



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Adroddiad Blynnyddol

Ein 2020/21

Annual Report

Our 2020/21

AMDANOM NI

Mae Bwrdd Iechyd Prifysgol Hywel Dda yn cynllunio ac yn darparu gwasanaethau gofal iechyd y GIG ar gyfer Sir Gaerfyrddin, Ceredigion, Sir Benfro, a'r siroedd sy'n ffinio.

Dyna bron i 12,500 o staff (yn gweithio gyda phartneriaid a gwirfoddolwyr) i helpu i gadw pobl yn iach a darparu gofal pan fo angen.

Yng nghartrefi pobl, mewn gofal sylfaenol (pentrefi a prif strydoedd), mewn cymunedau, ac mewn gwasanaethau ysbyty ac arbenigol.

Mae ein poblogaeth yn heneiddio, ac rydym yn gweld cynnydd yn y nifer o bobl sy'n byw gyda mwy nag un cyflwr croniog.



ABOUT US

Hywel Dda University Health Board plans and provides NHS healthcare services for Carmarthenshire, Ceredigion, Pembrokeshire, and bordering counties.

That's almost 12,500 staff (working with partners and volunteers) to help keep people well and provide care when needed.

In people's own homes, in primary care (towns and village high streets), in communities, and in hospital and specialist services.

Our population is ageing, and we have a rising number of people living with more than one chronic condition.

EFFAITH AR DDARPARU GWASANAETHAU

Cydwysedd rhwng cadw pobl adref wrth gynnal gwasanaethau hanfodol.

Roeddem yn wynebu risgiau newydd, ac fe waethygodd COVID-19 rhai sydd eisoes yn bodoli, (rhai enghreifftiau):

- Gallu profion labordy
- atal gwasanaeth nad yw'n hanfodol yn ystod oriau brig y gaeaf
- heriau staffio
- oedi oherwydd cynnal a chadw offer delweddu
- amseroedd aros hir am asesiadau anhwylder sbectrwm awtistiaeth

IMPACT ON DELIVERY OF SERVICES

Balance between keeping people home whilst maintaining essential services.

We faced new risks, and COVID-19 escalated existing ones, which we have mitigated against (some examples):

- laboratory testing capacity
- suspension of non-essential service during winter peak
- staffing challenges
- delays due to maintenance of imaging equipment
- long waiting times for autism spectrum disorder assessments



GOFAL COVID-19

Fe wnaethom gyflwyno, neu estyn, gwasanaethau newydd i gadw ein cymunedau'n ddiogel rhag COVID-19, yn unol â **strategaeth Profi, Olrhain, Diogelu Llywodraeth Cymru**.

Fe wnaethom ddefnyddio **dull rhanbarthol** gan weithio ochr yn ochr â'n partneriaid, yn enwedig mewn awdurdodau lleol, i ddatblygu cynlluniau ymateb ar y cyd a rheoli digwyddiadau neu faterion lleol.

COVID-19 CARE

We introduced, or extended, new services to keep our communities safe from COVID-19, in line with the Welsh Government **Test, Trace, Protect strategy**.

We took a **regional approach** working alongside our partners, particularly in local authorities, to develop joint response plans and management of incidents or local issues.



PROFI AC OLRHAIN

Mae profi wedi esblygu ac wedi bod yn hyblyg :

- Rhoi blaenoriaeth ar gyfer gweithwyr critigol a gofalwyr di-dâl
- Model hybrid ar gyfer profi cymunedol (profion cartref, unedau symudol a gyrru drwodd)
- Profi yn ein cartrefi gofal
- Profi gwirthgyrff (ydw i wedi cael y feirws?)
- Profi anghymesur (gan ddefnyddio LFDs) ar gyfer staff, cleifion, partneriaid a myfyrwyr
- Fe wnaethon ni brofi **181,983** o bobl gyda phositfrwydd o 8.7% yn ystod y flwyddyn

Buom yn cydweithio â phartneriaid i ddarparu timau olrhain **cyswllt** rhanbarthol, sydd wedi:

- lleihau lledaeniad posib yr haint
- caniatau ar gyfer monitro data a thueddiadau yn lleol i lywio'r ymateb
- sicrhau negeseuon cyson ar draws partneriaid i fagu hyder



TEST AND TRACE

Testing has evolved and been flexible:

- Priority testing for critical workers and unpaid carers
- Hybrid model for community testing (home testing, mobile units and drive-through)
- Testing in our care homes
- Antibody testing (have I had the virus?)
- Asymptomatic testing (using LFDs) for staff, patients, partners and students
- We tested **181,983** people with a **8.7%** positivity rate during the year

We collaborated with partners to deliver regional

contact **tracing** teams, which has:

- reduced potential spread of infection
- allowed for local monitoring of data and trends to inform response
- ensured consistent messaging across partners to build confidence

DIOGELU

Dechreuodd y **rhaglen frechu fwyaf** a ddarparwyd erioed gan y GIG ym mis Rhagfyr 2020 ar gyfer ardal BIP Hywel Dda.

Strategaeth - amddiffyn y rhai sydd fwyaf mewn perygl rhag salwch difrifol neu farwolaeth yn gyntaf, a'r rhai sydd mewn perygl o drosglwyddo haint i bobl fregus mewn amgylchedd iechyd neu ofal.

Mae pobl wedi derbyn brechiad mewn nifer o ffyrdd:

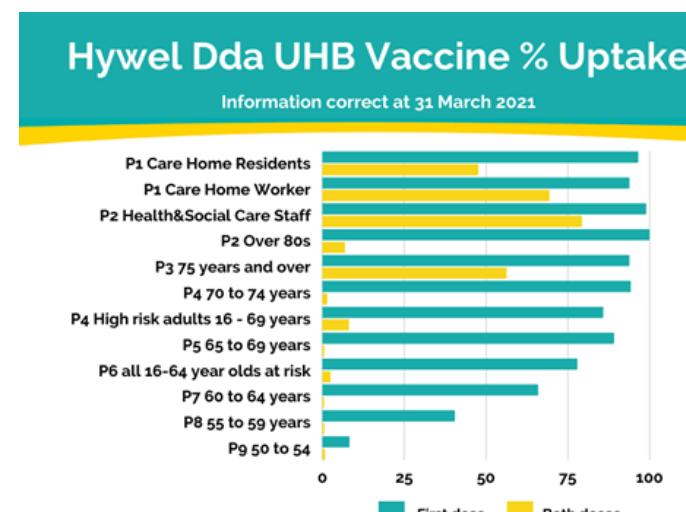
- Yn eu cartref gofal
- Yn eu meddygfeydd
- Mewn canolfan frechu torfol
- Yn yr ysbty
- Neu mewn glinigau 'pop up'

Ni oedd y cyntaf yn y DU i roi'r Brechlyn Moderna ym mis Ebrill 2021.

PROTECT

The largest **vaccination programme** ever delivered by the NHS began in December 2020 for the Hywel Dda UHB area.

Strategy - protect first those most at risk from serious illness or death, and those at risk of transmitting infection to multiple vulnerable persons in a health or care environment.



People have received vaccination in a number of ways:

- In their care home
- Through their GP surgery
- In mass vaccination centres
- In hospital
- Or in special 'pop-up' clinics

We were the first in the UK to deliver the Moderna vaccine in April 2021.

AIL GYNLLUNIO GWASANAETHAU

Angen ymateb system gyfan - rhoi pobl yn y canol a'u hamgylchynu gydag ystod o gefnogaeth gan wasanaethau mwy integredig.

- Cynhaliodd **gofal sylfaenol** wasanaethau hanfodol ac addasu adeiladau a mynediad, yn ogystal â defnyddio technolegau ar gyfer ymgynghoriadau ffôn neu ar-lein. Bu i ffyrdd newydd o weithio'n lleol leihau'r angen i gleifion fynd i weld meddyg teulu neu fynd i'r ysbtyt.
- Roedd **therapi uniongyrchol** yn gyfyngedig i wasanaethau brys / hanfodol, gydag eraill roedd cleifion yn cael cynnig cefnogaeth rithwir / ddigidol. Roedd darparu cefnogaeth yn y gymuned yn hanfodol i leihau dirywiad iechyd pobl a'r effaith y mae hyn yn ei gael ar wasanaethau gofal iechyd eraill.



RE-DESIGN OF SERVICES

Needed to take a whole-system response – putting people at the centre and surrounding them with a range of support from more integrated services.

- **Primary care** sustained essential services and adapted buildings and access, as well as made use of technologies for telephone or online consultations. Some new ways of working locally reduced the need for patients to attend GP or hospitals.
- Direct **therapy** was limited to urgent/essential services, with other patients offered virtual/digital support.

Provision of community based support was essential in reducing deterioration of people's health and the effect this has on other healthcare services.

AIL GYNLLUNIO GWASANAETHAU

Mae ein gwasanaethau **cymunedol** wedi anelu at ddarparu cefnogaeth / gofal mor agos â phosibl i gartrefi pobl, gan addasu a blaenorriaethu yn ôl yr angen clinigol mwyaf.

Roedd y datblygiadau gwasanaeth allweddol yn cynnwys:

- Cyflwyno gwasanaeth Delta Connect
- Profion ocsigen yn cael eu rheoli gartref i bobl sy'n gwella o COVID-19
- Mwy o welyau yn y gymuned
- Hosbis yn y cartref

Atal dros dro neu newid mynediad at wasanaethau pan fydd angen i ni adleoli adnoddau, er enghraift:

- Cau unedau mân anafiadau dros dro yn Aberteifi a Llanymddyfri
- Lleihau triniaethau arferol mewn nyrssio cymunedol
- Cyflwyno clinigau yn y gymuned (yn lle ymwelliadau cartref) ar gyfer y rhai a allai deithio
- Ail-leoli nyrssys ysgol i gefnogi profion a brechu



RE-DESIGN OF SERVICES

Our **community** services have aimed to provide support/care as close to people's homes as possible, adapting and prioritising according to greatest clinical need.

Key service developments included:

- Roll out of Delta Connect service
- Oxygen tests self-managed at home for people recovering from COVID-19
- Increased beds in the community
- Hospice at home

Temporary suspension or change of access to services when we have needed to re-deploy resource, for example:

- Temporary closure of minor injury units in Cardigan and Llandovery
- Reducing routine treatments in community nursing
- Introducing community based clinics (instead of home visits) for those who could travel
- Re-deploying school nurses to support testing and vaccination

AIL GYNLLUNIO GWSANAETHAU

Ailgynlluniwyd ein gwasanaethau **acíwt** (ysbyty) yn sylweddol i ddarparu mynediad diogel i ofal brys, ac i ail-gychwyn gofal wedi'i gynllunio ac arferol. Roedd hyn yn cynnwys:

- Sefydlu cell PPE a 'hybiau' lleol i oresgyn heriau cychwynnol yn y cyflenwad
- Newidiadau enfawr i'n hystâd er mwyn cydymffurfio â deddfwriaeth ac arweiniad ac ymgyrch sicrwydd gyda'n cyhoedd
- Defnyddio unedau dros dro ar safleoedd ysbytai, a newid defnydd rhai ardaloedd, i gefnogi ysbytai gyda mynediad 'gwyrrdd', 'ambr' a 'coch'
- Sefydlu naw ysbyty maes (915 gwely)
- Cynnydd mewn gwelyau wedi'u hawyru o fewn gofal critigol
- Defnydd staff a chleifion o dechnolegau



RE-DESIGN OF SERVICES

Our **acute** (hospital) services were significantly re-designed to provide safe access to emergency and urgent care, and to re-start planned and routine care. This included:

- Establishment of a PPE cell and local 'hubs' to overcome initial challenges in supply
- Huge changes to our estate to make it compliant with legislation and guidance and a reassurance campaign with our public
- Use of temporary units on hospital sites, and change of use of some areas, to support hospitals with 'green', 'amber' and 'red' access
- Establishment of nine field hospitals (915 beds)
- Increase in critical care ventilated beds
- Staff and patient use of digital technologies

CYFLWYNO GWASANAETHAU HANFODOL

Mewn cyfnod o her ddigynsail i'r GIG, rydym yn cynnal y mwyafrif o wasanaethau hanfodol a ddisgwylir gan Lywodraeth Cymru. Rydym wedi wynebu anawsterau mewn nifer o feysydd, yr ydym yn gweithredu arnynt i wella. Mae'r rhain yn cynnwys:

- Gwasanaethau meddyg teulu y tu allan i oriau
- Cysondeb yn cyrraedd targed 62 diwrnod ar gyfer cleifion cancer sy'n dechrau triniaeth (yn enwedig yn ystod yr 2il don)
- Cleifion sy'n aros mwy nag 8 wythnos am brawf diagnostig
- Cynnydd mewn cleifion sy'n aros 36 wythnos neu fwy i gael eu cyfeirio at driniaeth mewn gofal wedi'i gynllunio
- Gweld cleifion gofal llygaid risg uchel erbyn eu dyddiad targed
- Cyrraedd targedau ar gyfer plant a phobl ifanc sydd angen asesiad niwroddatblygiadol ac oedolion sy'n aros am therapi seicolegol

DELIVERY OF ESSENTIAL SERVICES

In a time of unprecedented challenge for the NHS, we are maintaining the majority of essential service delivery expected by the Welsh Government. We have faced difficulties in a number of areas, which we are taking action on to improve. These include:

- GP out-of-hours services
- Consistency in meeting 62 day target for cancer patients commencing treatment (particularly during 2nd wave)
- Patients waiting longer than 8 weeks for a diagnostic test
- Rise in patients waiting 36 weeks or more for referral to treatment in planned care
- Seeing high risk eye care patients by their target date
- Meeting targets for children and young people requiring neurodevelopmental assessment and adults waiting for a psychological therapy

DIOGELWCH, ANSAWDD A PROFIAD Y CLAF

Ein nod bob amser yw darparu'r gofal mwyaf diogel a gorau i'n cleifion a'n cymuned:

- O'r 15,333 o **ddigwyddiadau** yr adroddwyd amdanynt, barnwyd bod 13,134 o gleifion wedi'u heffeithio a 5,433 wedi achosi niwed
- Roedd **staff gwella ansawdd** yn cefnogi gwaith mewnol wrth eu hail-leoli a'u hymgorffori mewn timau gweithredu
- Rydym yn gwybod bod **cyfyngiadau** ar ymweld wedi bod yn anodd iawn i gleifion a theuluoedd felly gwnaethom roi swyddogion cyswllt teulu ar waith i gefnogi ymweliadau rhithwir (ar-lein)
- Cawsom 2,318 o **bryderon** gan gleifion - mae'r themâu yn cynnwys amseroedd aros, triniaeth glinigol, cyfathrebu a phryderon yn ymwneud â'r pandemig

Rydym yn dysgu o adborth cleifion (cadarnhaol a negyddol) mewn sawl ffordd - prawf ffrindiau a theulu, arolygon cleifion, straeon cleifion.

PATIENT SAFETY, QUALITY AND EXPERIENCE

Our aim is always to provide the safest and best care for our patients and community:

- Of 15,333 **incidents** reported, 13,134 affected patients and 5,433 were deemed to have caused harm
- **Quality improvement** staff supported work from 'within' whilst re-deployed and embedded into operational teams
- We know restrictions on **visiting** have been very difficult for patients and families so we put in place family liaison officers to support virtual (online) visits
- We received 2,318 **concerns** from patients – themes include waiting times, clinical treatment, communication and concerns relating to the pandemic

We are learning from patient feedback (positive and negative) in a number of ways – friends and family test, patient surveys, patient stories.

CYFLWYNO MEWN PARTNERIAETH

Fforwm Gwytnwch Lleol (LRF) yn cefnogi ein cynllunio trwy'r pandemig, gan gydlynu datblygiad cyfleusterau ac adnoddau ychwanegol.

Buom yn gweithio'n agos gydag eraill ar ystod o gynlluniau, gyda rhai enghreifftiau rhagorol, gan gynnwys:

- Cynlluniau gaeaf rhanbarthol
- Siarteri (profiad y claf, hawliau plant a golau glas)
- Trawsnewid iechyd a gofal
- Cefnogaeth i gartrefi gofal, gofal cymdeithasol a rhyddhau'n ddiogel

Cynhaliodd Bwrdd Diogelu Rhanbarthol Canolbarth a Gorllewin Cymru gyfarfodydd ymateb COVID-19 rheolaidd, gan rannu arfer da a mynd i'r afael â'r heriau a wynebir wrth ddiogelu pobl sydd mewn perygl o gael eu cam-drin a'u hesgeuluso.

DELIVERING IN PARTNERSHIP

Local Resilience Forum (LRF) supporting our planning through the pandemic, co-ordinating the development of additional facilities and resources.

We worked closely with others on a range of business, with some exemplary examples, including:

- Regional winter plans
- Charters (patient experience, children's rights and blue light)
- Transformation of health and care
- Support for care homes, social care and safe discharge



Mid and West Wales Regional Safeguarding Board had regular COVID-19 response meetings, sharing good practice and addressing the challenges faced in safeguarding people at risk of abuse and neglect.

CYFLWYNO MEWN PARTNERIAETH

Mae ‘CanolbARTH a Gorllewin Cymru lachach: Cenedlaethau’r Dyfodol yn Byw’n Dda’ yn raglen uchelgeisiol o newid, a ariennir trwy Gronfa Trawsnewid Llywodraeth Cymru ac a ddarperir trwy Bartneriaeth Gofal Gorllewin Cymru.

Mae tair rhaglen waith graidd yn cael eu hariannu ac ar y gweill:

- 1) Rhaglen CONNECT (y cyntaf o'i bath yng Nghymru) i gefnogi pobl i gynnal eu hannibyniaeth am gyfnod hirach
- 2) Timau cymunedol mynediad cyflym rhanbarthol i gefnogi pobl yn eu cartrefi eu hunain
- 3) Creu cysylltiadau i bawb i adeiladu gwytnwch cymunedol a dinasyddiaeth weithredol ar draws ein hardal



DELIVERING IN PARTNERSHIP

‘A Healthier Mid and West Wales: Our Future Generations Living Well’ is an ambitious programme of change, funded through the Welsh Government’s Transformation Fund and delivered via the West Wales Care Partnership.

Three core programmes of work are funded and underway:

- (1) The CONNECT programme (first of its kind in Wales) to support people to maintain their independence for longer
- (2) Regional fast access community teams to support people in their own homes
- (3) Creating connections for all to build community resilience and active citizenship across our area

LLESIANT CENEDLAETHAU'R DYFODOL

Rydym wedi cysylltu ein hamcanion llesiant â'n hamcanion cynllunio a strategol cyffredinol, gan gynnwys yr amgylchedd a newid yn yr hinsawdd a'r economi.

- Rhai enghreifftiau o hyn:
Cynllun Academi Prentisiaethau
- Tasglu Datgarboneiddio
- Cynyddu pryniant bwyd lleol, Cymreig
- Cynyddu mynediad i fannau gwyrdd / glas a gwella ein hamgylchedd naturiol
- Cynyddu mentrau a arweinir gan y gymuned a gwytnwch cymunedol
- Roedd sefydlu cysylltiadau rhyngwladol ar ddau brosiect TG mawr yn canolbwyntio ar wella llwybrau cleifion.

Uchelgais Gwasanaethau'r Gymraeg i fynd y tu hwnt i Safonau'r Gymraeg. Cyflawnwyd carreg filltir enfawr tuag at hyn eleni pan gymeradwywyd Polisi Sgiliau Dwyieithog newydd.



THE WELL-BEING OF FUTURE GENERATIONS

We have linked our well-being objectives to our overall planning and strategic objectives, including environment and climate change and the foundation economy.

Some examples of this in practice:

- Apprenticeship Academy scheme
- Decarbonisation Task Force
- Increasing the purchase of local, Welsh produced food
- Increasing access to green/blue spaces and improving our natural environment
- Increasing community-led initiatives and community resilience
- Establishing international links on two major IT projects focused on improving patient pathways

Welsh language ambitions to go beyond the Welsh Language Standards. A huge milestone towards this was achieved this year when we approved a new Bilingual Skills Policy.

GWEITHLU

Mae ein staff wedi ymateb i anghenion ein poblogaeth yn ystod y flwyddyn ddiwethaf, gan fynd y tu hwnt i'w dyletswyddau.

Rydym wedi gweld:

- Ein hymgyrch recriwtio fwyaf erioed
- Ail-leoli, hyfforddiant newydd ac adeiladu sgiliau ar raddfa
- Ehangu ymgyrchoedd llesiant a phecynnau cefnogaeth
- Sefydlu grŵp cynghori staff ar gyfer staff Du, Asiaidd a Lleiafrifoedd Ethnig
- Ymgysylltu â phartneriaeth staff ac undebau tuag at adeiladu diwylliant gwaith iachach
- Cyflwyno Siarad heb ofn i gynorthwyo staff i godi pryderon

Rydyn ni nawr yn rhoi'r 'llais' olaf i rai o'n staff yn y Cyfarfod Cyffredinol Blynnyddol hwn...

WORKFORCE

Our staff have responded to the needs of our population during the last year, going above and beyond the call of duty.

We have seen:

- Our biggest ever recruitment drive
- Re-deployment, new training and skill-building at scale
- Expansion of well-being initiatives and packages of support
- Establishment of a staff advisory group for Black, Asian and Minority Ethnic staff
- Engagement with staff partnership and unions towards building a healthier working culture
- Introduction of Speak Up Safely to support staff in raising concerns

We now give some of our staff the final 'voice' in this Annual General Meeting...