



Hywel Dda University Health Board

Annual Quality Statement

2019 to 2020

13th May 2020



Bwrdd Iechyd Prifysgol Hywel Dda

Datganiad Ansawdd Blynyddol

2019 i 2020

13 Mai 2020



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GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Ein Datganiad Ansawdd Blynyddol **Our Annual Quality Statement**

Ein cyfle

- i rannu gwybodaeth â chi ar lle yr ydym arni i sicrhau bod ein gwasanaethau yn diwallu anghenion lleol ac yn bodloni safonau uchel

Our opportunity

- to share with you what we are doing to ensure that our services are meeting local needs and meeting high standards



Storffellau
Local Health Boards
Welsh Health Boards



Themâu'r Datganiad Ansawdd Blynyddol

The Annual Quality Statement Themes

Staying Healthy – how we ensure that people in Hywel Dda are well informed to manage their own health and wellbeing.

Safe Care – how we ensure that people in Hywel Dda are protected and supported from harm and supported to protect themselves from known harm.

Effective Care – the arrangements we have in place for people in Hywel Dda to receive the right care and support as locally as possible and are enabled to contribute to making that care successful.

Dignified Care – how we make sure people in Hywel Dda are treated with dignity and respected and treat others the same.

Timely Care – the arrangements we have to ensure that people in Hywel Dda have timely access to services based on clinical needs and are actively involved in decisions about their care.

Individual Care – how we treat people in Hywel Dda as individuals, reflecting their own needs and responsibilities.

Staff and Resources – the information we have available for people in Hywel Dda to understand how their NHS is resourced and make clear how we make careful use of them.

Cadw'n Iach

Staying Healthy

Priorities Areas - a few examples

- **Flu vaccination** – increased the number of flu vaccinations provided in Community Pharmacies – 9,368 vaccines administered
- **Smoking rates in pregnancy** – reduced the smoking rates in pregnancy – 67% of women gave up smoking during pregnancy

Quality stories – a few examples

- **The Dream Team** – engagement with adults with learning disabilities to improve the advice and support available and also to work in collaboration on transformation of services



Gofal Diogel

Safe Care

Priorities Areas - a few examples

- **Community NEWS tool** – launched a new National Early Warning Score (NEWS) tool for use in the community and GP practices to improve early recognition and treatment of sepsis
- **Pressure damage** – continued our commitment to reduce the number of incidences of avoidable pressure damage. Celebrating Teifi Ward achieving more than 120 days without a hospital-acquired pressure damage

Quality stories – an example

- **Patient Safety Team of the Year Finalists** – recognised for our work to drive forward patient safety culture agenda through a programme of initiatives



Gofal Effeithiol

Effective Care

Priorities Areas - a few examples

- **Quality of care and treatment plans** – established a programme of ongoing review of care and treatment plans in Mental Health and Learning Disabilities
- **Programmes of transformation** – integrated community network, health and well-being centres, hospital network, mental health and learning disability care and support network

Quality stories – an example

- **Faecal Microbiota Transplant** – a new treatment for relapsing cases of *Clostridium difficile* infection



Gofal Urddasol

Dignified Care

Priorities Areas - a few examples

- **Collaborative projects to improve communication** – collaborative care model for older people with a mental health and medical presentation

Quality stories – example

- **My Charter** - our pledge to do what we can to ensure people with learning disabilities have the same rights and choices as everyone else.
- **Dignified day surgery** – ensuring dignified care is provided for transgender patients listed for planned surgery.

My Charter pledge



Gofal Amserol

Timely Care

Priorities Areas - a few examples

- **Access to ophthalmology care** – introduction of an Optometry Cataract Enhanced Referral Programme
- **Waiting times for outpatient** – introduction of a digital platform to enable appointment via mobile phone or laptop

Quality stories – examples

- **Twilight Sanctuary** – a ground breaking out of hours mental health service for adults in Llanelli.
- **Cardigan integrated care centre** – a modern, fit for purpose healthcare service including a GP practice, dental service and pharmacy



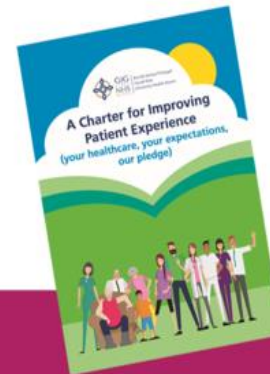
Noddfa Gyda'r Hwyr Llanelli

Gofal Unigol

Individual Care

Priorities Areas - a few examples

- **Charter for improving patient experience** – your healthcare, your experience, our pledge



If it matters to you
- it matters to us.

We are listening.



- **Welsh Language Standards** – preparing our staff

Staff ac Adnoddau

Staff and Resources

Priorities Areas - a few examples

- **Aspiring Medical Leaders Programme** – focussing on real time organisational learning
- **Health Care Apprentice Programme** – becoming a registered nurse through work-based learning
- Our staff being honoured with **various awards**.



Rhai o'r blaenoriaethau allweddol ar gyfer 2020/21

Some of the key priorities for 2020/21

Cadw'n iach Staying Healthy	Gofal Diogel Safe Care	Gofal Effeithiol Effective Care
<p>Improve our population health and wellbeing by:</p> <ul style="list-style-type: none"> increasing the uptake of immunisations and vaccinations increasing access to smoking cessation services. 	<p>Further develop the quality dashboard to enable Team to Board reporting</p> <p>Focus improvement activity on avoidable harm such as hospital acquired thrombosis, pressure damage, sepsis management and antimicrobial stewardship, in line with our organisational quality and safety priorities</p>	<p>Refresh our Quality Improvement Framework to reflect the progress made and the learning to come from it</p>

Rhai o'r blaenoriaethau allweddol ar gyfer 2020/21

Some of the Key priorities for 2020/21

Gofal Urddasol Dignified Care	Gofal Amserol Timely Care	Gofal Unigol Individual Care
<p>Expand the friends and family test to all services provided by the Health Board and publish the results</p>	<p>Deliver the single cancer pathway which significantly speeds up the time to treatment</p> <p>Complete the Stroke Service re-design programme which encompasses the entire stroke pathway, from prevention, through acute stroke care and rehabilitation, to life after stroke</p>	<p>Increase the opportunities for listening and learning from the patient experiences in our services including</p> <ul style="list-style-type: none"> • scrutinising and sharing the learning through a new Listening and Learning from Events Sub Committee • publishing, implementing and evaluating our patient experience charter

Staff ac Adnoddau

Staff and Resources

Deliver an Organisational Development Programme to progress the skills and change management tools we need to nurture the culture to deliver high quality services, whilst living our values and embodied in the Hywel Dda way

Casgliadau

Conclusions

2019/20 has brought us many challenges but also opportunities

- Delivering our goals in the context of COVID-19
- Dedication and commitment of staff
- Essential support to the NHS

We know there is more to do.....

Any comments on this Annual Quality Statement would be welcomed