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Strategic Discover Report- applying the initial learning from our pandemic response to a delivery of our Health & Care strategy.

30th July 2020

The importance of learning from this once in a century event

It has impacted every area of our lives:

- **personal and professional**
- **on our services - how, where and what we provide**
- **on our communities**
- **on the way we live our lives**

Amongst the negative impacts we have experienced, there has been significant change for the better

Our responsibility is to capture the learning, recover from what has happened and ensure the positive changes are embedded for the benefit of our staff and the public we serve

That is what this Discovery Report is about and is an important milestone in our ongoing response to the pandemic

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Staff video

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Looking back

Learning from previous pandemics

Looking out

Global learning research and international think tanks

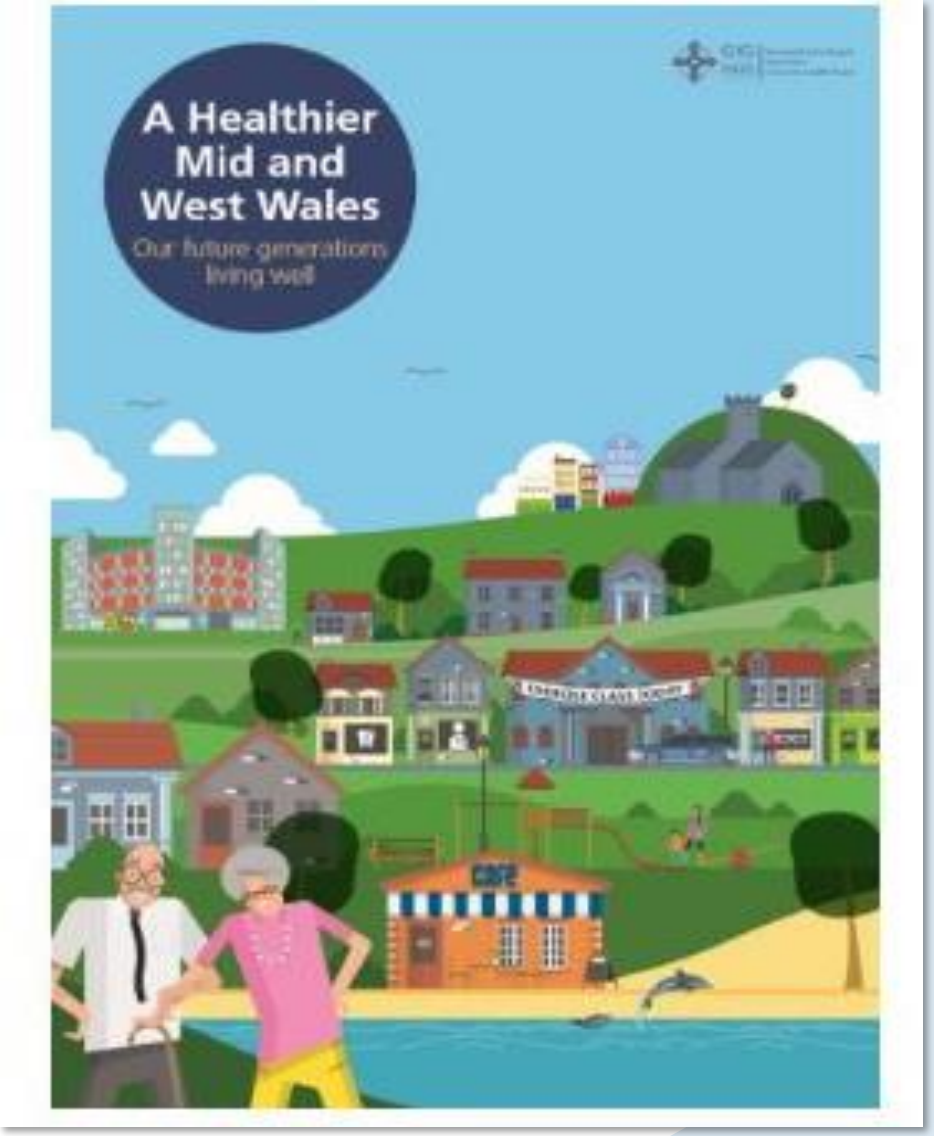
Looking in

Feedback from our system leaders, patients and stakeholders to learn from their experience.

Looking forward

Initial learning that is relevant to the Health and Care Strategy under the following areas, which reflect the key ambitions;

- Population health and wellbeing
- Integrated community network - Social Model for Health
- Delivering a sustainable hospital network
- Transforming Mental Health & Learning Disabilities
- Enablers



Lessons learnt – key themes

Health charities

Common vision and shared goals

Clear decisions making structures

Knee Jerk reaction.

Staff wellbeing

Empowerment and autonomy to act

Control & due diligence

‘What the Transformation Programme Office (TPO) is doing in gathering feedback is exactly what should be done. But it’s so important we feed this back. So that people feel listened to and action is taken or an explanation of why not.’

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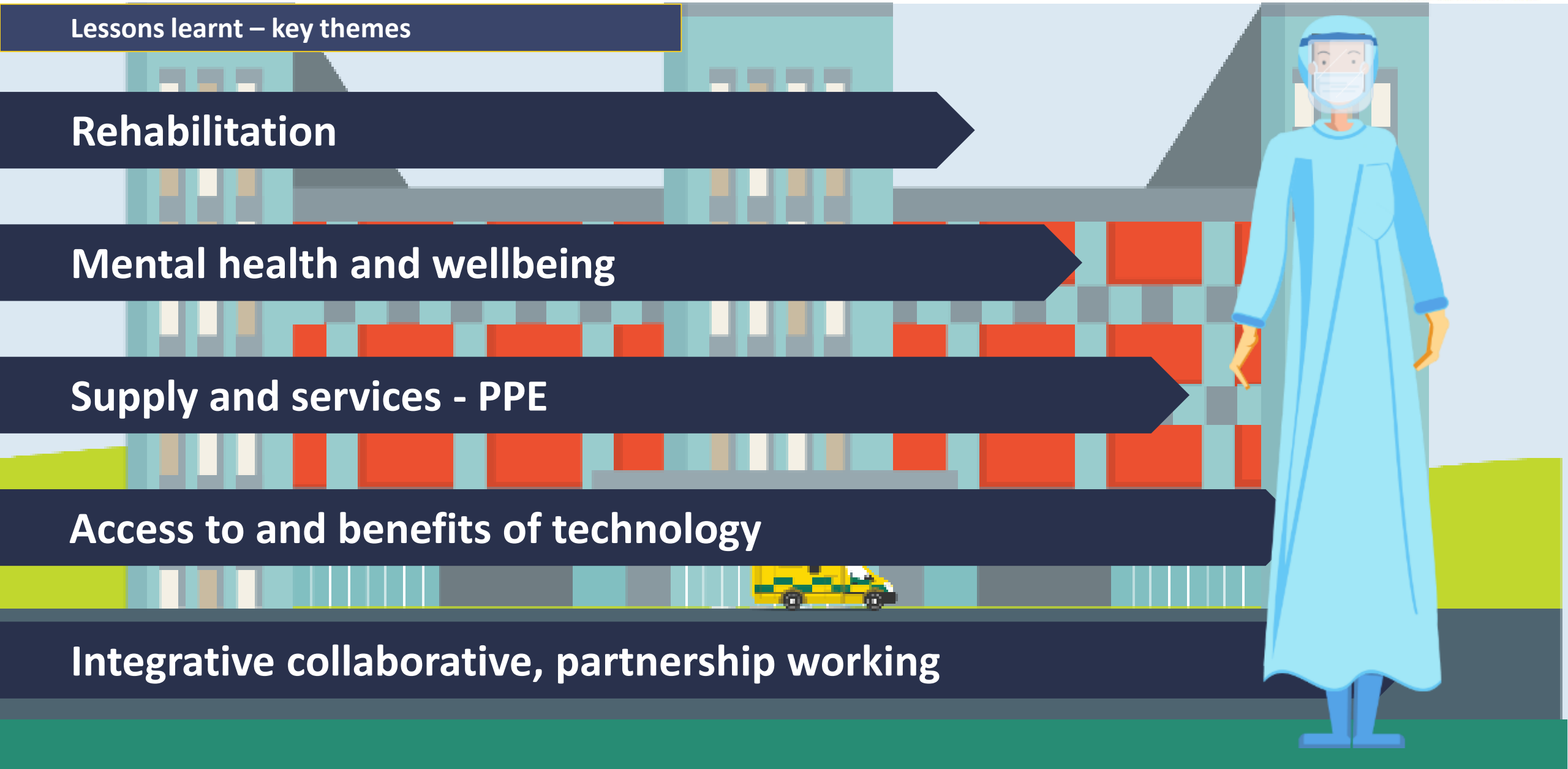
Lessons learnt – key themes

- Rehabilitation
- Mental health and wellbeing
- Supply and services - PPE
- Access to and benefits of technology
- Integrative collaborative, partnership working



Rhys's Story

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Lessons learnt – key themes

Engagement via 'Survey me'

CYNGOR IECHYD CYMUNED
COMMUNITY HEALTH COUNCIL

[Learning from patients - video]

Field Hospitals

Shielding

Changing patient and public behaviour

Technology enabled care

Patient's video

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Lessons learnt – key themes

- Limited strategic planning
- Integrative collaborative, partnership working
- Workforce flexibility and ‘can do’ culture
- Public Health response
- Working digitally
- Testing & Infection Prevention

Mari's Story

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Determining our emerging priorities

"Thank you for today, one of the most energetic delivery focussed sessions I have been in in my 40 Years in the NHS, congratulations on the approach and delivery"

BUILDING our SUPPORT & SERVICES

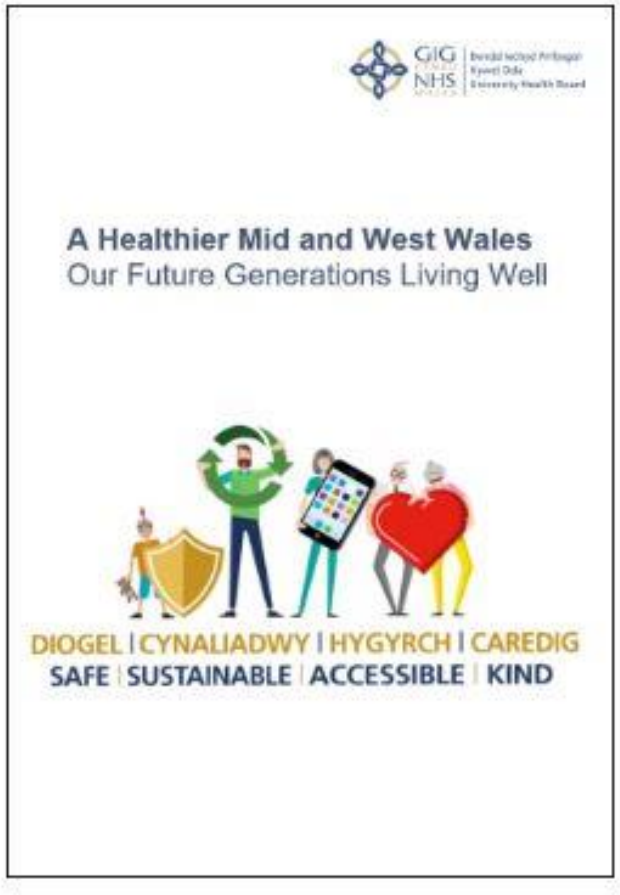
PREVENTION
- AUTHENTICITY
- BIG PIC!
- PUBLIC ENGAGEMENT
- INCLUSION
- ACT! STOP ASKING for PERMISSION
- BOARD ENGAGEMENT
- FOOD LITERACY...
- PRIDE! CARBON FOOTPRINT...
- LOCALLY PRODUCED.
- BEST PRACTICE
- PUBS

ACCESS & COORDINATION
- GOVERNANCE. WORKFORCE
- ACCESSIBLE & KIND
- CARE CLOSER to HOME
- LESS VISITS to HOSPITAL...
- DIGITAL CARE... SUPPORT for ELDERLY & LESS DIGITAL SAVY
- CENTRALISED HUB
- LEARN from COVID
- START with PEOPLE & FUNCTIONALITY
- CONNECTIVITY
- COLLABORATION
- USER FRIENDLY
- ELECTRONIC PATIENT RECORD
- LESS DUPLICATION
- PATIENT INVOLVEMENT
- FOWS on FUNCTIONALITY

TREATMENT
- PATIENT SATISFACTION
- LESS TRAVELING
- TREATMENT of CRONIC DISEASES
- MORE SPACE & CAPACITY...
- CONSIDER PATIENT PREFERENCE & ACCESS
- HOSPITAL as LAST RESORT
- IOT
- RAPID ACCESS & DIAGNOSTICS...
- EARLY INTERVENTION & SATISFACTION
- PATIENT at The CENTRE
- DECISSION MAKING
- COMMUNICATION... SUPPORT
- PATIENTS in DECISION MAKING

TRANSFER EXIT & DISCHARGE
- EDUCATE PATIENTS R&D
- WHOLE SYSTEM APPROACH
- CAPTURE BENEFITS
- IMPACT during DISCHARGE & TRANSFER
- CONSISTENT ASSESSMENT
- BUNDLE
- 1 STOP SHOPS
- ONGOING SUPPORT
- COMMUNITY FOCUSED WELL-BEING & SUPPORT
- RESILIENT...
- MANAGING EXPECTATIONS & DEFINING "IMPROVEMENT with PATIENTS"
- PATIENTS ABILITY to GET on with their LIVES

How we will work to deliver



CLINICAL ADVISORY GROUPS

STAFF & STAKEHOLDER ADVISORY GROUPS

GLOBAL ADVISORY NETWORK

Strategic Enabling Group
"The when"

Transformation Steering Group
"The why & What"

PSB

RPB

BOARD LEVEL
Agrees the Planning Requirement & Timescale
"THE WHY & WHAT"

WG REQUIREMENTS

REGULATORS & INSPECTORS

Existing Strategy
A Healthier Mid & West Wales

IEG

ENABLERS

- Procurement & local sourcing
- Workforce & OD
- Capital, Estates, Infrastructure and planning
- Digital, data, informatics & modelling
- Continuous engagement, diversity and inclusion
- Continuous improvement (QI & SI)
- Value, Innovation, Research and development
- Corporate governance, legal, risk & contracts
- Finance

EXECUTIVE TEAM LEVEL

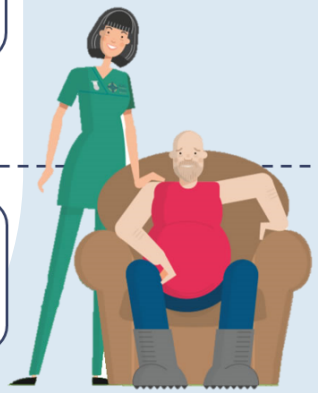
- Effective Team Working
- Cross Portfolio co-ordination

OPERATIONAL EXECUTIVE LEVEL
"The how"

- Sorts out "How to"
- Meet Planning Requirements

DIRECTORATE LEVEL
"Delivery"

- Implements Planning Requirements
- Delivers & "Gets it done"



We will use a process of continuous discovery.

Recommendations to Board

The Board is asked to:

- Approve/authorise the work to continue, embed or adopt the service change and innovation set out above and in the Strategic Discover Report, subject to the Strategic Enabling Groups setting out the engagement needed, feasibility, timescales, costs and other requirements;
- Approve the decisions to commence work on the key areas set out above and in the Strategic Discover Report, subject to the Strategic Enabling Groups setting out the engagement needed, feasibility, timescales, costs and other requirements;
- Approve the dis-establishment of the existing Health and Care Strategy Delivery Group, and underpinning Transformation Programmes and governance structures;
- Note the terms of reference for the newly established Transformation Steering Group.

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Thank you!