitment to be an anti-racist organisation.

Some of the events we held included a showing of the film made earlier this year featuring retired Aneurin Bevan University Health Board staff who are members of the Windrush Community. They shared their stories and experiences from a Welsh perspective working in the NHS.

Throughout the month the Health Board focused on talking about Black History month through the lens of intersectionality. This recognises that Black people with additional protected characteristics may face additional barriers in accessing healthcare and support. Events included a session with Glitter Cymru looking at the barriers faced within their own community around race and religion well as the wider society being LGBTQ+ people of colour.



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**Cancer Care In Focus:
Through The Lenses Of Patients
From Ethnic Minority
Backgrounds**



When it comes to cancer treatment, Bamidele Adenipekun talked about her experience in accessing bandages, prosthetics and support suitable for an ethnic minority person. Talking about what could be done to change this situation and the importance of collecting equality data to better understand how to support cancer patient's individual needs.

The Health Board have recently introduced Menopause Café's for staff in addition to these sessions in October and November, we held a session on 'Race & Menopause', to look at the difference in impact, symptoms, diagnosis and support that Black and minority ethnic people have regarding menopause support.



Race & Menopause

Is 'Menopause' different for Black Women?

BLACK HISTORY MONTH



and in
and
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around
people



We were also incredibly fortunate to be part of the NHS England 'Conversation with David Olusoga', helping co-ordinate the NHS Wales staff invitations, questions and final video for the event.

Thanks to Debbie Eyitoto at Swansea Bay University Health Board for helping us with this session.

Betsi Cadwaladr University Health Board

1. New audiology service will provide specialist care, closer to home



People with hearing difficulties across North Wales will find it easier to access specialist support in their GP surgery, thanks to investment in a new NHS service.

Over the next three years, Betsi Cadwaladr University Health Board will introduce Advanced Audiology Practitioners into GP surgeries across the region.

Their introduction will ensure that more people with hearing, tinnitus and balance difficulties can receive specialist care sooner and closer to home, while releasing up to 22,000 GP appointments every year.

Hearing difficulties are thought to affect around 130,000 people in North Wales, including seven in ten people over the age of 70.

Advanced Practice Audiologists (APAs) are currently in place in 36 GP Practices across North Wales, supporting around 25 per cent of the region's population.

As part of a staged approach, APAs will be introduced to remaining practices over the next three years.

Once established, APAs will also oversee the delivery of an earwax removal service, supporting the four per cent of the population who suffer from problematic earwax.

Over the past three years, more than 35,000 people have benefited from the APA service in GP practices in which it has been piloted.

The service model has received national recognition, winning an NHS Wales 'Developing a Sustainable Workforce Award' and being shortlisted for a UK Advancing Healthcare Award under the 'Innovation in Healthcare' category.

Clarence House Medical Centre in Rhyl is one of 36 GP Practices in North Wales that have already benefitted from the introduction of Advanced Practice Audiologists.

Dr Simon Dobson, a GP at Clarence House Medical Centre, said: "The introduction of Advanced Practice Audiologists has made it easier for people with hearing difficulties to access the specialist support they need, while freeing up our GP's time to see other cases. I'm very pleased that this service, which is much valued by patients and staff, is set to be introduced across North Wales."

Jane Wild, Consultant Clinical Scientist and Head of Adult Audiology at BCUHB, said:

"We know that left unmanaged, hearing, tinnitus and balance difficulties can have a significant impact on people's quality of life. By enabling people to be seen close to home by an Advanced Practice Audiologist in the first instance, we can ensure they receive the specialist care they need sooner, while freeing up GP appointments.

"This service is being extended as part of a staged process, over the next three years. We ask people to be patient as it will take time to recruit, train and introduce the service to practices across the region."

2. Seven teams in North and West Wales win £400,000 funding to improve cancer services

Today, Moondance Cancer Initiative has awarded just over £400,000 to seven innovative projects across north and west Wales to improve cancer services.

The Moondance Cancer Initiative Innovation Time Awards were created in Summer 2021 to encourage and support staff across Welsh health and care services to adopt practical and clinical innovations to improve cancer outcomes with immediate impact - whether in cancer services, diagnostics, treatments, enabling technologies or workforce on the ground. This is especially important as the NHS aims to recover from the impact of public health measures taken during the ongoing Covid-19 pandemic.

The 2021 awards have been open to staff across Hywel Dda University Health Board and Betsi Cadwaladr University Health Board and offered up to £100,000 for implementation of an innovation over 6-12 months.

Teams in Betsi Cadwaladr Health Board have been awarded just over £200,000 to:

- Introduce a dedicated new pathway for cancers which are especially difficult to diagnose ('malignancies of unknown origin'), linking to the planned rapid diagnosis centre

- Introduce a new endoscopy list that will enable faster diagnosis (and therefore faster progress into treatment) for patients who need some sedation to tolerate endoscopy procedures
- Encourage more people to engage with bowel screening at home
- Trial the use of an AI solution to support pathology teams in the diagnosis breast cancer, enabling more rapid diagnosis in time.

Teams in Hywel Dda Health Board have also been awarded just over £200,000 for an array of ground-breaking projects:

- Development of an artificial intelligence tool with the potential to radically reduce misdiagnosis of prostate cancers
- Trialling of a 3D imaging app originally developed in the cosmetic surgery sector with patients requiring breast reconstruction – reducing the need for multiple surgeries
- Trialling a new lung cancer diagnosis pathway that patients can access directly, taking pressure off GP surgeries.

All projects are expected to start within 3 months and have a real practical impact for patients in 2022.

Megan Mathias, CEO of Moondance Cancer Initiative, made the announcement today: “We received some exciting, high-quality applications and we’re delighted to be able to commit over £400,000 in funding to support seven innovative ideas to improve cancer services in 2022.

“Our hope is that these innovations prove better for patients, *and* more effective and efficient too – enabling Betsi Cadwaladr and Hywel Dda University Health Boards to adopt them into core services in 2023.

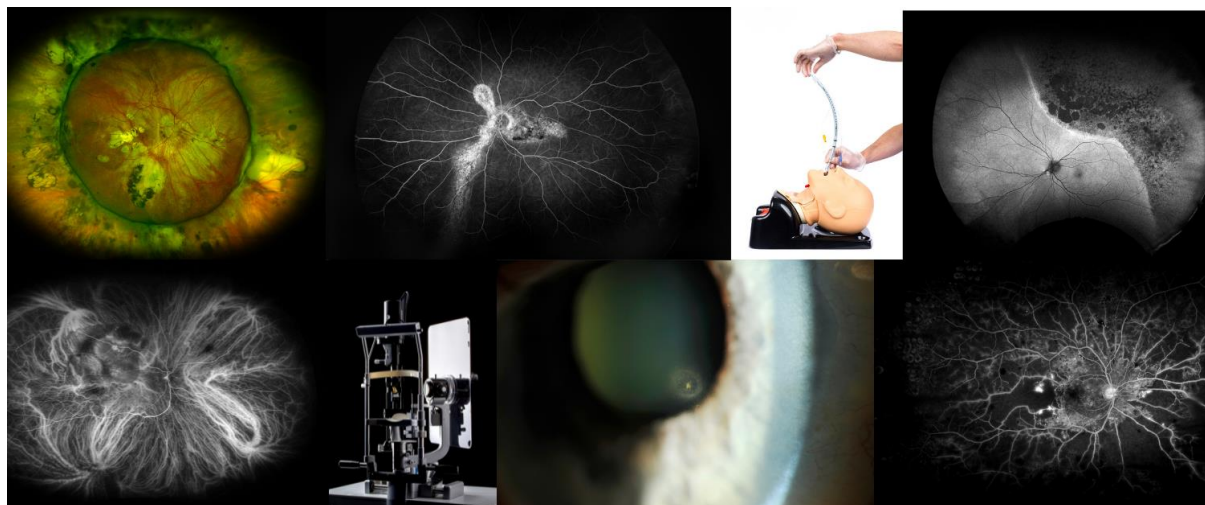
“Huge congratulations to the winners. Of course, the hard work starts now, and we look forward to staying in touch with them all over the coming year.”

Commenting on the award, Phil Kloer, Medical Director for Hywel Dda University Health Board said: “We’re thrilled to have partnered with Moondance Cancer Initiative on these Awards. We’re confident these projects will help us to make a real difference to cancer patients across west and north Wales.”

Jo Whitehead CEO of Betsi Cadwaladr University Health Board said: “Like so many, I’ve had experience of cancer in my own family, and so I know how important it is that we continually strive to improve cancer services and outcomes, especially as we grapple with additional demand following the Covid-19 pandemic. I’d like to thank all staff who participated in these awards, and of course huge congratulations to those who have been successful. I look forward to supporting them to succeed.”

Cardiff and Vale University Health Board

1. Cardiff and Vale staff recognised in string of award wins



Following the triple award win for our Eye Care Team, our winning streak continues with further outstanding achievements for our nurses and midwives as well as our creative colleagues in Medical Illustration. These national awards are so well deserved and really shine a light on the amazing work our staff have delivered in what has been a very challenging year.

Last week our nursing and midwifery staff were recognised and commended at the RCN Wales Nurse of the Year Awards 2021. The annual event celebrates the achievements of nurses and midwives across Wales and recognises their positive influence on nursing and midwifery practice, and the care they provide to individuals and communities.

Our colleague Kirsty John was presented with RCN Wales Nurse of the Year, a well-deserved accolade for her fantastic work she has done to leading the testing system for all men arriving in custody a creating a vaccinations hub within HMP Cardiff. Kirsty also won the Primary Care Nursing Award. In total, five awards were given to our staff across seven different categories: Katherine Fischer, Winner of the Children and Midwifery Award, Sarah Rees and Paula Strong were Runners Up for the Advanced and Specialist Nursing Award, Abigail Holmes was a Runner Up for the Chief Nursing Officer for Wales Award, Emily John was a Runner Up for the Registered Nurse (Adult) Award, Emma Williams was Winner of the Supporting Improvement Through Research Award and the Suzanne Goodall Paediatric Nursing Award was given to Laura Truscott-Wright.

Executive Nurse Director, Ruth Walker said “Huge congratulations to Katherine, Sarah, Paula, Abigail, Emily, Kirsty, Emma and Laura for demonstrating the amazing contribution that they make to the nursing and midwifery profession here in Wales and the benefit to our patients, citizens and communities. It was a real pleasure to see your work being recognised at the RCN Nurse of the Year Awards last evening.

“Each award or nomination is well deserved and further showcases the amount of dedicated and uniquely talented nurses and midwives we have at Cardiff and Vale UHB.

“After what has been a difficult year it is great to see our hard working nurses and midwives being recognised for their dedication and commitment in caring for our patients. It is so impressive to see how you have continued to lead, drive, and innovate within your clinical environments to improve outcomes for patients. Thank you.”

Our Medical Illustration Department also scooped a total of 17 awards at the Institute of Medical Illustrators Awards which recognise excellence in clinical photography, healthcare design and clinical video. A special mention to Bolette Jones, Head of Service of Medical Illustration, who was presented with the Norman K. Harrison Gold Medal, a prestigious award from the Chairman for her outstanding contribution to the profession.

Colleague Abi Bird who won a gold award for her photograph of Polypoidal Choroidal Vasculopathy, taken on a widefield retinal camera. The silver award winners were Abi Bird, Jess Leonard and Hannah Wilce and bronze award winners were Abi Bird, Laura Mullen, Khris Swann, Joe Moody, Hannah Wilce and Lauren Price. I'd like to share my congratulations with this team who are a highly specialised and skilled group of people who make an important contribution to the care of patients.

2. Scientists use vaccination 'to cure COVID-19 for first time'

First case of jab being used to treat instead of prevent disease

Scientists have successfully used vaccination to cure a patient of COVID-19 in what is thought to be the first instance of the vaccine being used for treatment instead of prevention.

Ian Lester, 37, a dispensing optician from Pontypridd who has a rare genetic immunodeficiency, tested positive for COVID-19 for eight-and-a-half months after catching the virus at work.

The virus was finally cleared from his body after clinicians from the Immunodeficiency Centre for Wales used two doses of the Pfizer vaccine to treat him and scientists from Cardiff University monitored his immune system's response.

It suggests the vaccine successfully kick-started Mr Lester's immune system to clear the virus – and it is now hoped this approach could be used to treat other patients who are immune compromised.

"They went above and beyond for me. I will be forever thankful to the doctors, nurses and scientists who helped me," said Mr Lester, whose case is outlined in the Journal of Clinical Immunology.

Mr Lester has Wiskott-Aldrich Syndrome, a rare condition which causes immunosuppression, meaning his immune system often has a dampened response to infection. When he caught COVID-19 in December 2020 Mr Lester was unable to fight off the infection and was shedding "live" virus for at least 218 days.

During this time, he suffered fluctuating symptoms of chest tightness, insomnia, headaches, poor concentration, and extreme fatigue and had to self-isolate for large parts of this time.

"Given the persistent positive PCR tests and impact on his health and mental health, we decided on a unique therapeutic approach," said Professor Stephen Jolles, clinical lead at the Centre and honorary professor at Cardiff University's School of Medicine.

"We wondered whether therapeutic vaccination could be the answer to clearing the virus once and for all, by inducing a strong immune response within the body.

"We administered two doses of the BioNTech Pfizer vaccine, one month apart, and very quickly saw a strong antibody response which seemed to be more effective than we have seen with other treatments, such as antibody transfusion."

Researchers at the Centre, based at the University Hospital of Wales in Cardiff, also saw a strong T-cell response – the arm of the immune system thought to be crucial to fighting off the virus.

Dr Mark Ponsford, a clinician scientist from Cardiff University's School of Medicine, said SARS-CoV-2 clearance was finally confirmed 72 days after the first vaccination dose, and 218 days since it was first detected.

"It was a pretty astonishing moment" he said.

"To our knowledge, this is the first time mRNA vaccination has been used to clear persistent COVID-19 infection. Importantly, the vaccine was well tolerated by the patient and successfully induced a strong antibody and T-cell response. This was remarkable given Ian's response to conventional vaccinations in the past has been extremely limited.

“There are also interesting similarities between this rare case and the much more common phenomenon of long COVID, where other groups have suggested vaccination has also been linked to an improvement in symptoms – but further research is needed to explore this.”

Scientists will need to reproduce this work to confirm the link and see if it can be used in other cases.

“We have all seen how vital vaccination is to the ongoing fight against the global pandemic – but our study is the first to highlight the exciting potential for it to be used as a treatment in persistent infection,” said Dr Ponsford.

“While genetic causes of immunodeficiency are rare, there are many more individuals whose immune system have been suppressed because of their medical conditions and treatments. We should be alert to persistent COVID-19 infection in this setting, and develop the tools to respond accordingly.”

Ian’s story: ‘Each test came back positive, time and time again’

“When I first contracted the virus in December 2020, I was shocked as I had minimal symptoms; the most noticeable being lack of taste and smell. I informed the Immunology department at UHW, as I have been under their care since childhood. They were concerned as they suspected people with immune deficiencies could stay contagious for longer than average. I was sent regular PCR home swab kits to monitor my status. Although most people are able to stop isolating after 10 days of contracting the virus, I was an exception to the rule. Each test came back positive, time and time again. Months passed, which felt like a lifetime when you’re not able to go anywhere or see friends or family.

“My symptoms gradually became worse the longer I had the virus. This included extreme fatigue, lack of sleep (borderline insomnia) headaches and chest tightness. Each positive COVID swab (every 10-14 days) left me feeling more deflated and anxious. I began to feel like I was a prisoner in my own home and the days blurred into months. By June 2021, when social gatherings were being allowed again, I was feeling very frustrated and started to doubt I would ever become negative.

“In my case, the treatment options were very limited. Antiviral medication was discussed, although funding this through the NHS was not viable as my COVID symptoms were not bad enough to be hospitalised. When the vaccination was suggested by the hospital to help fight the virus, I was more than willing to try it, as I trusted their clinical knowledge.

“After my first vaccination in May, PCR testing began to suggest my body was finally fighting the virus. This got me very excited, and I dared to imagine normal life again. Unfortunately, this was short lived, causing more frustration. The second vaccination was given to me three and a half weeks later – and eight weeks later I started to get consistent negative COVID results.

“I was over the moon and beyond relieved to finally be negative and get my life back on track. I was really lucky to have a strong network of family and friends supporting me, which helped keep me sane. Since becoming negative, I have noticed some symptoms of long COVID. But it’s a small price to pay for freedom.

“I’m very grateful for all the help and care from the doctors and nurses in the immunology department team at UHW. I really felt like they were by my side every step of the way, and happy to listen to my concerns. They went above and beyond for me. I will be forever thankful.”

Cwm Taf Morgannwg Univeristy Health Board

1. Launching of Green CTM

Cwm Taf Morgannwg University Health Board has formally launched its 'green' initiative, (week commencing the November 01, 2021) to coincide with 26th annual United Nations Climate Change Conference which takes place from October 31st until November 11th.

Green CTM is the staff working group which aims to ensure that 'green' and 'sustainability' principles are embedded across the Health Board in all aspects of its work and the services provided and communities. Green CTM actively engaged in responding to Welsh Government ambitious decarbonisation plans and is currently exploring how carbon net zero can be delivered by 2030 in line with NHS Wales Decarbonisation Strategy.

From the use of disposable items, to energy supplies and the way in which we deliver services, all aspects of our Health Board's services provided to patients and communities.

"Going green and being sustainable in all that we do is a vital part of our approach to delivering on our responsibilities as a population health organisation for the communities of CTM", said Lina Prosser, Director of strategy and Transformation.

"Putting this front and centre of our decision making at every level – as individuals, teams, organisationally and with our partners – can be transformational for our staff, communities and future generations.

"It can be something as simple as deciding to bring a re-fillable cup into work instead of using disposable cups, switching off lights and monitors not in use, to decisions about the materials we use in the services we provide, and right through to the bigger transformative projects such as our buildings and energy systems."

Linda continued: "I've been so impressed by the response to the call out for volunteers across our Health Board to get involved in this work as well as the quality of ideas and suggestions coming through.

"There's such a commitment to put some real momentum into this and is a great example of #TeamCTM living our values by listening and learning to improve and working together as one team."

"We have had a great response from our staff so far – and I'm really grateful for everyone's enthusiasm and contributions and throughout the next two weeks of the COP 26 conference, Green CTM is encouraging colleagues to share ideas and suggestions about how CTM can go greener.

"We are also keen to hear from our communities by sharing on social media, using #GreenCTM too. This very much is something that affects us all so we want as many ideas as possible to get us greener!

"We have had a great response from colleagues so far, including from our local authority partners who are doing some great work in this area, but we're always keen to have more people on board because we believe that real change can happen when people come together in this way, so anyone who feels passionately as we do about making CTM greener, please get in touch by emailing us."

Lynda concluded: "I have absolutely no doubt that we all want to leave this world better than we found it and Green CTM will be one of the ways in which we can help secure better health and better lives for future generations across CTM."

2. Ophthalmology Qualification Created by Princess of Wales Hospital

This is a new all-Wales qualification developed in Princess of Wales Hospital in Bridgend. With more than 10% of all outpatient appointments in the UK being ophthalmology related, eye services at our hospital were already struggling to cope with demand before COVID-19 hit.

Since then demand continues to increase, contributed to by an aging population, the development of technology to diagnose conditions sooner, and more advanced interventions to treat conditions that were previously untreatable and resulted in blindness.

To help tackle this demand, Orthoptists at Princess of Wales Hospital in Bridgend have created a qualification for Healthcare Support Workers, the Agored Cymru Level 3 Certificate in Fundamentals of Ophthalmology (Wales), which is now being utilised across all Health Boards in Wales.

This is the first qualification of its kind in the UK for HCSWs and technicians and strives to provide clinically based standardised ophthalmic training to enable staff to deliver high quality care.

Karen Phillips Head of Orthoptic and Optometry Services for Cwm Taf Morgannwg UHB explained: "More than 40% of staff in the NHS are Healthcare Support Workers (HCSWs), and we know that they play a major role in the care of our patients."

"However, what was lacking was a formal training programme and qualification for the HCSWs to play a more effective role in our ophthalmology clinics."

"At Princess of Wales Hospital we have been carrying out this training on an informal basis for nearly 20years, but I identified a need for a national programme. The new qualification provides ophthalmology service working under delegation from qualified ophthalmology service working under delegation from qualified ophthalmology staff.

Karen, along with her colleague Caroline Morris, worked alongside RNIB, RCN and HEIW to develop the qualification, which accredited by Agored Cymru.

Now those working in a suitable role in any organisation are able to use this training package.

"Although originally conceived as training for HCSWs, we quickly realised that this programme is also valuable to Registered General Nurses entering Ophthalmology, allowing them the background knowledge to develop further towards post graduate training, if required." Said Karen.

Health Education and Improvement Wales (HEIW)

1. Virtual village created to explore different health and care careers

An innovative, fully bilingual online platform which showcases the wide range of career opportunities available across health and social care in Wales has just been launched

[Careersville](#), developed by Health Education and Improvement Wales (HEIW), currently targets learners and young people aged 14 to 16, but will expand to appeal to all ages as it develops.

Visitors to Careersville can navigate through the virtual village and enter various buildings. Within these they can get information on different health and care roles, access resources, watch videos and read blogs to gain insight into what it's really like to work within the NHS and wider health and care services in Wales.

Development at HEIW said: "Our workforce is our greatest asset. Careersville can help to inspire the next health and care professionals and ensure we are meeting the needs of our people in Wales. We are delighted with the feedback from the launch and excited to see Careersville develop as we add more professional areas going forward."

The free-to-use platform is available for learners, teachers, parents or guardians, and careers advisors. It houses different elements of health and care delivery and the associated careers available. Visitors to the site can currently explore six professional areas:

- Allied health professionals
- Healthcare science
- Nursing
- Medicine
- Pharmacy
- Social care and childcare [Social Care Wales building].

Wider career resources are housed in the Skills Library, including the *Be the best you can be* series, which feature videos on interviews, and university and job application tips. There is also Cornel Cymraeg (Welsh Corner) which showcases the value of speaking Welsh in the workplace, at all proficiency levels.

Careersville successfully launched last month with keynote speakers for each of the professional areas, including the Minister for Health and Social Services, Eluned Morgan MS. It received nearly 3,000 views on the day of the launch and very positive feedback.

Careersville was launched in both English and Welsh simultaneously. The Welsh site, Tregyrfa accounted for 27.7% of the total views received in the first week, which dramatically exceeded expectations.

The development of Careersville will be an ongoing process, with professional areas and information being continually added over the coming months. HEIW's ultimate aim is for Careersville to become an all-age platform and allow visitors to create an avatar who will be able to visit each building and:

- gather resources
- experience virtual reality
- speak to experts
- and gain valuable insight into career opportunities.

We will also be running career development sessions including UCAS application support, interview skills and identifying transferable skills. This will allow visitors to build a portfolio of evidence that they will be able to use to support university and job applications.

As considering career options can often be a daunting process, the project's aim is to make information as easy to access as possible.

With more than 350 different roles available, health and care has something to offer at all stages of someone's career – particularly if they had only thought of the more obvious roles such as medicine and nursing. They may also assume they need to go to university or have misconceptions about roles and what they involve.

2. New framework for nurses working within general practice

A general practice nurses (GPN's) framework has been launched this week to provide consistency, structure, guidance and direction to registered general practice nurses and their employers. It gives advice about roles, skills and competencies that enable the highest standards of nursing practice at all levels of skill mix within a general practice team.

Commissioned by Health Education and Improvement Wales (HEIW), the [GPN Framework](#) aims to guide and support the development and recruitment of registered nurses working in general practice and primary care in Wales. The framework was developed through collaboration across all NHS Wales Health Boards, via the all-Wales professional group of Primary Care Lead Nurses (PCLNs) drawing from local guidance and existing standards and frameworks.

Click [GPN Framework](#) to view

Lisa Llewelyn, Director of nurse and Professional Education at HEIW said,

“As the Director of Nurse and Health Professional Education in Health Education and Improvement Wales, I am delighted to launch the NHS Wales General Practice Nurse Framework.

“This nationally agreed, well designed framework offers clear and consistent standards; and an approach to guiding, enhancing skills and developing nursing roles to meet the care and support needs of people registered with practices across Wales. Recognising the tremendous contribution and challenges faced by general practice nurses and their pivotal role in working with colleagues to deliver care closer to home.

“The document inspires and encourages nurses and employers alike to expand and enhance nursing career opportunities within primary care”.

Sue Tranka, Chief Nursing Officer in Wales said,

“I am delighted to see the launch of this framework. It is a framework that every GPN and aspiring GPN can use within the wider primary care environment to ensure they can achieve the best quality of experience for patients, and the best health and well-being outcomes for their population. General practice nurses play a key role in multidisciplinary teams, managing increased public expectations, growing demand in complex care, and significant workforce challenges. This framework will help organisations to ensure that people with the right skills and competences are in the right roles to meet the future demand.

“The important role of General Practice Nurses (GPNs), which has been emphasised during the Covid-19 pandemic, demonstrates their expertise as generalists and specialists within primary care in supporting people to prevent, detect, manage and live with their health conditions. Primary care and care as close to home as possible are key features in the Welsh Government's long term strategy for health and social care – *A Healthier Wales*.

“I am really pleased to see this important step being taken, which acts as a standard towards which current and aspiring GPNs in Wales can strive, with the aim to build their confidence and competence and provide direction for a nursing career in primary care”.

Lynne Cronin, Chair of the All Wales Primary Care Lead Nurse Group continued,

“I am very excited to see this long awaited competency document being launched. These voluntary standards of education and practice will enhance and provide consistency of care for the role and scope of General Practice Nursing in Wales. It will enable GPNs and employers to set and maintain the high standard of care that nurses provide our patients within general practice. This document will aid nurses and their employers to map out training needs and the educational requirements depending on skill mix within individual GP practices for the role of the GPN through to Advanced Nurse Practitioners according to practice models. It will support career progression and hopefully put General Practice Nursing on the map as being a first choice career for nurses”.

Hywel Dda University Health Board

1. Innovative technology pilot to monitor Hywel Dda heart patients remotely from their homes

Heart patients across west Wales are piloting innovative new technology that allows clinicians to monitor their health and recovery from the comfort of their home.

In the fight against Coronavirus and beyond, Hywel Dda University Health Board has been working in partnership with [Delta Wellbeing \(opens in new tab\)](#) to support people with heart problems using a new phone app, called MyMobile, which reports on their condition.

The pilot programme, which has been supporting heart patients across Carmarthenshire, Ceredigion and Pembrokeshire, means changes to a patient’s health, or any response to medication, can be identified at the earliest opportunity ensuring help can be provided if needed.

This new digital approach allows people to record their symptoms and vital signs, including weight and blood pressure, which will be reviewed by the clinician and fed-back to the patient to record progress and flag any concerns.

The technology, which adds to the care already offered by health professionals, also allows patients to have consultations by video helping to avoid unnecessary visits to clinics or hospitals, which has been paramount to minimise the risk and spread of COVID-19 during the pandemic.

This new and innovative way of working will help alleviate some of the pressure the NHS is currently facing. Additionally, some patients using technology said they found monitoring their own health had become a part of their normal daily routine and they would take their readings more regularly.

2. Arts in Health co-ordinators appointed

Hywel Dda University Health Board has appointed two Arts in Health Co-ordinators who will help promote and encourage the use of the arts in healthcare across the three counties.

Kathryn Lambert and Dr Catherine Jenkins will develop and deliver programmes to capitalise on the powerful contribution the arts can make in supporting people’s health and wellbeing.

Arts in health includes any art project, intervention or commission where the intention is to improve health and well-being through arts engagement, such as working with an artist or musician. It is based on the growing body of evidence that demonstrates the impact the arts can have on the health and well-being of an individual or community.

Initially, the Hywel Dda Arts in Health Team will be working with the health board's Specialist Child and Adolescent Mental Health Services to run Art Boost, a one-year pilot arts in mental health programme for children and young people living with eating disorders, self-harming behaviours, low mood and/or suicidal feelings. This project will help children and young people to build the skills and resilience to broaden their ability for coping with negative experiences, reduce psychological distress and gain an increased sense of empowerment by working with artists.

The posts are part funded by The Arts Council of Wales.

[NHS Wales Shared Services Partnership](#)

1. CIVAS@IP5 celebrate success at Welsh Pharmacy Awards 2021



On 13th October 2021 the Welsh Pharmacy Awards were hosted at the Vale of Glamorgan Hotel, Cardiff to recognise the incredible contribution pharmacy services across Wales make to patient care.

At this prestigious annual event the CIVAS@IP5 team and wider Clinical Pharmaceutics and Technical Services group were announced as winners of the Patient Safety Development in Secondary Care Award.

This accolade recognised the hugely successful work undertaken by Technical Services colleagues across Wales to provide ready-to-administer critical care infusions, relieving the immense burden our nursing staff in NHS experienced during the pandemic.

The project entailed cross boundary and multidisciplinary collaboration to facilitate the design of a new manufacturing facility based at NWSSP's IP5 regional hub, Newport, creation of an All-Wales Quality Management System to meet regulatory standards and development of

standardised critical care infusions that meet the highest quality standards. The operational team at CIVAS@IP5 have subsequently been responsible for the production of over 18000 ready-to administer packs, saving over 200 days of nursing time, at a productivity rate of 98% thus demonstrating the impact of collaborative progressive thinking in providing clinical services.

Gareth Tyrrell, Head of Technical Services – CIVAS@IP5 said;

“This award is deserved recognition for everyone who contributed to the development of this service, and particularly to the operational team in CIVAS@IP5 who work tirelessly each day to provide high quality medicines to the most critically ill patients within our NHS. It is also recognition of the support provided by Welsh Government and NWSSP in creating such an innovative All Wales clinical service.”

Paul Spark, Accountable Pharmacist – CIVAS@IP5;

“I wish to offer my congratulations to all involved. This is very well deserved and highlights the hard work and professionalism shown by staff from inception to current operational practice.”

2. Triple success for Accounts Payable who achieve major industry recognition



The NWSSP Accounts Payable (AP) team have achieved a number of milestones both personally and professionally.

The team have been awarded the Accounts Payable Association’s Quality Certification as part of their ‘Q Programme’. In being awarded the certification the team has become only the second UK organisation to achieve the award - a major professional achievement.

The Accounts Payable Association (APA) is the first (and only) UK professional body devoted to serving the Accounts Payable / Purchase Ledger professional community. The objective of its Q Programme is to define and develop best practice standards into an industry recognised professional best practice accreditation to recognise the value professional AP Communities bring to business and improve standards in Accounts Payable globally.

A scorecard was produced with the AP Team achieving an impressive 87% overall score being measured against the following criteria:

- AP Policy - 85%
- Controls and Compliance - 90%
- Customer Satisfaction - 88%
- Personal Development - 85%
- Stakeholder management - 89%
- Values and Initiatives - 90%

The Association did not identify any recommendations in its subsequent report which highlights the quality of the service provided. A number of other aspects also stood out in the report

including a reference to the culture of continuous improvement being made despite the challenges of the last 18 months - a remarkable achievement.

As more organisations achieve the Quality accreditation the Association will be creating a Q Programme League Table which will indicate areas of improvement.

Head of Accounts Payable and eEnablement, Russell Ward;

“This represents the ‘icing on the cake’ for the service. In 2015, the function was facing severe challenges and an action plan was put forward that was endorsed by the world-renowned global brand PricewaterhouseCoopers. This in turn gradually helped to start to turn the corner. We subsequently achieved the ISO 9001 Quality Management System accreditation in 2018 and won Welsh Team of the Year at the Go Awards Wales Excellence in Public Procurement Awards. In addition, the AP function has been pioneering agile working within NWSSP pre-pandemic. To be recognised and awarded the APA Q accolade is recognition of all the hard work that everyone in the team has put in.”

Further recognition was also achieved at the recent prestigious Accounts Payable Association Awards where Russell Ward was crowned as Runner Up in the Leadership category. This award is testament to the work of the AP function across Wales and is the second award for the AP team having also being Runners Up in the Employee Engagement category in 2019.

NHS Wales Health Collaborative

1. Approval of the Business Justification Case to implement an All Wales Annual MRI Surveillance Programme for Women identified at Very High Risk of Developing Breast Cancer

In July 2019 a paper was presented to All Wales Chief Executives outlining the inequitable situation that exists in Wales for the cohort of women identified at very high risk of developing breast cancer to be able to access surveillance in line with current NICE guidance.

The initial paper highlighted that only three Health Boards were currently providing MRI surveillance in line with NICE guidance, with the COVID-19 pandemic further impacting provision. Previous feedback from clinicians involved in counselling this cohort of very high risk women was that many were opting to pursue risk reducing surgery due to a lack of confidence that their cancer could be detected early due to limited access to MRI surveillance.

In line with recommendations from All Wales Chief Executive Group and Directors of Planning, NHS Wales Health Collaborative appointed a Programme Manager to lead this work and a task and finish group was established in September 2020. Membership included, but not limited to, Radiology, All Wales Genetics Service, Oncology and Breast Test Wales Programme Management. The aim of the task and finish group was:

“To ensure that in line with NICE guidance, all women identified at very high risk of developing breast cancer in Wales will have access to appropriate surveillance which is quality assured and delivered in line with agreed standards and specifications.”

The case for change was clear:

“In February 2019 I had a mammogram that was clear. In September 2019 I had an MRI that showed a fast growing breast cancer. That was the first time I’d been offered an MRI and it saved my life. I think we should be offered MRI immediately if we have a genetic risk”

“I’m never really sure how I am going to receive the results of my MRI. I believe I am supposed to receive a letter from my Oncologist however there have been occasions when the results letter has never arrived. I know I am in a fortunate position, but it feels quite ad-hoc”

“Being eligible for MRI but not having access to it due to a postcode lottery has been incredibly frustrating”

Key tasks undertaken by the task and finish group include:

- Reviewing existing service models
- Agreeing eligibility criteria / surveillance protocols
- Collecting demand data
- Engaging with service users (you can view some of their comments above)

A Business Justification case (BJC) was submitted to the Collaborative Executive Group (CEG), which included the preferred model of delivery and a detailed financial proposal, with funding to be secured from NHS Wales Health Boards.

The BJC was approved by NHS Wales Chief Executives at the October 2021 CEG meeting, securing funding and approval to proceed with the next phase. This is testament to the commitment and enthusiasm of task and finish group members (too many to thank individually!), expertly led by Chair, Dr Sharon Hillier and Collaborative Programme Manager for Breast Radiology, Harriet Ryland.

The focus now moves to implementation, aiming to launch an All Wales Annual MRI Surveillance Programme by September 2022, providing equity of access to appropriate surveillance for all women identified at very high risk of developing breast cancer in Wales.

Public Health Wales

1. Diverse Cymru – Cultural Competence Certification

We participated in the Black, Asian and Minority Ethnic (BAME) Cultural Competence Certification Scheme that is run by Diverse Cymru. The Scheme is a workplace tool for organisations seeking to develop and implement good practice to ensure that the services they provide are fair and equitable. A range of over 70 organisations across the public, private and third sector took part. The work involved putting together a suite of evidence under the following headings:

- Environment and organisational commitment
- Communication and Consultation
- Cultural Competence ⇄ Professional Development
- Outcomes and Engagement

There are four levels of attainment in the scheme, and we achieved the second highest level of 'Competence'. This is a strong acknowledgement of the work of our teams and our fantastic BAME staff network and we look forward to continuing the journey of improvement to achieve the top level of 'Excellence' over the course of the next year.

2. Bowel Screening Wales invites people aged 58 and 59 for screening for the first time

The screening programmes in Wales continue to recover following the impact of the pandemic and the programme is now able to start to offer younger people bowel screening. In October 2021, the Bowel Screening Wales programme began inviting people aged 58 and 59 years old for the first time for bowel cancer screening and this month we are starting to receive completed kits from the younger participants. The programme will continue to invite those aged 60 to 74 years old who are currently invited.

Evidence shows that screening people at a younger age would enable more bowel cancers to be picked up at an earlier stage, where treatment is likely to be more effective and survival chances improved. Bowel screening reduces the risk of people in Wales dying from bowel cancer and every month the programme receives and tests between 21-24,000 kits and from these we are able to identify hundreds of participants who can be offered further investigation or treatment.

We continue to work closely with all of our health board colleagues to ensure that we can collectively provide a timely, effective and high quality pathway for patients accessing the bowel screening programme.

Powys Teaching Health board

Please see attachments 11a and 11b.

Swansea Bay University Health Board

1. **Sight-saving procedure available to children in a first for Wales**

Children across Swansea Bay are the first in Wales to be offered sight-saving treatment which will prevent them from needing a transplant.

Youngsters with keratoconus, where the cornea bulges into a cone shape and makes it difficult to see, can now undergo a procedure to stabilise their eye.

Corneal cross-linking is the only treatment that can stop progressive keratoconus from getting worse.

Previously it was only available to adults but is now being offered to children and young people in the Swansea Bay and Hywel Dda health board areas.

The single-visit procedure involves using a machine that focuses UV rays onto the cornea, along with eye drop medication. These combine to make chemical bonds on the cornea to strengthen it and prevent any further misshaping.



The only option for children had been to have a corneal transplant or wait until they reached the age of 18, by which time many would have lost the vision in one eye.

Pictured left to right: Specialist nurse Hermenegildo Zamora, Mr Mario Saldanha, Charlie Wiltshire, and nurse practitioners Melvin Cua and Bethan Lopez-Thomas.

Ophthalmology consultant Mr Mario Saldanha, based at Singleton Hospital, in Swansea, said: **“We received the machine in 2017 but have only been able to do the treatment for adults.**

“The real need was in paediatric age groups where the disease can be quite aggressive and by the time they reach the age of 18 they will almost definitely lose vision in one eye completely.

“The only option before this treatment for these cases used to be a corneal transplant.

“For a young individual that is a major operation which has implications for completing their education, becoming independent, getting job prospects and further moving ahead in life.”

Earlier this year, Health Technology Wales, a Welsh Government funded organisation which works to improve health technology in Wales, approved the treatment and made it available to children as young as 11.

Charlie Wiltshire, aged 11, was one of the first patients to undergo the corneal cross-linking procedure at Morriston Hospital, in Swansea, after his eyesight suddenly deteriorated during the pandemic.

His mum, Sarah Wiltshire, said Charlie had been complaining his vision had become blurry and he struggled to use the laptop during home-schooling.

“I thought he was pulling my leg because he could play his Xbox but couldn’t see his laptop for the home-schooling so there was a bit of back and forth for a while,” said Sarah, who lives in Neath.

“Due to lockdown we couldn’t get his eyes tested until one day he told me how bad it was so we managed to book an eye test.

“They told us that he had gone legally blind in his left eye since his last eye test. It had gone very quickly.

“It went from having no glasses to him needing such a strong prescription that it had to happen over three stages. He couldn’t have his glasses straight away because it had become very bad, very quickly.”



After being referred to the ophthalmology department at Singleton Hospital, Sarah was told that Charlie, whose dad has the same condition, would need to undergo orneal cross-linking.

She added: **“When we came for our first appointment with Mr Saldanha I realised how bad Charlie’s eyes were as he couldn’t even**

see the top line of letters on the board.

“We were a lot more informed on our first appointment and we were told there and then that he would need the surgery.

“We only had two appointments before the surgery itself. It was very quick.”

Pictured: Charlie Wiltshire and Mr Mario Saldanha

Since the treatment on both of his eyes, Charlie can now read several more lines on the eye chart and no longer suffers with headaches or blurred vision.

Sarah added: **“There’s nothing scarier than being told your child has gone blind in one eye.**

“It was a massive relief. It was nerve-racking when he had it done because when he woke up he couldn’t see, which you expect because he had both of his eyes done.

“Even then we were reassured constantly by the doctors, nurses and surgeons.

“We are really grateful and it was amazing from start to finish. We felt prioritised straight away because clearly it was needed.”

Brooklyn Sadler is another young patient to have benefited from the corneal cross-linking treatment.

The 14-year-old, from Port Talbot, had started to keep her left eye closed after developing keratoconus but her vision has noticeably improved following the treatment.



Her mum, Julie Thomas, said: **“She’s always had eye conditions and last year she was told she had the start of keratoconus, which I have got.**

“Her right eye was bad enough that she couldn’t have any treatment for it so it was very important to rush and treat her left eye to protect it from

getting any worse.

“She had cross-linking treatment and it saved her sight so we are very happy.

“She was keeping her left eye closed but now she’s opening it and with the condition she always wanted to scratch her eyes but that’s gone now too.

“On the vision chart she can see and read a lot more. She’s smiling again whereas before she was very upset because her eyesight had deteriorated.”

Pictured: Mr Saldanha with Charlie Wiltshire

Mr Saldanha explained that three hubs offering corneal cross-linking are planned for the future in north, south-east and south-west Wales so that the treatment can become more accessible.

He added: **“This treatment hadn’t been approved in Wales and there were many children and young adults who were losing their vision because this sight-saving treatment wasn’t available.**

“Before this, the only form of treatment used to be in the community with contact lenses and, because not every child is happy handling a contact lens, quite a lot of them adapted to living with poor vision.

“This is a one-time treatment that aims to stabilise the cornea and improve their vision so each patient can get better glasses or contact lenses so that their vision ends up being a lot better.

“This treatment is completely nurse-led and delivered so it doesn’t actually cause an extra strain on hospital services.

“It’s a fantastic development that we can provide this service to the population of Swansea, Neath Port Talbot and neighbouring Hywel Dda University Health Board patients.”

2. Flu vaccine success in Swansea Bay



More adults eligible for the free flu jab have been vaccinated in Swansea Bay than any other part of Wales so far this autumn.

The vast majority have been seen in the 49 GP practices across the health board area, although community pharmacies also offer the flu vaccination to

adults.

All adults and two and three year olds who are eligible for the free flu vaccination will be sent an appointment by their practice.

Despite unprecedented demand for routine services, GPs have laid on clinics outside of normal hours, including weekends, to make sure patients are protected.

Stock image

“This is all the more remarkable given that they’ve had to vaccinate more people against flu this year in line with national guidance,” said Anjula Mehta, Group Medical Director for Primary Care, Community Services and Therapies Group at Swansea Bay University Health Board.

“It’s been an incredibly tough time for GP surgeries, so it’s testament to staff’s professionalism and dedication that they’ve been able to deliver such a successful programme, which isn’t over yet.

“We must also thank the public for taking up the offer of the flu vaccination as we head into a very challenging winter.

“Thank you for helping us to help you and keeping our population safe.”

The first set of flu vaccination figures for Wales shows that within the Swansea Bay health board area almost 60% (58.7%) of people aged 65 and over have been vaccinated so far. This is the highest number in Wales.

More than a quarter (26%) of those patients aged six months to 64 deemed to be at clinical risk have been vaccinated against flu. Again, the highest level in Wales.

GP Dr Iestyn Davies said having a flu vaccination is just as important as being vaccinated against Covid and it does not matter which vaccine patients have first.

“We are always more than happy to support any initiative which safeguards our community and the Covid pandemic has shown just how important vaccinations are to the health and wellbeing of all those who we serve,” said Dr Davies, GP Partner in Cwmtawe Medical Group and Cwmtawe Cluster Lead.

“If you are vaccinated against Covid and the flu, the risk of becoming seriously ill and requiring hospitalisation is greatly reduced.

“Our staff and volunteers have really stepped up to the plate and helped us roll out vaccination clinics in order to meet demand and I would like to thank each and every one of them for the commitment and dedication to serving others.”

Some GP practices in Swansea have used volunteers in meet and greet roles to make sure clinics run as smoothly as possible.

“All our staff and volunteers have really enjoyed the opportunity to help the GP practices to support patients to keep people safe during the winter months,” said Amy Meredith-Davies, Swansea Council for Voluntary Service Health and Well-being Partnerships Manager.

While some people will only experience mild flu symptoms, the virus can cause serious complications such as bronchitis and pneumonia, which may lead to hospital admission.

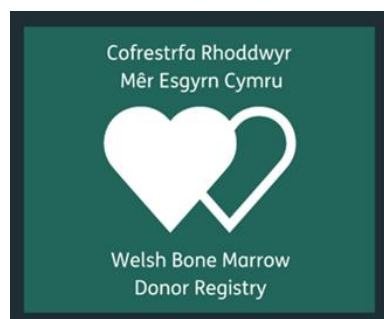
Very young children and older adults, people with serious underlying health conditions and pregnant women are at greater risk of suffering from complications if they catch flu.

Research has shown that those infected with both flu and Covid are more than twice as likely to die as someone with Covid alone.

- All children in primary school (reception to year 6) and those in secondary school (years 7 to 11) will be offered the nasal spray vaccination in school. Drive through catch-up sessions are also being offered on weekends during November. More details <https://sbuhb.nhs.wales/news/swansea-bay-health-news/school-nurses-roll-out-drive-through-flu-vaccinations-for-pupils/>

Velindre University NHS Trust

1. First peripheral blood stem cell collection completed in the Velindre Cancer Centre



Monday 8th November 2021 marked the first peripheral blood stem cell collection performed by the Welsh Bone Marrow Donor Registry (WBMDR) at the brand-new collection centre within Velindre Cancer Centre (VCC).

A peripheral blood stem cell collection via apheresis is a non-surgical procedure where the stem cells are collected from the blood stream using an apheresis machine, following a series of stimulating injections. Around 85% of our volunteer donors who come up as a match for a patient in need of a transplant will donate in this way. Patients with blood cancers such as leukaemia and lymphomas may require a stem cell transplant, as well as people with inherited metabolic diseases.

The collection was a great success, with twice the number of cells requested by the transplant centre being collected. The WBMDR team commented on how helpful and welcoming our colleagues at the VCC are and how smoothly the procedure was carried out due to this fantastic support.

Additionally, the donor shared that she had a positive experience throughout. All the staff who took care of her during the stem cell collection were very knowledgeable and friendly.

Reaching this significant milestone has been an exceptional team effort from the WBMDR and the VCC staff. Both teams worked seamlessly and tirelessly to deliver this vital service in support of Welsh and global stem cell transplant patients.

Christopher Harvey, Head of WBMDR said:

“This collaboration with Velindre Cancer Centre means we can say that stem cell collection has come home to the NHS. This stability in our service will go on to further patients in Wales, the UK and globally. I am very proud of this achievement and would like to pass on my thanks to everyone who has helped deliver this critical service.

The Team is now looking forward to working with our VCC colleagues to develop this service further.”

Joining the bone marrow registry panel is incredibly straightforward and you can join from the age of 17 years, up until your 31st birthday. You may be chosen as a match any time until you turn 60. Potential donors can sign up to the Welsh Bone Marrow Donor Registry panel by giving blood samples at their local blood session or by requesting a swab kit. Click [here](#) for more information.

2. Developing data driven patient related outcome measures (proms) through agile participatory design and evaluations of inclusive digital interventions to support patient lead cancer care pathway improvements

This month, Velindre University NHS Trust welcomed Matt Hall. Matt is a PhD student from the Computational Foundry at Swansea University, joining the Trust for the next three years to work with us on 'Developing Data Driven Patient Related Outcome Measures (PROMs) through Agile Participatory Design and Evaluations of Inclusive Digital Interventions to Support Patient Lead Cancer Care Pathway Improvements'.

This is a very important value-based health care study which goes to the heart of clinical improvement. Leading collaborative partnerships with Higher Education institutions across South Wales is Huw Llewellyn, Director of Commercial and Strategic Partnerships.

Huw Llewellyn said "*Velindre University NHS Trust is committed to working in collaboration and partnership with health, social care, academic, third sector and private sector organisations to improve the cancer outcomes for our population. In seeking to engage with the knowledge and expertise of others to improve care, we are forming a range of collaborations and partnerships such as our valuable relationship with the Computational Foundry in Swansea University.*

Our collaboration seeks to support patient centred digital innovation across the cancer pathway. This partnership is deepened further by Matt Hall's PhD that investigates a subject at the core of our work. PROMs provide key information from which clinicians can adapt and improve care and patients make choices. We believe this work will make an important contribution to the future delivery of care"

Matt's work will specifically investigate how the Trust can enhance the use of PROMS (Patient Reported Outcome Measures) by digitising their capture and automating their reporting to clinicians. PROMS are valuable data gathering tools that measure the success of treatment plans while serving the dual purpose of also allowing patients to shape the success criteria of their care.

It is critical that the Trust understands, benchmarks and reports nationally the outcomes of patients that utilise the services within Velindre. Developing internally defined PROMs models, that support the evaluation of the outcome of patient treatments and create opportunities for more patient led monitoring/co-produced care plans, can impact the quality of patient care. Integrating patient data with the National Data Repository (NDR) will enable pathway linkages with the engagement, treatment, and outcomes for the patients.

There will be three cross-cutting themes for the work:

- Theme 1 – Digital Exclusion
- Theme 2 – Long-term thinking in participatory healthcare research and delivery
- Theme 3 – The meaning of PROM digitisation

Matt will be supported by clinical, business intelligence and digital colleagues from across Velindre Cancer Centre.

A final word from Dr Matt Roach from the Computational Foundry *“At the Computational Foundry in Swansea University, we have a vision to develop the next generation of Machine Learning and Artificial Intelligence technologies that augment human intelligence and empower individuals and society. We are very excited to work with Velindre on exploring the potential for digital innovation to transform the lived experiences of the people who run and use the service. In this project we will deploy iterative prototyping to understand the role of technologies, such as wearables, can play in enabling patients and clinicians with reporting on, and responding to PROMs. Through this collaboration we also plan to establish a methodological approach to human centred digital innovation in the Trust.”*

If you are interested in being involved or to find out more, get in touch:

Robyn Davies, Head of Innovation robyn.davies3@wales.nhs.uk

Elin Griffiths, Digital Services elin.griffiths6@wales.nhs.uk

Useful links:

Computational Foundry <https://www.swansea.ac.uk/science/computationalfoundry/>

PROMs <https://proms.nhs.wales/>

Digital Inclusion <https://www.digitalcommunities.gov.wales/>

Welsh Ambulance Services NHS Trust

1. The Welsh Ambulance Service has honoured staff and volunteers at its 6th annual awards ceremony

More than a dozen awards were presented to colleagues from across Wales at the Trust's staff and volunteers awards held on 9th November.

Among them were accolades for Team of the Year and Inspiring Others, as well as a pair of special awards to mark the launch of the Trust's first Volunteers' Strategy.

Tributes were paid to lost colleagues, including Emergency Medical Technician Dorian Williams, of Swansea, who died in June, just six weeks after a stomach cancer diagnosis. The 44-year-old newlywed was also the recipient of the posthumous People's Choice Award.

Chief Executive Jason Killens said: “Awards are a brilliant way to recognise the sterling efforts of staff and volunteers who demonstrate overwhelming commitment and do a great job for the people of Wales, every day.

“Once again, the Covid-19 pandemic meant we couldn't host the ceremony in the usual way, but it has given us the opportunity to pause and reflect on our achievements in a different way.

“It's more important than ever to take stock of the last 12 months and say a big thank you to our people, without whom Wales' national ambulance service simply would not exist.”

Chair Martin Woodford added: “Often, our people don't realise that what they do is special; they see it as part of their daily job, so the staff awards are an excellent way to shine a light on their work and recognise that effort.

“We heard some incredible stories as part of the ceremony, and I’d like to extend a huge heartfelt congratulations to all of our winners.”

And the winners were:

Emergency Medical Service Award

North: Jenny Lewis and the East Duty Operations Managers – for delivering outstanding patient care and supporting frontline colleagues

Central and West: Hayley Bennett – for saving a choking colleague

South East: Cath and Kevin O’Connor – for their charity work and having compassion for patients and colleagues alike

Non-Emergency Patient Transport Service Award

North: Bethan Roberts – for her commitment to the role and her efforts to improve culture

Central and West: David Arch – for going above and beyond for patients

South East: Kelly Baker – for being a good team leader and ensuring that staff wellbeing is a priority

Clinical Contact Centre Award

North: Laura Williams – for being a good role model to NHS 111 Wales colleagues

Central and West: Laura Reed – for taking ownership of every decision and for going the extra mile with staff training

South East: John Atfield – for his professional handling of a 999 call involving a member of staff

Support Services Award

North: Carl Melville and Sam Roberts – for going above and beyond to support frontline staff through the Covid-19 pandemic

Central and West: Jenny McGinn – for working tirelessly to support the alternative responder team

South East: Jamie Roberts – for his patience and responsiveness when dealing with ICT queries

Volunteer – Community First Responder

North: Jonathan Lawton – for his commitment and professionalism as a CFR

Central and West: Wendy Lewis – for being an inspiration to the CFR family

South East: Mike Hope and Lucy Rowlands – for their enthusiasm and for providing excellent patient care through the Covid-19 pandemic

Volunteer – Volunteer Car Driver

North: Howard Dickson – for his dedication to the role over three decades of service

Central and West: Amanda Williams – for her quick-thinking actions to deliver first aid to a member of the public

South East: Ernest ‘Tony’ Anthony Dale – for his professionalism and compassion over 20 years’ service

People’s Choice Award

Dorian Williams (posthumous) – for his passion for helping people, both as an Emergency Medical Technician for the Trust and as a training officer for St John Cymru Wales

Public Recognition

Pamela Gannon – for supporting health and social services through the Covid-19 pandemic by hand making Personal Protective Equipment

Great Listener Award

North: Carol Archer – for being the epitome of a kind and caring person

Central and West: Garin Lloyd – for using his initiative as a call handler to help a patient in difficulty and for securing a position in university to train as a paramedic

South East: Dylan Parry – for supporting colleagues as the Trust's Violence and Aggression Project Officer

Learning and Innovation Award

Jo Kelso – for drawing on her skills, knowledge and expertise to deliver key organisational priorities for the Trust

Inspiring Others Award

North: Karen Neville – for her 'get up and go' and fantastic leadership, especially through the Covid-19 pandemic

Central and West: Catrin Convery – for being an inspirational leader and supporting staff through the death of a colleague

South East: Nicola De-Gare Pitt – for her positivity and inspiring others to be their best

Team of the Year Award

111 Wales Team – for being front and centre of the Trust's Covid-19 effort and for working tirelessly to maintain the service in the face of increased demand

Welsh Language Award

Dylan Vining – for his skill and proficiency as a Welsh-speaking call handler

Chair's Award

Ernest 'Tony' Anthony Dale – for his professionalism and compassion over 20 years' service

Chief Executive's Award

Mark Tonkin – for going above and beyond to help others inside and outside of work, including organising donations for people in need during the Covid-19 pandemic

Gail Williams Award for Clinical and Operational Excellence

Stephen Donovan and Wayne Davies – for providing exemplary clinical care at the roadside to a patient in labour.

2. Royal College of Nursing in Wales: nurse of the year - Learning disabilities and Mental health award

The Royal College of Nursing in Wales held its Wales Nurse of the Year Awards on 10 November 2021 when Stephen Clarke, Head of Mental Health and Dementia, at the Welsh Ambulance Service NHS Trust was named the winner of the Learning Disabilities and Mental Health Award.

Steve was recognised for independently shaping his role to deliver an extensive range of innovative new initiatives within the mental health and dementia team.

These included the introduction of mental health nurses into the 111 telephone service and clinical service desk, the production of awareness-raising media such as the #WASTkeep talking videos and the development of a response model for those calling 999 or 111 with a mental health or dementia crisis.

He designed symptom checkers for mental health and dementia on the NHS Wales 111 website and is continuously building e-learning modules, listening to staff needs and evidence from across the UK to generate engaging modules.

He maintains a strong commitment to the mental health and dementia agenda in the Welsh Ambulance Service, ensuring that high quality, person-centred care stays at the heart of the operation

RHAGLEN GWELLA'R DAITH CANSER YM MHOWYS IMPROVING THE CANCER JOURNEY IN POWYS PROGRAMME

Mae'r rhaglen arloesol tair blynedd yn fenter rhwng Cymorth Cancer Macmillan, Bwrdd Iechyd Addysgu Powys a Chyngor Sir Powys gyda gweledigaeth a chenhadaeth glir.

The three year pioneering programme is an initiative between Macmillan Cancer Support, Powys Teaching Health Board and Powys County Council with a clear vision and mission.

Rôl cymunedau gwledig ym maes iechyd a gofal

The role of rural communities in health and care

Powys yw un o'r siroedd mwyaf tenau ei phoblogaeth yn y DU gyda 132,000 o breswylwyr yn byw mewn trefi, pentrefi a phentrefannau sy'n ymestyn ar draws chwarter Cymru.

Mae casglu llais preswylwyr i wella gwasanaethau iechyd a gofal mewn sir mor wledig yn dipyn o her. Nid oes gan Powys ysbyty cyffredinol dosbarth felly mae preswylwyr yn tueddu i orfod teithio allan o'r sir ar gyfer anghenion iechyd difrifol. Fel rhan o'r rhaglen ICJ ym Mhowys, mae cleifion cancer wedi bod yn rhannu eu teithiau cancer. Bydd y rhain yn llywio ac yn llunio model gofal a fydd yn gwella'r cymorth yn y sir yn dilyn diagnosis.

Powys is one of the most sparsely populated counties in the UK with 132,000 residents who live in towns, villages and hamlets that stretch across a quarter of Wales.

Capturing resident voice to improve health and care services in such a rural county is quite a challenge. Powys has no district general hospital so residents tend to have to travel out of county for serious health needs. As part of the ICJ in Powys programme, cancer patients have been sharing their cancer journeys. These will inform and shape a model of care that will improve support in the county following a diagnosis.

Ein Gweledigaeth : Our Vision

Bod pawb sy'n byw gyda chanser ym Mhowys yn derbyn yr help a'r cymorthcywir i gyflawni'r hyn sydd o'r pwys mwyaf iddo.

That everyone living with cancer in Powys gets the right help and support to achieve what matters to them.



Ein Cenhadaeth: Our Mission

Gwella profiad a safon bywyd pawb sy'n byw gyda chanser ym Mhowys trwy alluogi hygyrchedd i gefnogaeth gorfforol, ymarferol, emosiynol, ysbrydol a chymdeithasol a chyd-drefniant y rhain.

To improve the experience and the quality of life for people living with cancer (PLWC) in Powys by enabling access to, and coordination of personalised physical, practical, emotional, spiritual and social support.



Sut rydym yn cynnwys pobl? Mae gennym ... How are we involving people? We have...

- Sefydlu fforwm Journeying Together i sicrhau bod gan bobl sy'n byw gyda chanser gan gynnwys gofalwyr di-dâl lais drwy gydol y rhaglen.
- Set up the Journeying Together forum to ensure people living with cancer including unpaid carers have a voice throughout the duration of the programme.
- Cynyddu ymwybyddiaeth gan ddefnyddio cymysgedd o gyfryngau a sianeli cyfathrebu a chyhoeddiadau partner gan gynnwys presenoldeb ar y we, fideos gan weithwyr proffesiynol a negeseuon cyfryngau cymdeithasol.
- Recruited two lay people to sit on the Strategic Programme Board to contribute and challenge our thinking and give their insights.
- Buom yn gwrando ar 40+ o straeon ac yn tynnu sylw at y themâu cylchol allweddol y mae pobl yn cael profiad ohonyn wrth fyw gyda chanser.
- Listened to over 40 people's stories about their cancer journey and identified ten key themes which reoccur for people.
- Rydym yn dechrau pob cyfarfod Bwrdd Gweithredol a Strategaeth gyda stori'r claf, gan sicrhau bod PLWC wrth wraidd ein rhaglen.
- We begin each Operational Board meeting and Strategy Board meeting with a patient story ensuring PLWC are at the heart of the programme.
- Gwnaethom gyd-gynhyrchu ein Theori Newid gyda mewnwlediadau a mewnbwn gan PLWC
- We co-produced our Theory of Change with insights and input from PLWC

Sut y byddwn yn cyflawni ein cenhadaeth? How will we achieve our mission?



drwy gynnig sgwrs â chymorth i bob person sy'n cael diagnosis o ganser gan ddefnyddio pecyn asesu anghenion holistaidd Macmillan.

by offering each person diagnosed with cancer a supported conversation using Macmillan's holistic needs assessment tool.



Mae asesiad anghenion cyffannol yn caniatáu i berson sy'n cael diagnosis o ganser ystyried ei bryderon a'i anghenion allweddol drwy restr wirio hawdd ei chwblhau.

Mae ar gael naill ai ar bapur neu drwy gyswllt ar-lein. Ar ôl cwblhau'r rhestr, bydd gweithiwr cyswllt hyfforddedig yn sgwrsio am y pryderon a nodwyd ac yn creu cynllun i sicrhau bod y person yn cael y cymorth y mae arnynt ei eisiau a'i angen.

A holistic needs assessment allows a person diagnosed with cancer to consider their key concerns and needs via an easy to complete checklist. It's available either in paper form or via an online link. Once completed a trained link worker chats through said concerns and creates a plan to ensure the person gets the support they want and need.

Beth fyddwn ni'n ei wneud nesaf?

- Parhau i gadw pobl sy'n byw gyda chanser wrth wraidd y rhaglen er mwyn deall a mynd i'r afael yn well â'u hanghenion
- Dysgu gwersi o'r prosiectau peilot
- Rhoi cytundebau ar waith i rannu gwybodaeth gyda phartneriaid fel mai dim ond unwaith y bydd yn rhaid i bobl rannu eu stori
- Cymryd camau ar unwaith yn seiliedig ar adborth lle bynnag y bo modd i wella taith cancer rhywun

What will we do next?

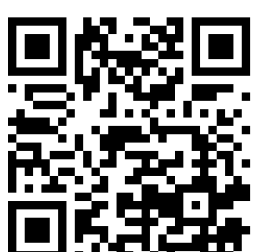
- Continue to keep people living with cancer at the heart of the programme so as to better understand and address their needs
- Learn lessons from the pilot projects
- Implement information sharing agreements with partners so people only have to share their story once
- Take immediate action based on feedback wherever possible to improve a person's cancer journey

LISTENING TO PATIENT STORIES KEY THEMES

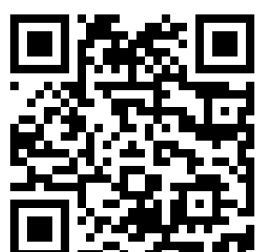
- | ENGLISH | GWYBODAETH |
|--|---|
| 1 Pre-diagnosis, diagnosis and prognosis | 1 Cyn-diagnosis, diagnosis a phrognosis |
| 2 Co-ordination of Care | 2 Cydlynu gofal |
| 3 Emotional Support and Care | 3 Cefnogaeth a gofal emosiynol |
| 4 Patient Voice and Choice | 4 Llais a Dewis y Claf |
| 5 Carers Rights and Voice | 5 Llais a Hawliau Gofalwyr |
| 6 Practical Support offered in the community | 6 Cefnogaeth ymarferol a Gynigir yn y sir |
| 7 Relationships and Communication | 7 Perthnasoedd a Chyfathrebu |
| 8 Transport and Travel | 8 Cludiant a Theithio |
| 9 Education and Information | 9 Addysg a Gwybodaeth |
| 10 Advance Care Planning | 10 Cynllunio Gofal o Flaen Law |

- Cymryd camau i fynd i'r afael â phethau y gallem eu gwella ar unwaith e.e., lleihau teithio diangen a gweithio i sefydlu gwasanaeth cyn-adsefydlu fel y gall cleifion gael cyngor cyn unrhyw driniaeth.
- Took actions to address things we could improve e.g. reducing unnecessary travel and working to establish a pre-habilitation service so patients can access advice ahead of any treatment.

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Mae ein hadroddiad diwedd blwyddyn llawn ar gael yn:

<https://cy.powysrpb.org/icjpowys>

Our full End of Year report is available at:

<https://www.powysrpb.org/icjpowys>



Rhaglen Gwella'r Daith Cancer ym Mhowys
Improving the Cancer Journey in Powys programme



Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

