

- 1 Governance / Llywodraethu
- 1.1 13:30 - Introduction and Apologies / Cyflwyniad ac Ymddiheuriadau
Presenter: Chair
- 1.2 13:40 - Presentation of Annual Report / Cyflwyniad o'r Adroddiad Blynyddol
Presenter: Steve Moore
1.2 Annual Report Presentation Final
- 1.3 14:00 - Presentation of Annual Accounts / Cyflwyniad o'r Cyfrifon Blynyddol
Presenter: Huw Thomas
Annual Accounts Presentation AGM 2019
- 1.4 14:20 - Presentation of Annual Quality Statement / Cyflwyniad o'r Datganiad Ansawdd Blynyddol
Presenter: Mandy Rayani
Annual Quality Statement Presentation AGM 2019
- 1.5 14:40 - Presentation of Hywel Dda Health Charities Report / Cyflwyniad o Adroddiad Elusennau Iechyd Hywel Dda
Presenter: Simon Hancock
Hywel Dda Health Charities Presentation AGM 2019
- 2 15:00 - Questions from the Floor / Cwestiynau o'r llawr
Presenter: All
- 3 15:30 - Meeting Closes / Cau'r Cyfarfod



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Hywel Dda
University Health Board

2018/19 Overview and Highlights

- **Tribute to our staff**

- We value every home-grown, EU and International member of staff that makes up **Team Hywel Dda**, who all put our patients at the heart of everything they do. Thank you for your on-going dedication, commitment and integrity.

- **How did we do?**

- Performance overall has **improved** with six of the seven domains in the NHS Wales Delivery Framework demonstrating an upward trend but there is much more to do.
- **A Healthier Mid and West Wales - Our Future Generations Living Well**, the Health Board's health and care strategy was approved in November 2018. This is the first time we have set out a vision for services fit for current and future generations.

- **What about our finances?**

- End of financial year **deficit of** £35.4million, ahead of the forecast agreed with Welsh Government. Savings delivery in year was £26.6 million, exceeding that delivered in 2016-17 (£25.1 million). Challenges continue but working hard to improve and balance our finances within the year.
- **Capital spend totalled £30.9m** during the year. The main projects related to the Cardigan Integrated Care Centre and Women and Children Phase II Scheme, Glangwili. Other areas of significance included almost £3.4m on information technology and £3m on medical equipment.
- We spent £1.32m supporting a wide range of **charitable and health related activities**.

Emergency admissions



Members of staff



Outpatients



Day cases



Operations



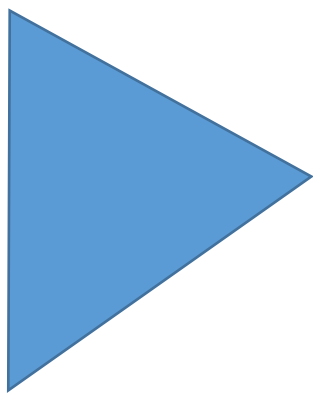
Mental health



Therapies



Outpatient attendances



Our Annual Report highlights many new developments, innovations and award-winning successes. Here are just some of our key activities over the year:

- **Hywel Dda's Big NHS Change** reached an unprecedented amount of people culminating in 5,395 formal consultation responses and 17 easy read versions.
- Eve Lightfoot, district nursing sister, was named **RCN Wales Nurse of the Year 2018** at the RCN Wales Nurse of the Year Awards 2018 for her work to improve sepsis education for community staff
- £12m of Welsh Government funding was announced in March 2019 for an ambitious programme to **modernise and improve health and social care** in west Wales. The money will support a range of initiatives that shift services from hospital to people's homes and communities making it easier for people to access the care they need, stay well and keep their independence.
- In October 2018 the **111 phone service** was rolled out to Ceredigion and Pembrokeshire, following its implementation in Carmarthenshire in 2017
- **Increased use of mobile and landline messaging** - The Health Board added to the ways that it communicates by introducing mobile and landline messaging services to improve the patient experience and reduce the chances of you missing a scheduled appointment.
- Recruited 80 new health **volunteers** and of those volunteers who left us 4 entered university to study medicine; 13 entered university to study nursing , 1 was employed by Hywel Dda and 14 moved onto other employment

- Improve finances – a plan was agreed by the Board in March 2019 and the control total for this year is £25m
- Keep making strides to move our organisation from one in turnaround to one of transformation
- In 2019/20 we start the delivery of the recommendations of both of the Transforming Clinical Services and Transforming Mental Health Programmes, with a particular emphasis on our shift from hospital focused care to population health, community and primary focused care
- Key performance areas in 2019/20 will be:
 - Reducing the number of patients waiting over 12 hours in our Accident and Emergency departments / Minor Injury Units;
 - Reducing the number of patients waiting too long for a follow-up outpatient appointment;
 - Reducing health care acquired infections

To find out more about our organisation our Annual Report for 2018/19 is online now and includes:

- Our **Performance Report** which details how we have performed against our targets and actions planned to maintain or improve our performance
- Our **Accountability Report** which details our key accountability requirements under the Companies Act 2006 and The Large and Medium-sized Companies and Groups (Accounts and Reports) Regulations 2008; including our Annual Governance Statement (AGS) which provides information about how we manage and control our resources and risks, and comply with governance arrangements
- Our summarised **Financial Statements** which detail how we have spent our money and met our obligations under The National Health Service Finance (Wales) Act 2014
- Also available is our **Annual Quality Statement**, published at the same time as the Annual Report, our Annual Quality Statement (AQS) provides details on actions we have taken to improve the quality of our services

www.hywelddahb.wales.nhs.uk

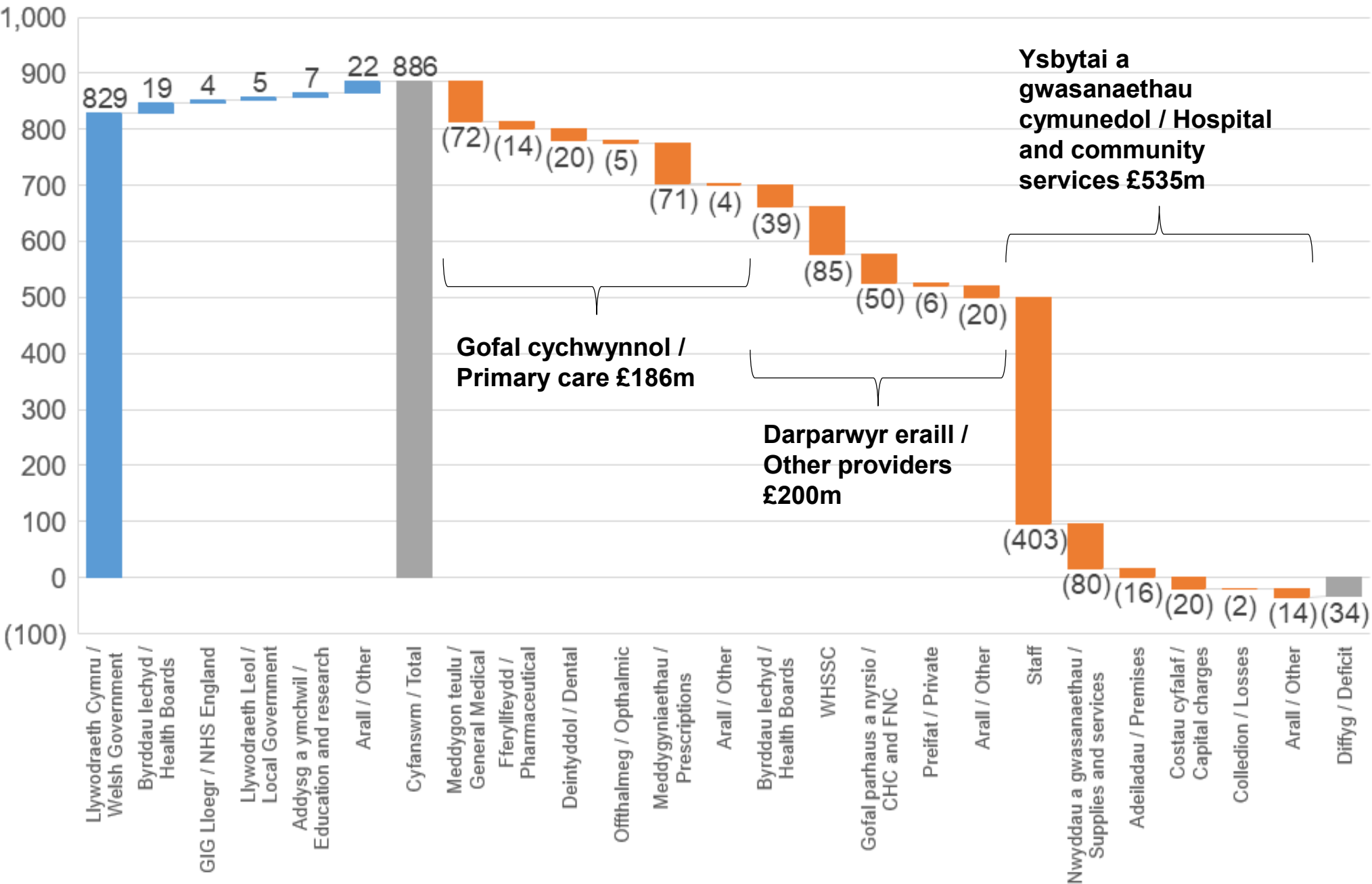
Trosolwg Ariannol 2018/19

Financial Overview 2018/19

- Gwariant o £920m dros y flwyddyn
- £829m o gyllid o'r Llywodraeth a £57m o incwm lleol
- Diffyg ariannol o £35.4m (o'i gymharu a chynllun o £35.5m)
- Cyllid ychwanegol o £27m wedi adolygiad ariannol gan y Llywodraeth
- Lleihad o £7.0m o'r diffyg yn 2017/18
- Expenditure of £920m for the year
- £829m budget from Welsh Government and £57m of local income
- Annual deficit of £35.4m (against a plan of £35.5m)
- Additional resource of £27m following financial review undertaken by WG
- Reduction of £7.0m from the deficit recorded for 2017/18

Targed / Target	2018/19	2017/18	2016/17
Target statudol / Statutory target			
Cynllun tymor canolig integredig wedi'i gymeradwyo Approved integrated medium term plan	✗	✗	✗
Cyfanswm gwariant dros tair mlynedd heb fod yn fwy na chyfanswm y cyllid (£'000) Aggregate expenditure does not exceed the aggregate of funding over a 3 year period (£'000)	(154,481)	(150,242)	(88,286)
Gwariant cyfalaf o fewn y terfyn gwariant Net capital spend is contained within the capital resource limit	✓	✓	✓
Y cyfrifon statudol yn rhoi golwg gwir a theg o'r sefyllfa The statutory annual accounts give a true and fair view	✓	✓	✓
Target gweinyddol / Administrative target			
Gwariant refeniw o fewn y terfyn gwariant blynyddol (£'000) Revenue expenditure contained within the revenue resource limit (£'000)	(35,438)	(69,430)	(49,613)
Talu isafswm o 95% o chredydwyd tu allan i'r GIG o fewn 30 diwrnod o dderbyn nwyddau / taleb. To pay a minimum of 95% of all non NHS creditors within 30 days of receipt of goods / invoice.	96.1%	96.0%	89.1%
Arian parod ar ddiwedd y flwyddyn i'w gadw o fewn 5% o'r llif arian misol o'r Llywodraeth Cash balance held by the Health Board to not exceed 5% of monthly cash draw down from Welsh Government.	✓	✓	✓

Crynodeb o'r adroddiad ariannol / Summary financial accounts



Cynlluniau arbed arian / Efficiency schemes	£'m
Meddygyniaethau Medicines Management	6.9
Cyflogau Meddygol a Deintyddol Medical and Dental pay	4.0
Cyflogau Nursio a Bydwreigiaeth Nursing and Midwifery pay	2.2
Gwelyau Beds	1.3
Gofal Parhaol CHC	1.2
Nwyddau Supplies	2.1
Gweinyddol Administrative	0.8
Arall Other	8.1
	26.6



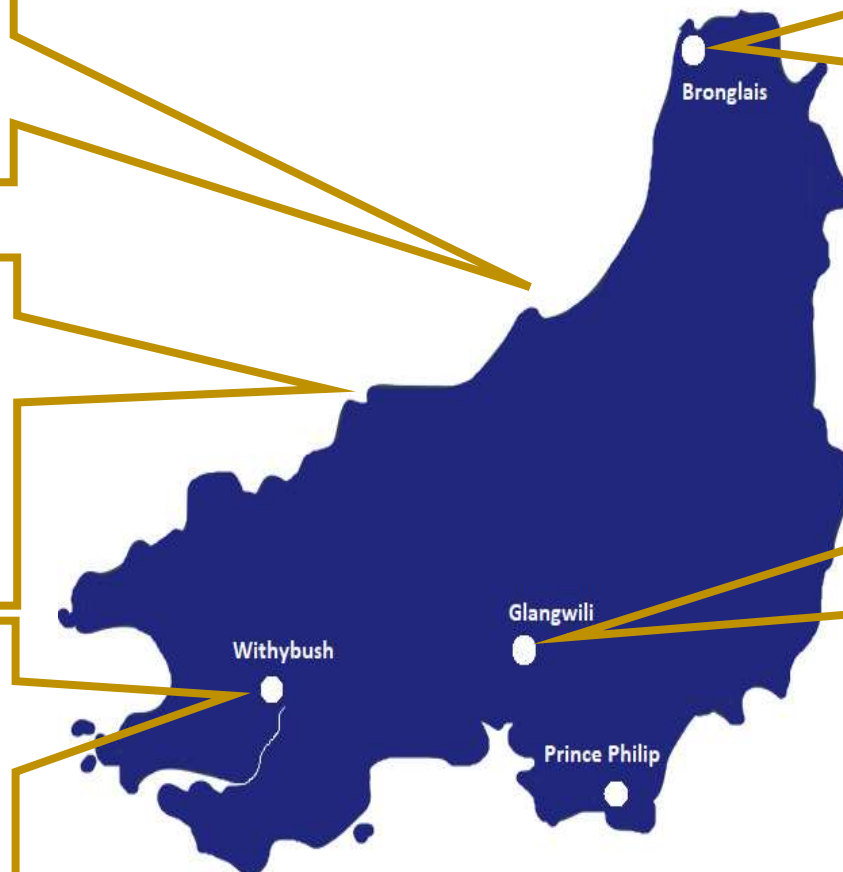
Canolfan Gofal Integredig Minaeron
Integrated Care Centre £1.493m



Canolfan Gofal Integredig Aberteifi
Cardigan Integrated Care Centre £9.573m



Wardiau 9 a 10 Llwynhelyg
Ward 9 & 10 Wlwynhelyg £1.330m



Delweddu cyseiniant magnetig Bronglais
Bronglais MRI £0.284m



Merched a Phlant, Ffês II
Women & Children Phase II £4.078m

Cyfanswm gwariant cyfalaf Total capital expenditure £30.9m

- Rhaglwn traws-Gymru / All Wales Capital Programme, £21.6m
- Cyfalaf dewisol / Discretionary capital, £9.2m

- Y blwyddyn cyntaf i'r diffyg leihau
- Diolch i'n staff, partneriaid, gwirfoddolwyr, cleifion a'r cyhoedd
- 2019/20 yn flwyddyn heriol
- Angen lleihau'r diffyg unwaith eto i fyw o fewn ein cyllid dros y tair mlynedd nesa
- Cydweithio gyda phartneriaid ar draws y sector gyhoeddus yn hollbwysig
- First year to reduce our deficit
- With thanks to our staff, partners, volunteers, patients and the public
- Challenging outlook for 2019/20
- Focus on delivering a further reduced deficit in 2019/20 to reach sustainable breakeven over the coming planning cycle
- Working with partners across the public sector critical

Bwrdd Iechyd Prifysgol Hywel Dda Datganiad Ansawdd Blynyddol 2018/19



Mandy Rayani
Director of Nursing, Quality & Patient Experience

Beth yw'r Datganiad Ansawdd Blynyddol? **The Annual Quality Statement is ?**

- An annual report from the Board to the public on the issues of quality & safety.
- Tells the local population in an open and honest way about what and how it is doing in:
 - Providing and delivering safe, effective and user/patient - centered services
 - Care is dignified and compassionate



Safonau Gofal Iechyd Health Care Standards

- **Staying Healthy**

Well informed to manage own health and wellbeing

- **Safe Care**

Protected from harm and supported to protect self from harm

- **Effective Care**

Receiving the right care and support

- **Dignified Care**

Treated with dignity and respect

- **Timely Care**

Timely access to services based on clinical need and actively involved in decisions about care

- **Individual Care**

Treated as an individual with own needs and responsibilities

- **Staff and Resources**

Information about NHS resources

Fframwaith Gwella Ansawdd Quality Improvement Framework

Providing excellent quality, safe and effective services is extremely important to us and this year we launched our Quality Improvement Framework which introduces improvement activities to give staff the knowledge, skills and confidence to recognise when improvements are required and to make the necessary change. Within the framework we have identified 5 quality improvement goals

5 Quality Improvement Goals

- ✓ No avoidable deaths.
- ✓ Protect patients from avoidable harm.
- ✓ Reduce duplication and eliminate waste.
- ✓ Reduce unwarranted variation and increase reliability.
- ✓ Focus on what matters to patients, service users, their families and carers, and our staff.

Cynllunio

Design



Babies



Young Children



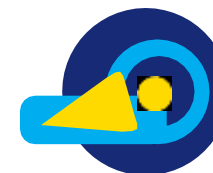
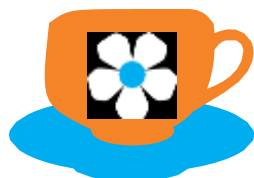
Young People



Adults



Older Adults





- **ARCH** - Swansea University, Hywel Dda and Swansea Bay University Health Boards: A unified aim to improve the health, wealth and wellbeing of South West Wales and its citizens.
- Working with the Bevan Commission: A new community based project on **antibiotic resistance** to tackle antibiotic resistance.
- A new trial **sexual health home testing** service for sexually transmitted diseases.
- **Social Prescribing**: supporting patients with their non-medical issues and helping them to access appropriate support within the local community.
- 47 community pharmacies providing **smoking cessation** services: we have helped 1019 people to stop smoking between April 2018 and Sept 2018.

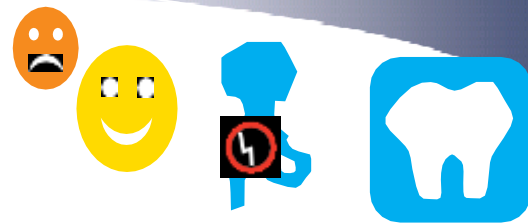
Gofal Diogel

Safe Care



- Health Board wide activity to prevent and **reduce the number of infections** related to healthcare.
- The **sepsis training programme** for our clinical staff has led to a significant increase in the identification and treatment of sepsis.
- Work with the **Lucy Faithfull Foundation** to raise awareness among our staff about Child Sexual Abuse and Exploitation.
- Consistently rated as one of the top performing health boards for **stroke management**.
- We had 8 visits/inspections by **Healthcare Inspectorate Wales**.
- We had 7 visits by the **Community Health Council**.
- 2 public interest reports were issued by the **Public Services Ombudsman for Wales (PSOW)**
- We have reported two never events in 2018/19.

Gofal Effeithiol **Effective Care**

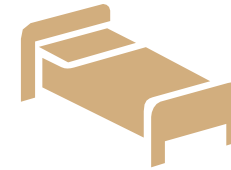


- A new pathway for **hip fractures** is being trialled and a new pain management tool for hip fractures has been devised.
- Through investment in the **South Carmarthenshire Rapid Access Multidisciplinary Service (SCRAMS)** in Prince Philip Hospital we now provide a clinic 5 mornings a week. The team pharmacist completes a full medication review during the clinic.
- The Health Board is currently participating in a project with the **Patient Knows Best system** which improves patient access to their on line (electronic) information and records, and provides access to advice and communication with healthcare staff.
- Service developments and improvements continue with 2018 seeing commencement in **obstetric and neonatal facilities** and **Cardigan Integrated Resource Centre**.



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Gofal ag Urddas Dignified Care

- **Digital Reminiscence Therapy** introduced in two elderly care areas, helping patients with dementia and elderly inpatients to have a more comfortable stay by providing access to archives of historic photos, music, games, allowing the taking of photos.
- The medical frailty ward at Glangwili, has been transformed in to a **Welsh parlour**, recreating a homely environment for frailty and dementia patients.
- A **Multi Agency Care Assessment Meeting (MACAM) Project**, is supporting patients with a learning disability in hospital environments. This work has been recognised nationally and was a finalist at the Patient Experience Network Awards.
- A self-management programme is being developed in **bladder and bowel care**, which will involve an education session for the patient, in partnership with the Expert Patient Programme and Continence Clinical Nurse Specialist (CNS) with support from the specialist nurse on completion of the programme.



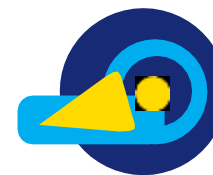
1000
LIVES
SAVED



Calon
Iechyd Llŷol
The Heart of
Local Health



Gofal Amserol Timely Care



- From 31st October 2018 patients living across our region are able to dial **111 to access their GP Out of Hours service and NHS Direct Wales** –supporting access to advice, support or treatment that is right for them all in one place.
- Pharmacy Walk-in Centres introduced across Carmarthenshire, Ceredigion and Pembrokeshire.
- We are developing new **ambulatory (walk-in)** emergency care units at Bronglais, Glangwili and Withybush hospitals. This is a service that provides same day emergency care to patients in hospital.
- **Improvement in the waiting times from referral to treatment** has occurred in all of our services during the year, as at end of March 2019, there were no patients waiting longer than 36 weeks from the time of their referral to treatment within our hospitals.



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Gofal Unigol Individual Care

- Introduction of a new **text messaging service** and an **appointment reminder service** to improve patient experiences in this area and to cut down on the number of missed appointments.
- A partner in the armed forces forum / regional covenant group. Our aim is to implement the priority treatment policy for **veterans**, if a health need identified is attributable to their former military service.
- A renewed focus on the rights of the child and the child's voice within our Health Board.
- A great day of filming was had with the Coleg Cymraeg Cenedlaethol at Amman Valley Hospital, speaking to staff and patients about the importance of using the **Welsh language** in delivering care to patients.





Ein staff **Our Staff**

- During 2018 continued our **‘Grow Your Own’** programmes.
- December 2018: our first **Aspiring Medical Leaders Programme**.
- In 2018/19 we have continued to promote a culture of innovation and have had **7 Bevan Exemplar Projects** and **3 Bevan Technology** bids accepted.
- July 2018: launch of our **Hwyl Innovation Hub** providing both a physical space and a virtual space on our intranet.
- Working with **‘Engage to Change’** programmes in North Ceredigion and Carmarthenshire offering opportunities for 6 month paid placements to young people aged 16-25 years who have a **learning disability** or **Autistic Spectrum Disorder**.
- Our staff being honoured with **various awards**.

Rhai o'r blaenoriaethau allweddol ar gyfer 2018/19

Some of the Key priorities for 2018/19

Staying Healthy	Safe Care	Effective Care
<ul style="list-style-type: none"> • Flu Vaccination: increase uptake of flu vaccination. • To reduce smoking rates in pregnancy. • Healthy Child Wales Programme: Screening, immunisation and supported child development. 	<ul style="list-style-type: none"> • Sepsis: early identification and staff education. • Expansion of monitoring and escalation processes (NEWS) in community services. • Hospital Acquired Thrombosis: reduction in number of incidences. • Pressure Damage: reduce the amount of avoidable incidents experienced by patients in our care. • Improvement in the quality of clinical documentation. 	<ul style="list-style-type: none"> • Ongoing implementation of hip fracture pathway. • Improvement in the quality of care and treatment plans within Mental Health Services. • Ensuring patients receive care in the most appropriate care setting and encounter minimal delays as they move through the different stages of care.

Rhai o'r blaenoriaethau allweddol ar gyfer 2018/19

Some of the Key priorities for 2018/19

Dignified Care	Timely Care	Individual Care
<ul style="list-style-type: none"> Multi Agency Care Assessment Meeting (MACAM) project: continue with project and expand to other hospital areas. Establish a collaborative project to improve communication with patients, their families and carers. 	<ul style="list-style-type: none"> Continue to improve access to Ophthalmology Care. Improve the waiting times for follow-up outpatient appointments. Reduce the waiting times for patients requiring assessment/treatment in emergency departments. Improving access to Orthodontic & Dental assessment and treatment. Improving access to assessment and diagnosis for Autistic Spectrum Disorder/ Attention Deficit Hyperactivity Disorder. 	<ul style="list-style-type: none"> Implementation of a Patient Experience Charter/Children's Rights Charter. Implement the revised Welsh Language Standards.

Our Staff

- Implementation of the Aspiring Medical Leaders Programme.
- Implementation of the 'Grow your Own Programme'.

Casgliadau/ Conclusions

2018/19 has brought us many challenges but also opportunities.

- We have undertaken one of the largest local NHS consultations in the UK which will result in an exciting 20 year journey: A Healthier Mid & West Wales Health & Social Care Strategy
- Our new Framework for Health & Wellbeing: Our future generations living well document was launched
- The Quality Improvement Framework

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

Any comments on this Annual Quality Statement would be welcomed



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2018-2019

Elusennau Iechyd Hywel Dda
Hywel Dda Health Charities

Rhif Elusen Gofrestredig: 1147863

Registered Charity no: 1147863

#MakingaDifference



Your donations help support...

10,932

Staff

4

Acute Hospitals

11

Community
Hospitals

15

Health
Centres

384,000

Population

4

Minor Injury Units



Our income for 2018/19 was **£1.88 million**



£779,564
Legacies



£765,960
Donations



£316,933
Investments



£17,878
Grants



£681,020
**Purchases by
partner charities**

Patients
fundraised
to say
thank you
for the
care they
have
received





15
members
of staff
took part in
our charity
sky dive

Our
supporters
jumped
thousands
of feet,
walked
hundreds
of miles
and baked
lots of
cakes!



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Our local
communities
voted for us to
help us make
a difference

25 colleagues
took part in the
Cardiff Half
Marathon
raising money
as part of
#teamhyweldda





Every
penny
you
donated
goes
directly
to our
patients
and
staff

Last year we spent £1.32 million on making things better

Additional patient
comforts

Most up-to-date
medical
equipment

More welcoming
surroundings

Staff learning
and
development

Care in our
local
communities

Healthy living
and health
promotion
initiatives

We funded tools for
children and young
people who are
affected by their
parents being
diagnosed with
cancer



We provided art installations to create a sense of peace and calm within our hospitals





We purchased games, puzzles and craft equipment to make it better for patients with dementia

We celebrated 70
years of the NHS
with tea parties
across the Health
Board





We provided entertainment to keep our younger patients occupied during their stay

We supported
colleagues to
access the latest
training and
development
opportunities
enabling them to
provide even better
care



Through our
Give a Gift
appeal, you
donated over
130 gifts to our
chemotherapy
patients

Derbynfa Reception





www.nyddolawestthames.org.uk
Tree of Greetings
10 cards with envelopes
£3.00
The greeting inside reads:
Nadolig Llawen
a Blwyddyn Newydd Dda
Merry Christmas
and a Happy New Year



You helped us
raise over £800
by buying our
Christmas
cards



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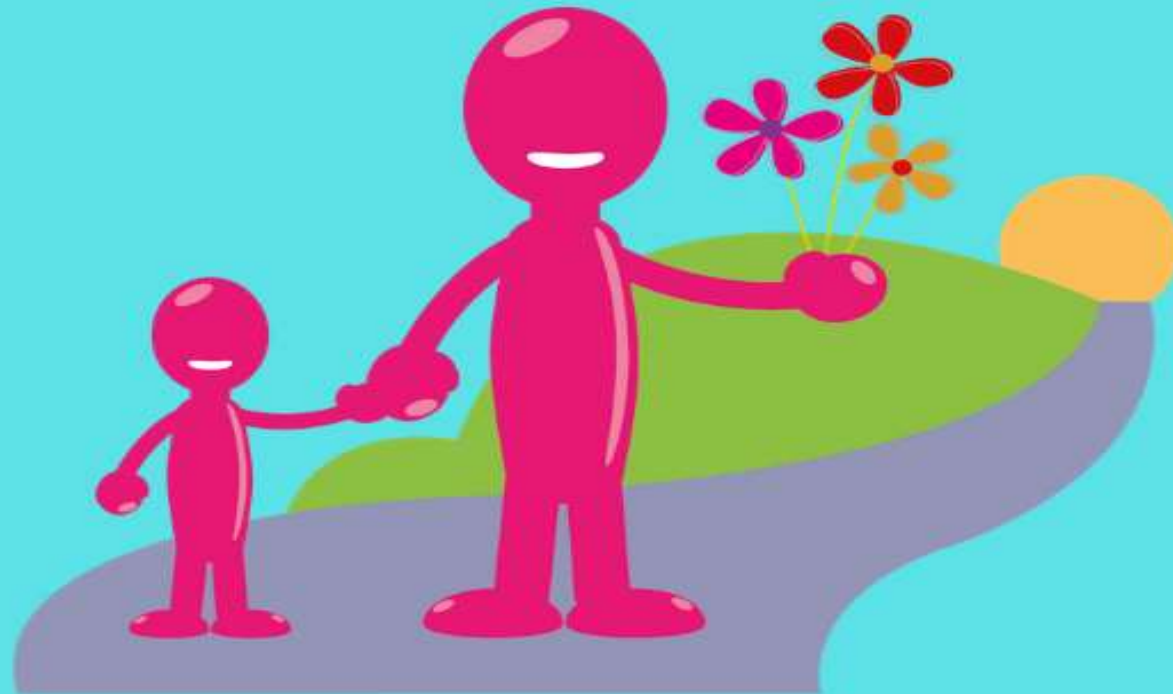
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Elusennau Iechyd Hywel Dda
Hywel Dda Health Charities
Rhif Elusen Gofrestredig: 1147863
Registered Charity no: 1147863

You can also help us to
#MakeaDifference

To find out more visit
www.hywelddahealthcharities.org.uk/support-us
Fundraising.HywelDda@wales.nhs.uk
01267 239815



Elusennau Iechyd Hywel Dda
Hywel Dda Health Charities

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