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Clinical Services Plan

Stakeholder Reference Group

14 November 2023





Primary Care

Urgent and Emergency
Children and Young People's
(Paediatric) Services at
Withybush
and Glangwili Hospitals

Stroke

Planned Care

Emergency General Surgery
Ophthalmology
Orthopaedics
Urology
Critical Care and Medical Emergencies
Dermatology

Diagnostics

Radiology
Endoscopy



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Primary Care

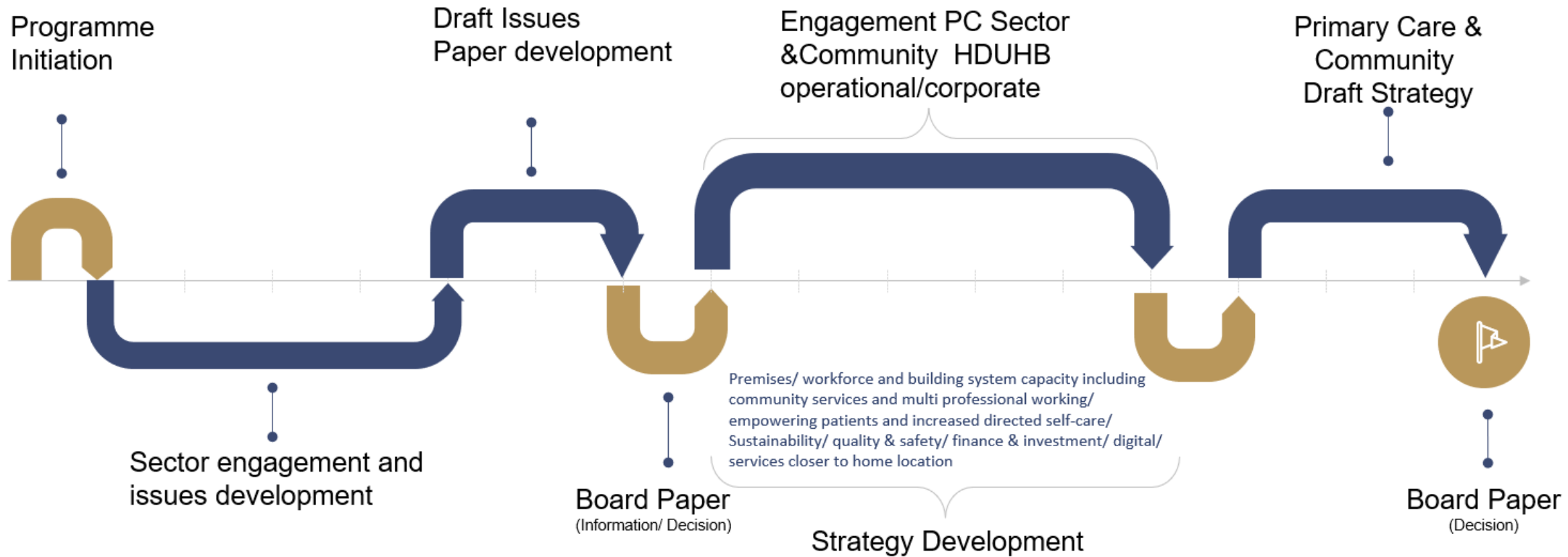


Primary Care and Community Services Strategy: Timeline



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KEY:

Board Papers	Issues / Options Development	External Activities	Preparation & Validation
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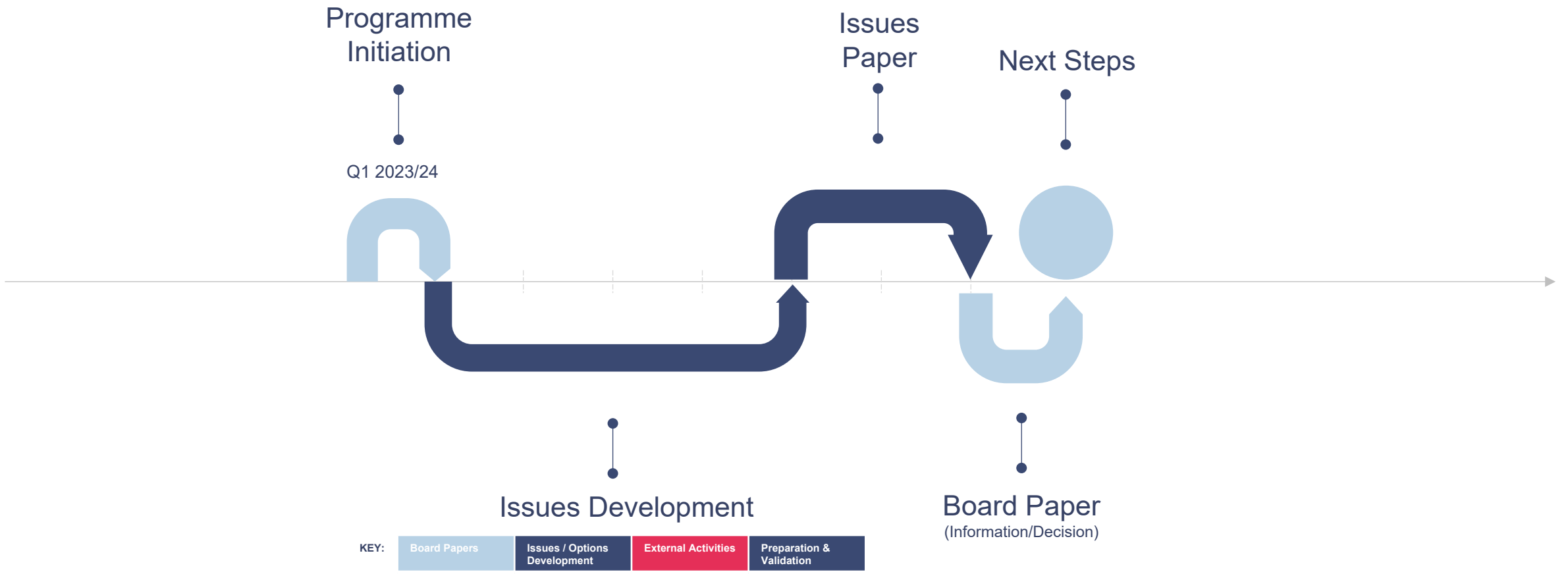
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Stroke Planned Care Diagnostics



Clinical Services Plan | Methodology – Phase One



Clinical Services Plan | Issues Paper Methodology

An issues paper will be developed for each service looking back to 2018, to understand what is good, what is not so good, and what needs to be improved.

What will the issues paper contain?

- A review and documentation of all updates to **Public Board - temporary changes which are still ongoing and haven't been reversed or made permanent and Risks**
- **Targeted early engagement with a multidisciplinary team** who work within the service areas including Medical, Nursing, Therapies, Operational and Support staff. Staff members will be invited to provide their views about what was good, bad, needed improvement, and/or, any issues regarding the service(s)
- Review of **patient experience data** collated by the service(s) and Patient Experience team
- Review of **concerns, complaints, compliments and claims data** collated on the Health Board's concerns management system provided by DatixCymru and RLDatix
- **Targeted early engagement survey** undertaken with service users
- **Service Activity Data**
- Reference to **local and regional work** (where applicable) - ARCH and Getting It Right First Time (GIRFT) reports
- Reference to **National work** (where applicable) - National Clinical Strategies, Wales Audit Office Reviews
- Review of **workforce data**
- **Clinical effectiveness** - NICE Guidance and other national guidance

Next Steps

- The Transformation Programme Office (TPO) will continue to work with the services to develop the issues paper
- Surveys are currently being analysed by Opinion Research Services. This analysis will draw out key themes for inclusion within the issues paper
- The issues paper will be presented to Board for information/decision around next steps



Questions?





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Diolch
Thank you

