

# Making a difference

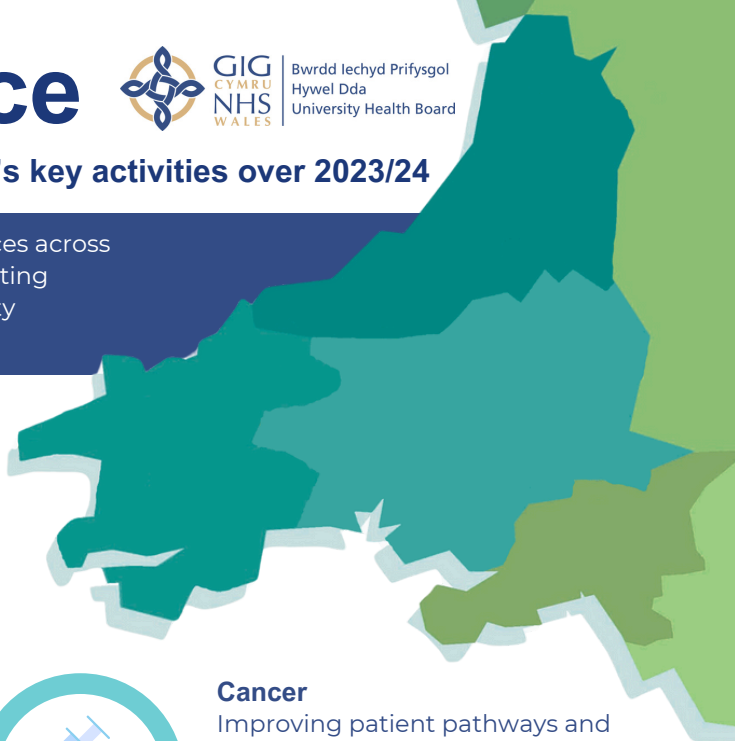


GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

## Here are some of Hywel Dda University Health Board's key activities over 2023/24

Hywel Dda University Health Board provides NHS healthcare services across Carmarthenshire, Ceredigion, Pembrokeshire, and borders, supporting and providing care in people's own homes, primary and community care settings, hospitals, and specialist services



### Planned care

Supporting our patients and reducing the longest waiting times, particularly referral to treatment and some outpatient waiting times through initiatives such as our Waiting List Support Service



### Urgent care

Improving access to urgent and emergency care, working with Welsh Ambulance Service and introducing same day emergency care, advanced paramedic practitioners, clinical streaming hubs, and improved discharge planning



### Mental health

Improving assessment waiting times, patient pathways, more appointments, recruitment drive and third sector support. We are improving neurodevelopmental services through nurse-led clinics and a centralised booking system



### Our workforce

Recruiting more nurses and reducing agency staff. Welcoming 97 nurses and 6 doctors from our international communities. Continuing our apprenticeship academy and supporting staff well-being.



### A healthier mid and west Wales

Progressing our Healthier Mid and West Wales strategy, our Programme Business Case for £1.3billion capital investment, our Clinical Services Plan, and consulting on future paediatric services and the new urgent and planned care hospital location



### Promoting our Welsh language

Delivering bilingual healthcare services for patients and staff through improved use of Welsh language and engaging partners and communities in developing our Welsh Language and Culture Plan



### Our achievements

Continuous commitment to delivering the best possible patient care in difficult circumstances, with many staff, teams and services recognised in prestigious local and national awards



### Cancer

Improving patient pathways and waiting times, through initiatives such as our rapid diagnosis clinic, working together across the system, with improved planning and performance



### Patient experience

Continually improving patients' experience, particularly in emergency medicine and same day emergency care facilities. Developing our Improving People and Community Charter and our Arts Boost project



### Infection prevention

Reducing healthcare associated infections through education, training and awareness raising across acute, primary and community care settings, as well as reviewing and improving our policies and guidance



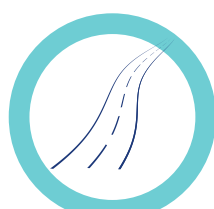
### Working with our partners

Working together for community health and well-being with primary and community care, local authorities, third sector agencies, universities, Health and Care Research Wales and Dyfed Powys Local Resilience Forum



### Our estate

Addressing ageing buildings and unsustainable service models. Developing integrated, patient-centred, community-based, social model of care, reducing our carbon footprint and using our resources sustainably.



### Looking ahead

Our long-term strategy and annual plan for 2024/25 describe a clear vision to help us recover from the impact of the pandemic, address our financial challenges and build a resilient and sustainable health system

Website: <https://hduhb.nhs.wales/> LinkedIn: [hywel-dda-university-health-board](https://www.linkedin.com/company/hywel-dda-university-health-board)

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