

## CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	30 November 2023
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Well-being Objectives Annual Report 2022/23
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Dr Ardiana Gjini, Executive Director of Public Health
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Megan Harris, Consultant in Public Health Anna Bird, Assistant Director – Strategic Partnerships, Diversity & Inclusion

**Pwrpas yr Adroddiad** (dewiswch fel yn addas)

**Purpose of the Report** (select as appropriate)

Ar Gyfer Penderfyniad/For Decision

### ADRODDIAD SCAA SBAR REPORT

#### Sefyllfa / Situation

The Well-being of Future Generations (Wales) Act 2015 (the Act) came into effect on 1 April 2016 with the aim of improving social, economic, environmental and cultural well-being across Wales. The Act requires NHS bodies to report on the progress they have made in meeting their well-being objectives in each financial year.

The Board is invited to approve for publication Hywel Dda University Health Board's (HDdUHB) Well-being Objectives Annual Report for the period 1 April 2022 – 31 March 2023 in order to fulfil the Health Board's statutory obligations.

#### Cefndir / Background

The Well-being of Future Generations (Wales) Act 2015 sets out a number of requirements for individual public bodies, including HDdUHB. These include a requirement for the Health Board to:

- Set and publish well-being objectives (s.3(2)(a)) and take all reasonable steps to meet those objectives (s.3(2)(b))
- Publish a statement regarding well-being objectives (s.7(1))
- Publish an Annual Report showing the progress made in meeting the organisation's objectives (s.13 (1) and Sch.1)

Guidance states that, where possible, NHS bodies should seek to integrate this reporting with their requirement to publish annual reports and accounts. Whilst a 'Well-being of Future Generations Act' (WBFGA) section is included within the HDdUHB Annual Report, a detailed report of progress in meeting well-being objectives and steps taken to contribute to wider well-being goals for Wales, is specifically set out in the Well-being Objectives Annual Report 2022/23.

In November 2019, HDdUHB refreshed its well-being objectives and established eight new objectives which provided longer term ambitions:

1. Plan and deliver services to increase our contribution to low carbon
2. Develop a skilled and flexible workforce to meet the changing needs of the NHS
3. Promote the natural environment and capacity to adapt to climate change
4. Improve population health through prevention and early intervention, supporting people to live happy and health lives
5. Offer a diverse range of employment opportunities which support people to fulfil their potential
6. Contribute to global well-being through developing international networks and sharing of expertise
7. Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh
8. Transform our communities through collaboration with people communities and partners

The well-being objectives are aligned to four overarching themes:

- Workforce planning and development
- Collaboration, involvement, and integration
- Early intervention and prevention
- Environment and climate change

### Asesiad / Assessment

The attached Well-being Objectives Annual Report 2022/23 provides:

- Evidence of how work delivered through the Health Board has supported the achievement of organisational well-being objectives
- A range of example and case studies are illustrated. These are not intended to be exhaustive, but instead provide a flavour of the breadth of work and how it links to the Act
- Evidence of HDdUHB's work with Public Services Boards (PSBs)

The Public Health Directorate lead on the implementation of the Act and is aware of other aspects of work which align to the Act's five ways of working: taking a long-term approach; collaboration and integration; focusing on prevention and involving staff; patients and communities. The Annual Report provides illustrations of this, as well as clearly showing the alignment of the wellbeing objectives with the national well-being goals.

To support the approach to governance and assurance, each report to Board includes a field within the SBAR to capture how the work links to the Well-being Objectives. This provides a prompt for report authors to consider the impact of the Act, as well as for Board Members who have a role in scrutiny and assurance when they are considering papers.

The existing Well-being Objectives were not amended in 2022/23 and continue to be relevant to describe the direction of travel and long-term approach, aligning to annual planning objectives.

## Argymhelliad / Recommendation

The Board is requested to:

- **APPROVE** for publication HDdUHB's Well-being Objectives Annual Report for the period 1 April 2022 – 31 March 2023
- **APPROVE** the existing eight well-being objectives as continuing to be relevant to the Health Board for the next five-year period, aligning with the PSB Well-being Plan cycle

## Amcanion: (rhaid cwblhau)

### Objectives: (must be completed)

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Parthau Ansawdd: Domains of Quality <a href="#">Quality and Engagement Act (sharepoint.com)</a>	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: <a href="#">Quality and Engagement Act (sharepoint.com)</a>	6. All Apply
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	All Planning Objectives Apply
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022</a>	9. All HDdUHB Well-being Objectives apply

## Gwybodaeth Ychwanegol:

### Further Information:

Ar sail tystiolaeth: Evidence Base:	WFGA – Well-being of Future Generations (Wales) Act 2015
Rhestr Termiau: Glossary of Terms:	Contained within main body of report.
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Strategic Development & Operational Delivery Committee

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Financial planning is one of the key corporate areas of change defined under the Act.
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	Evidence of improving the well-being of the population is at the forefront of this legislation.
<b>Gweithlu: Workforce:</b>	Implementing the five ways of working required under the Well-being of Future Generations (Wales) Act 2015 should lead to evidence of increased collaboration and integration between services, professionals and communities.
<b>Risg: Risk:</b>	The HDdUHB has a duty to work collaboratively to address the 7 Well-being Goals for Wales. There is a risk that the need to demonstrate our progress is considered an “add on” responsibility by HDdUHB staff. Embedding the principles of the act into everyday business is therefore paramount and contributing to the project and delivery groups of Public Service Boards (PSB) needs to demonstrate the synergy with achieving the Health Board’s goals.
<b>Cyfreithiol: Legal:</b>	<p><i>The Well-being of Future Generations (Wales) Act 2015</i> (the Act) provides that HDdUHB (as a designated public body) must publish a Well-being Statement, Well-being Objectives and provide an Annual Report on progress towards meeting these objectives.</p> <p>An aim of the Act is to place communities at the heart of decision making. The public can use the Act to ensure that public bodies are taking the approach to decision making that utilises the five ways of working in line with the sustainable development principle when developing or making changes to services that impact upon them and their community. HDdUHB will need to ensure that all transformation and service change projects, including capital developments, take account of the new statutory requirements</p>
<b>Enw Da: Reputational:</b>	There is a statutory requirement for HDdUHB to contribute to the work of the PSBs.
<b>Gyfrinachedd: Privacy:</b>	Not Applicable
<b>Cydraddoldeb: Equality:</b>	A More Equal Wales is a key national goal under the Act and the report highlights examples of how HDdUHB is contributing to this.

# Well-being of Future Generations Annual Report 2022-23



A Prosperous  
Wales



A Resilient  
Wales



A More Equal  
Wales



A Healthier  
Wales



A Wales of  
Cohesive  
Communities



A Wales of Vibrant  
Culture & Thriving  
Welsh Language



A Globally  
Responsible Wales



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*Icons on cover and in document: courtesy of the Well-being of Future Generations resource centre*

## 1. Introduction

Hywel Dda University Health Board (the Health Board) is publishing this Annual Report to demonstrate our progress during 2022/23 towards meeting our Well-being Objectives.

The Well-being of Future Generations (Wales) Act 2015 establishes both individual and collective duties for forty-four public bodies, including Health Boards. Our Health Board is a member of three Public Services Boards (PSBs) one in each of our local authority areas of Carmarthenshire, Ceredigion and Pembrokeshire. Through our membership, we work with a variety of local and regional partners and aim, through our collaboration and partnership working, to improve the social, economic, environmental and cultural well-being for our population and future generations. The Act sets out seven national well-being goals and five ways of working that public bodies are required to work collaboratively towards achieving. The seven well-being goals are:

**A prosperous Wales** – An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.

**A resilient Wales** – A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).

**A healthier Wales** – A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.

**A more equal Wales** – A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio-economic background and circumstances).

**A Wales of cohesive communities** – Attractive, viable, safe and well-connected communities.

**A Wales of vibrant culture and thriving Welsh language** – A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.

**A globally responsible Wales** – A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.

The **Seven Well-being Goals for Wales** and **Five Ways of Working** provided by the Act are designed to support and deliver a public service that meets the needs of the present generation, without compromising the ability of future generations to meet their own needs. This is called the 'sustainable development principle'. There are five things that public bodies need to think about to demonstrate that they have applied the sustainable development principle, these are called the Five Ways of Working and are shown below:



Long-term



Integration



Involvement



Collaboration



Prevention

Implementing the Act's requirements will support other legislative commitments such as the Social Services and Well-being (Wales) Act 2014, the Environment (Wales) Act 2016, Welsh Language Act 1993, Equality Act 2010, and the United Nations Convention on the Rights of the Child.

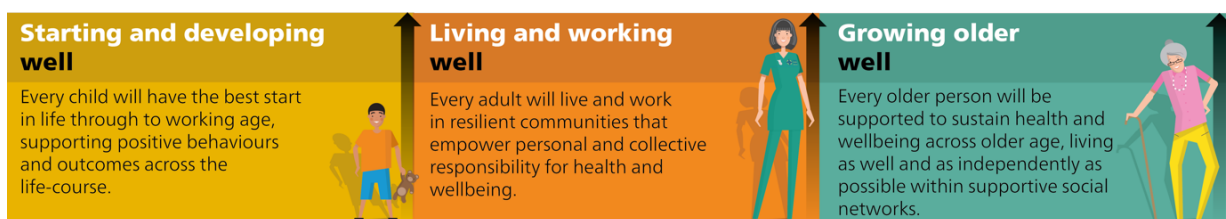
## 2. Embedding the principles of the Well-being of Future Generations (Wales) Act 2015

The Act is central to our approach to longer term planning within the Health Board and the long-term journey that we are on which was articulated in our strategy “A Healthier Mid and West Wales: Our Future Generations Living Well”. In September 2020, the Health Board established strategic objectives that reflect our vision that “Together we are building kind and healthy places to live and work in Mid and West Wales”. The objectives relate to our people (staff, service users and communities) and our services as shown in the illustration below.

Together we are building kind and healthy places to live and work in Mid and West Wales



Our three strategic goals follow a ‘life-course’ approach – starting and developing well, living and working well and growing older well – and are underpinned by the Well-being of Future Generations Act which places the sustainable development principle at the centre of our transformation journey. Whilst focusing on current populations, our actions are laying the foundations for improved health and well-being outcomes for future generations.



### 3. Our Wellbeing Objectives

The Health Board developed wellbeing objectives in 2019 that aligned with the strategic objectives above to support our long-term aims and ambitions to embed the implementation of the Act into our day-to-day business. Our Well-being objectives are not confined to a single national outcome and align to more than one of the national goals. These wellbeing objectives were not amended during 2022/23 as they continue to be relevant to describe our direction of travel and our long-term approach.

Whilst COVID-19 has exposed and exacerbated persistent inequalities in health, this is also set against a backdrop of the climate and nature emergency. Improving public health and well-being will require us to work in partnership to address the challenges associated with poverty, environmental factors, poor housing, and social isolation. As set out below, our wellbeing objectives are linked to four overarching themes. These are:

#### **Workforce planning and development:**

- Develop a skilled and flexible workforce to meet the changing needs of the modern NHS.
- Offer a diverse range of employment opportunities which support people to fulfil their potential.

#### **Collaboration, involvement, and integration:**

- Transform our communities through collaboration with people, communities and partners.
- Contribute to global wellbeing through developing international networks and sharing of expertise.

#### **Early intervention and prevention:**

- Improve population health through prevention and early intervention, supporting people to live healthy and happy lives.
- Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh.

#### **Environment and climate change:**

- Plan and deliver services to increase our contribution to low carbon.
- Promote the natural environment and capacity to adapt to climate change.

We have curated a selection of case studies to demonstrate progress against our wellbeing objectives during 2022/23. Our case studies describe some of our activities and the outcomes that we seek to achieve for our current population and

future generations. We strive to provide examples of the impact experienced by individuals and how our work contributes to the national well-being goals.

## 4. Workforce planning and development

Like all public bodies, we are facing the challenge of an aging population and the associated impact that this has on our available workforce. In response, we have developed two specific well-being objectives:

- Develop a skilled and flexible workforce to meet the changing needs of the modern NHS.
- Offer a diverse range of employment opportunities which support people to fulfil their potential.

In this chapter we set out some brief examples of the work which has been on-going which contributes to these objectives, as well as two specific case study examples.

### Workforce Initiatives

The pandemic and its lasting impact upon healthcare services has forced the Health Board to review its future workforce capacity in order to ensure that sufficient plans are in place to retain and upskill the existing workforce, and attract and recruit suitable skilled staff to meet the demands of healthcare service delivery in the next ten years and beyond. Part of this work has focussed upon capitalising on the invaluable contribution and support from volunteers and apprentices.

Pathways to bridge the transition from volunteer to employee have been put in place to help and training has also been made available to volunteers to help them increase their skills and knowledge of working within healthcare. Links between the Volunteer Manager, the Bank Staff Manager and the Recruitment Team ensure that volunteers are supported to make applications for paid employment opportunities.

A major factor of our future workforce plans includes the development of our existing staff to ensure they are suitably skilled to deliver safe and quality health care. During 2022-2023, a new leadership programme was developed for managers to give them the skills to be able to model behaviours that reflect the values of the Health Board. The programme also supports participants to manage situations in the workplace in line with the Public Sector Equality Duty, some of which can be controversial and challenging in relation to equality, diversity and inclusion.

25 Board Members participated in a reverse mentoring programme and were allocated a staff reverse mentor from minority ethnic groups, the frontline and Generation Z (Under 25 years). One of the key purposes of the programme was to facilitate conversations about marginalisation, and the experience of staff with protected characteristics and other exceptionalities, and participation has had a broader, more personal impact on the reverse mentors who reported improved general confidence contributing to personal and professional development. The programme also seemed to increase reverse mentees' motivation, willingness to

initiate and engage in conversations about race and ethnicity with most mentees reporting more awareness, better insight and more sensitivity to the problems, issues and barriers faced by young staff, frontline staff and minority ethnic staff in the Health Board.

### Well-being Objective case study:

Offering a diverse range of employment opportunities which support people to fulfil their potential

The 'Is Wales Fairer' 2018 report highlighted that disabled people's employment rate is less than half that of non-disabled people. As a partner member of the Healthcare People Management Association, the Future Workforce Team have been working on a collaboration to create an internship project in Prince Philip Hospital to foster and facilitate the acquisition of jobs by people with disabilities. This was developed as part of the Independent Living Skills programme to support learners to achieve sustainable paid employment by combining workplace-based learning with a personalised study programme. The focus was to equip the future workforce with relevant skills and learning and offer opportunities to practice and develop the skills within the supported workplace.

Our International Recruitment Project Team and Culture and Workforce Experience Team/Workforce and Organisational Development Team have been working closely with these cohorts of new staff, providing holistic support in addition to being a point of contact for them to raise any issues they may face in their new roles and surroundings. The employment placement is chosen to match these so that the learner has the skills to progress smoothly into paid or voluntary work. The experiences are meaningful, and the learners comply with real job conditions to appropriately prepare them for paid employment or voluntary work. Newly qualified IENs will be supported in their new roles through preceptorship and employability skills are built into the programme and support the learners in applying for positions they wish to do so by engaging with our continuing professional development schemes and taking advantage of our post-graduate support initiatives.

### How our work contributes to the national well-being goals:

- A Prosperous Wales – Creating pathways into work
- A More Equal Wales – Enabling people to fulfil their potential
- A resilient Wales - Supporting social and economic progression and resilience

has now entered Phase 2 of the international recruitment project which hopes to welcome a further 140 IENs recruited into Hywel Dda by March 2024.

International recruitment helps to fill gaps in our clinical workforce to provide essential healthcare services, and also provides the Health Board with opportunities to increase diversity in its workforce.

### How our work contributes to the national well-being goals:

- A Prosperous Wales – Creating pathways into employment
- A More Equal Wales – Enabling people to fulfil their potential



## 5. Collaboration, involvement and integration

The five ways of working set out in the Well-being of Future Generations (Wales) Act 2015 provide the foundation for our approach to working with our population, staff, stakeholders and partners, particularly those identified as having worse experiences, will shape the design and delivery of services. The Health Board has established two specific well-being objectives which aim to drive forward collaboration, involvement and integration. These are:

- Transform our communities through collaboration with people, communities and partners
- Contribute to global wellbeing through developing international networks and sharing of expertise

Hywel Dda University Health Board's A Healthier Mid and West Wales Strategy sets out our commitment to work in an integrated way across health and social care with our communities at the heart of what we do. Our aim is to build community resilience, prevent ill health, improve well-being and promote independence and interconnectedness. In working this way, the Health Board will also realise the ambitions of the Act. Below are examples of work that has been undertaken during 2022/23 to further embed the collaborative working to achieve shared aims.

### Proactive Integrated Care Networks in Pembrokeshire

In Pembrokeshire, working across health, local authority and third sector partners, we are delivering a place based, locality approach to proactive care. To do this, we work closely with and in our communities by providing support, information and care planning connected through GP Practices.

All 13 GP practices are now providing Multi-Disciplinary Teams or Community Resource Team meetings. This is a multi-professional team approach where social care, health and the third sector work together in a proactive way within integrated community networks to deliver:

- A multi-professional approach to care planning for patients
- Support in a more proactive manner to avoid crisis by using all the available health, social care and communities assets
- A holistic approach to each person's needs involving every profession in finding the best solutions to deliver the best care
- Greater co-ordinated of care as everyone involved in the care knows what others are contributing
- Enhanced resilience, with people staying well and managing at home for longer
- The right care, at the right time, delivered by the best suited agency as part of a co-ordinated partnership effort

By coming together on a geographical (Integrated Care Network) area basis, the professionals working in this area better understand what support is available and are able to share their knowledge of the person's situation and input they have provided so a more holistic, co-ordinated and tailored multi-professional team approach can be delivered.

The next phase of the Integrated Care Network model is to undertake Risk Stratification on the population. Using information already held will help professionals to identify risk elements so that teams can proactively respond to and create a Proactive Care Plan, co-produced with the patient. This is to support people before they reach crisis, taking a preventative approach.

### **Collaborating to prevent cancer**

The Moondance programme is an investment to influence long-term behaviour change within younger generations by educating them about cancer, cancer treatment, and the connection to healthy behaviours. It also explores intergenerational engagement, by raising awareness of bowel cancer including signs, symptoms, and the screening programme amongst the wider school community, including family learning and awareness raising.

Two schools in Pembrokeshire - Haverfordwest High VC School and Milford Haven Comprehensive School - are currently running the programme in partnership with the Moondance Cancer Initiative, Pembrokeshire Health Promoting School Scheme and Hywel Dda University Health Board. An annual Virtual Fair brought schools together to consolidate curriculum learning and introduced learners to all the partnerships involved in the project and the role they play in raising awareness of and treating cancer. The initiative also has a role to inspire and inform the next generation of the wide variety of health-related roles and careers within the Welsh NHS.

## Well-being Objective case study:

Transform our communities through collaboration with people, communities and partners

In response to the war in Ukraine, Welsh Government set up several welcome centres in Wales as part of their Homes for Ukraine scheme; the largest welcome centre for families was based in Ceredigion. The Health Board was quick to establish a health planning steering group to organise the necessary support required to assist new arrivals. This included providing healthcare assessments and health screening tests to Ukrainians arriving in the area, helping with GP registration, signposting to further healthcare services and providing follow up clinics where appropriate.

Our Community Development Outreach Team were integral to the welcome centre procedures and supported our Clinical Teams who were undertaking initial healthcare assessments and screening clinics. During this time of crisis, the Community Development Outreach Team provided essential support that included:

- Providing information in Ukrainian, Russian and other languages on accessing healthcare services and vaccine immunisations, making sure that people understood the healthcare assessments and screening services that were being offered to them
- Delivering health talks through ESOL (English for speakers of other languages) classes and on how to navigate and understand NHS Wales, with particular emphasis on how to use the NHS emergency 999 service, the Wales 111 healthcare advice service
- Helping residents to register with a GP or dentist
- Providing information and reassurance on local COVID-19 outbreaks and the national Strep A outbreak
- Working in partnership with the local authority and local third sector organisations to provide mental health and wellbeing support

## How our work contributes to the national well-being goals:

- A Healthier Wales – Innovative ways to improve health
- A More Equal Wales – Valuing and respecting cultural diversity

## Making a Difference

Ali was a qualified doctor fleeing the war in Ukraine with his family and was at the Welcome Centre. The Community Development Outreach Team connected Ali and his family with a local Mosque and Ali was supported through the use of an Arabic interpreter to apply through the vacancy application process for a clinical attachment within the Health Board. The outcome for Ali, and his family was that:

- Ali felt supported to rebuild his life with his family
- Their wellbeing improved when they were able to connect to a local faith group
- Ali is able to continue his career and make use of his previous skills and experience
- The family understands how to access Welsh NHS services and request interpreter support for clinical appointments

## 6. Early intervention and prevention

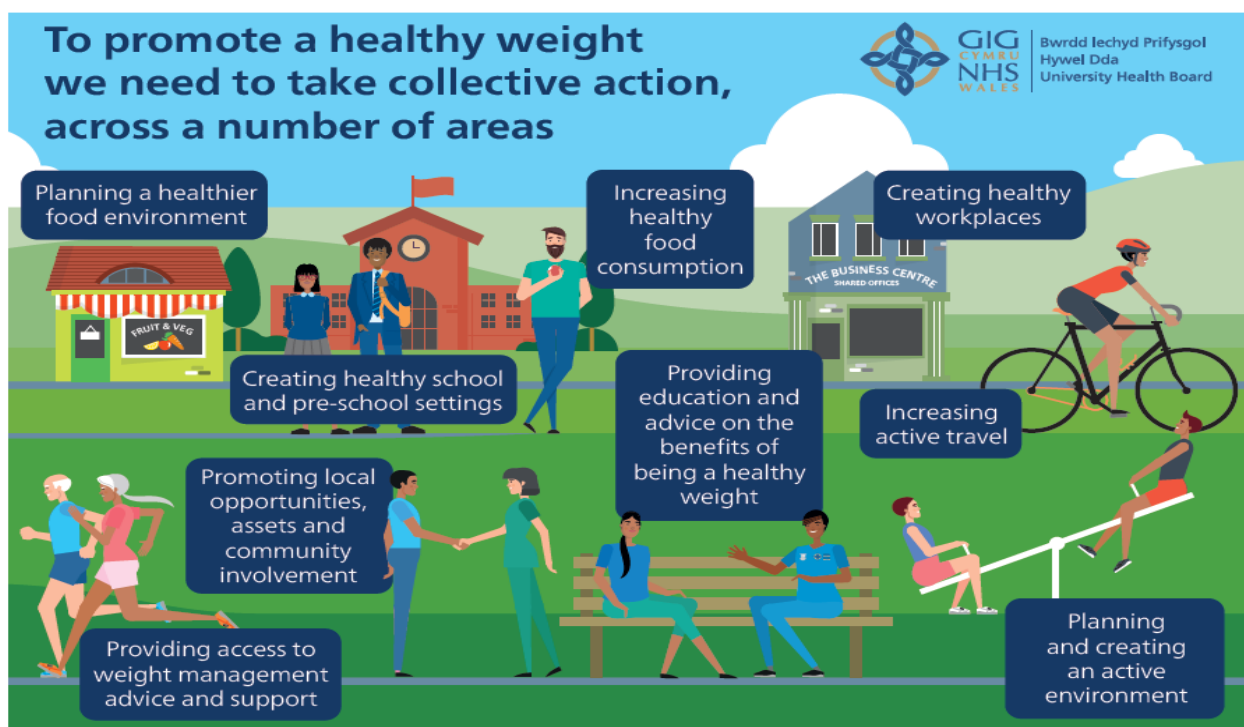
Prevention is a core principle in all our work. To reduce the impact of ill health, physical, mental or emotional, we need to work to prevent it from happening and intervene early to prevent escalation. This means working with communities and individuals to reduce risks and work to provide solutions that reduce their impact. Our two well-being objectives are to:

- Improve population health through prevention and early intervention, supporting people to live healthy and happy lives
- Plan and deliver services to enable people to participate in social and green solutions for health. Encouraging community participation through the medium of Welsh

### Healthy Weight Healthy Wales

Swansea Bay and Hywel Dda University Health Boards are taking a regional whole system approach to healthy weight, aligned to the nationally agreed nine step approach developed by Public Health Wales. The focus of the work is to bring together communities, partner organisations and stakeholders to share an understanding of the reality of the challenge, consider how the local system is operating and where there are the greatest opportunities for change.

During January and February 2023, partners and stakeholders were invited to a series of workshops to begin to map the healthy weight system across each of the five Public Service Board areas in the Swansea Bay and Hywel Dda Health Board regions. From these workshops, a series of system maps illustrating the factors driving unhealthy weight locally have been developed and are currently being analysed to inform change actions. This is an important first step in improving our food and physical activity environment which has potential benefits, not only to individuals, but for the climate emergency and sustainability.



## Well-being Objective case study:

Improve population health through prevention and early intervention, supporting people to live healthy and happy lives

The COVID-19 pandemic led to an increased waiting time for planned surgery patients. The Waiting List Support Service was established to provide a single point of contact for patients awaiting elective care.

A small team of clinical and non-clinical call handlers providing support and advice to patients on how to optimise their health and wellbeing, manage their symptoms and what to do if their symptoms worsened. A full review of patient needs is undertaken at the point of contact using a holistic needs assessment. The team provide advice on how a patient can prepare and optimise their health using Self-Management Programmes offered by the Health Board as well as digital options such as health and wellbeing Apps. The team can also refer patients to other teams for support eg therapies, specialist nurses, smoking cessation, weight management.

The Waiting List Support Service also links with third sector organisations and helps to connect patients to other community services and partner organisations who can provide information and signposting to services such as Versus Arthritis, Social Prescribers, Community Connectors. In 2022-23, over 27,000 patients were contacted by the service and given an opportunity to utilise the support on offer as well as making them aware of dedicated online resources created to assist them to plan for their treatment.

### How our work contributes to the national well-being goals:

- A healthier Wales – Innovative ways to improve health
- A more equal Wales – Helping people to fulfil their potential
- A Wales of cohesive communities - connecting people to community resources to support health and well-being

## Making a Difference

*The young lady I spoke to was very pleasant and very professional and a pleasure to speak to, she answered my questions and gave me the right phone numbers needed. Thank goodness we have a service like this, well done to all concerned.*

Gareth, a 67 year old patient who called the Waiting List Support Service

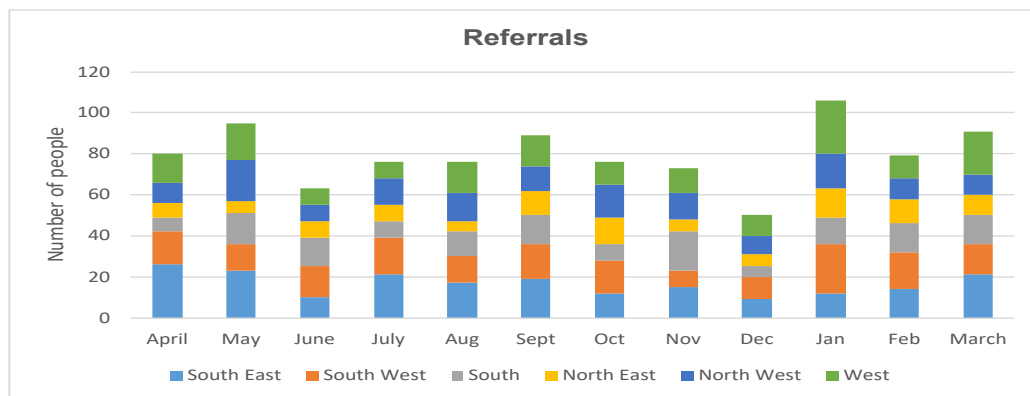
## Hywel Dda Social Prescribing Service

As demonstrated by the Marmot Review on health inequalities, there is a close association between socio-economic factors and health outcomes. Factors contributing to health inequalities can include finance, education, poor housing, low self-esteem, isolation, relationship difficulties and physical and mental health problems. A review of the evidence assessing the impact of social prescribing on healthcare demand and cost implications showed average reductions following referrals to social prescribing schemes of 28% in GP services, 24% in attendance at Accident and Emergency (A&E) and statistically significant drops in referral to hospital.

People’s physical and mental health and wellbeing is influenced by a range of factors, including their housing, finances, personal relationships, and existing health conditions. Not all the factors that affect health and wellbeing can be resolved through conventional health services, and up to 20% of people who go to see their GP present with an issue that is primarily a social problem.

Social prescribing is the process of supporting individuals to find solutions to improve their physical and mental health and wellbeing, often through community-based activities, opportunities and services. It may range from simple signposting through to working with individuals in complex situations over several months. Some examples of the achievements of the service during 2022/23 include:

- The Ceredigion social engagement model which is delivered by two community based Link Workers, one in the north and one in the south of the County. They are supported by a third sector Integration Facilitator who maximises social engagement amongst health and social care professionals and identifies community based assets to support individuals.
- Pembrokeshire Community Connectors provide social prescribing as part of the Connected Communities programme and the Community Connectors are represented at each of the six Integrated Care Networks. The table below shows the numbers of referrals received by all six Community Connectors during the period April 2022 to March 2023 across the Integrated Care Networks in Pembrokeshire.



- From 1 April 2022 to 31 March 2023, 1009 referrals were made to the Social Prescribing Service in Carmarthenshire. Referrals have been received from a range of professionals including GPs, practice nurses, district nurses, community specialist nurses, social workers, primary mental health teams, community pharmacists, therapists and patient self-referrals. The need presented by the most clients was support with low mental health issues at 636 (63% of patients) followed by social isolation totalling 589 referrals (58% of patients), followed by physical health with 192 referrals (19%). 54% of patients presented with more than one need or with multiple needs. 175 'other' needs were identified by clients; some of the more frequent 'other' needs included carer support, bereavement, support with IT skills, help with the tasks of daily living and domestic violence issues.

## Making a Difference

### Patient feedback following support from the social prescribing service

*"Really good thank you, felt comfortable talking to you. Really benefited from the service and the information that was provided. You asked questions, which was good and because it was personal to me. I still didn't mind as I felt comfortable to talk and offload".*

*"This period of consultations has been the most beneficial and I feel I have been listened to and referred to the best future courses of action".*

*"I really like the concept and output of social prescribing. I like that you can also have phone appointments. Working with Jody has triggered positive actions to support and nurture my well-being and most of all my anxiety which at times I have really struggled with. Everyone should have this opportunity!! It has also increased my confidence in my ability to look after myself and reinforced some of what I am already doing to improve my well-being. Talking through what I felt about the caring responsibilities for my husband was a key point in the sessions and being provided positive feedback was helpful..."*

Our Health Board priority to plan and deliver services to enable people to participate in social and green solutions for health acknowledges the wider determinants of health and wellbeing. By improving the quality of our natural environment and increasing people's access to green and blue spaces, we can improve our health and look after the planet. The term green space refers to places such as parks, woodlands, meadows, wetlands and gardens, while blue spaces refer to natural environments near water such as rivers, streams, canals and coastlines.

The Health Board has developed the green health network and green health groups that provide the opportunity for staff to share ideas, project work and expertise in green health. The network works to benefit staff, patients, visitors, and the living world.

## 7. Environment and climate change

The Health Board has two key objectives linked to the theme of environment and climate change:

- Plan and deliver services to increase our contribution to low carbon
- Promote the natural environment and capacity to adapt to climate change

### Decarbonisation

Hywel Dda University Health Board developed a Decarbonisation Delivery Plan in 2022 and structures decarbonisation into six activity streams:

- Carbon Management
- Buildings
- Transport
- Procurement
- Estate Planning and Land Use
- Approach to Health and Social Care by all partners in the Public Sector Service Board.

The Decarbonisation Plan sets the strategic direction for the Health Board and addresses carbon emissions, including those from buildings, transport, waste and procurement of goods and services. The work of the Decarbonisation Task Group has included the development of solar farms, participation of local suppliers in the procurement pathways, and the development of a Green Teams competition to empower staff to undertake sustainability quality improvement work.



## Well-being Objective case study:

Plan and deliver services to increase our contribution to low carbon

The solar farm project at Hafan Derwen in Carmarthen is just one of the many steps the Health Board is taking towards addressing the climate emergency. To date, roof mounted photovoltaic panels have been installed at a number of sites across Hywel Dda including Amman Valley Hospital, Bro Cerwyn, Bronglais Hospital, Milford Haven Health Centre, Pembroke Dock Health Centre, Llandovery, South Pembroke Hospital and Cardigan Integrated Care Centre.

An air source heat pump has also been installed on the Cardigan Integrated Care Centre and solar car ports are currently being installed at South Pembroke Hospital.

As a part of the Wales Regional Conference, hosted jointly by NHS Wales Shared Services Partnership and the Institute of Healthcare Engineering and Estates Management the Health Board received an award which recognised the Health Board's use of innovative technology and sustainable practices to reduce the organisation's carbon footprint. The panel also praised the holistic approach, including biodiversity with enhanced planting and green areas, and patient and staff wellbeing through the inclusion of seating areas and information boards.

## How our work contributes to the national well-being goals:

- A resilient Wales – The planting of fruit trees and wildflower bulbs provides a habitat for wildlife, contributing to the conservation of the local ecosystem
- A prosperous Wales - using innovative technology to reduce our carbon footprint
- A globally responsible Wales – improving environment and well-being

## Green Health and adapting to climate change

Hywel Dda has worked with the Centre for Sustainable Healthcare through the 'Green Team' competition, challenging teams across the Health Board to identify and implement innovative ways of reducing their carbon footprint, saving money and improving practice. Three examples of successful projects are shown overleaf summarising impacts in relation to environmental sustainability, economic sustainability, social sustainability as well as clinical and health outcomes.



**GREEN TEAM COMPETITION**  
CENTRE FOR SUSTAINABLE HEALTHCARE

**Reducing The Inhaler Blues,  
Medicines Optimisation Team**



**Potential impact**

The team aimed to reduce the carbon footprint of inhalers within a GP practice by changing appropriate patients from high carbon footprint MDIs to lower carbon footprint MDIs or DPIs as appropriate.



**Environmental sustainability:**  
20,182 kgCO<sub>2</sub>e (GP practice) per year, & 2,249,053 kgCO<sub>2</sub>e HB wide.



**Economic sustainability:**  
Potential to save **£5,623** (50-95% applicability) annually.



**Social sustainability:**

- Increased awareness of impact of inhalers.
- Improved asthma control will reduce burden on healthcare services.
- May reduce waiting times for other patients.
- Reduced medication prescriptions save staff time.
- Improved working relationships between Medicines Optimisation team, the GP practice, and the respiratory interface nurse.



**Clinical and health outcomes:**

- Improved patient inhaler technique.
- Reduced symptoms, exacerbations & overall respiratory health.



**GREEN TEAM COMPETITION**  
CENTRE FOR SUSTAINABLE HEALTHCARE

**Pathology Sample Transport,  
Pathology Team**



**Potential impact**

The team investigated their ad-hoc sample transport and aim to reduce this by 5-10% in a 12-month period.



**Environmental sustainability:**  
An annual saving of **3,900 kgCO<sub>2</sub>e**, the equivalent to **9,355.5 miles** driven in an average car.



**Economic sustainability:**  
Saving an estimated **£10,367** per year.



**Social sustainability:**

- Increased awareness of sustainability issues in the team
- Time saving from reducing 'urgent' transport requests (that are not clinically urgent).



**Clinical and health outcomes:**  
No impact on clinical care.



**GREEN TEAM COMPETITION**  
CENTRE FOR SUSTAINABLE HEALTHCARE

**Local Supply Chain Initiative,  
Hywel Dda Frontline  
Procurement Team**



**Potential impact**

The team measured the impact of transitioning to a local supplier of door maintenance.



**Environmental sustainability:**  
1,332.55 kgCO<sub>2</sub>e, equivalent to **156,209 miles** driven in an average car.



**Economic sustainability:**  
Estimated at **£30,000** per year.



**Social sustainability:**

- Reduce the workload within procurement.
- Timelier door repairs for staff & patients.
- Community benefits as supplier supports local community initiatives & employs local people.
- Contract supports adherence to Well-being of Future Generations (Wales) Act and supporting Fair Work Wales.



**Clinical and health outcomes:**  
May reduce security issues, infection control concerns and fire safety concerns.



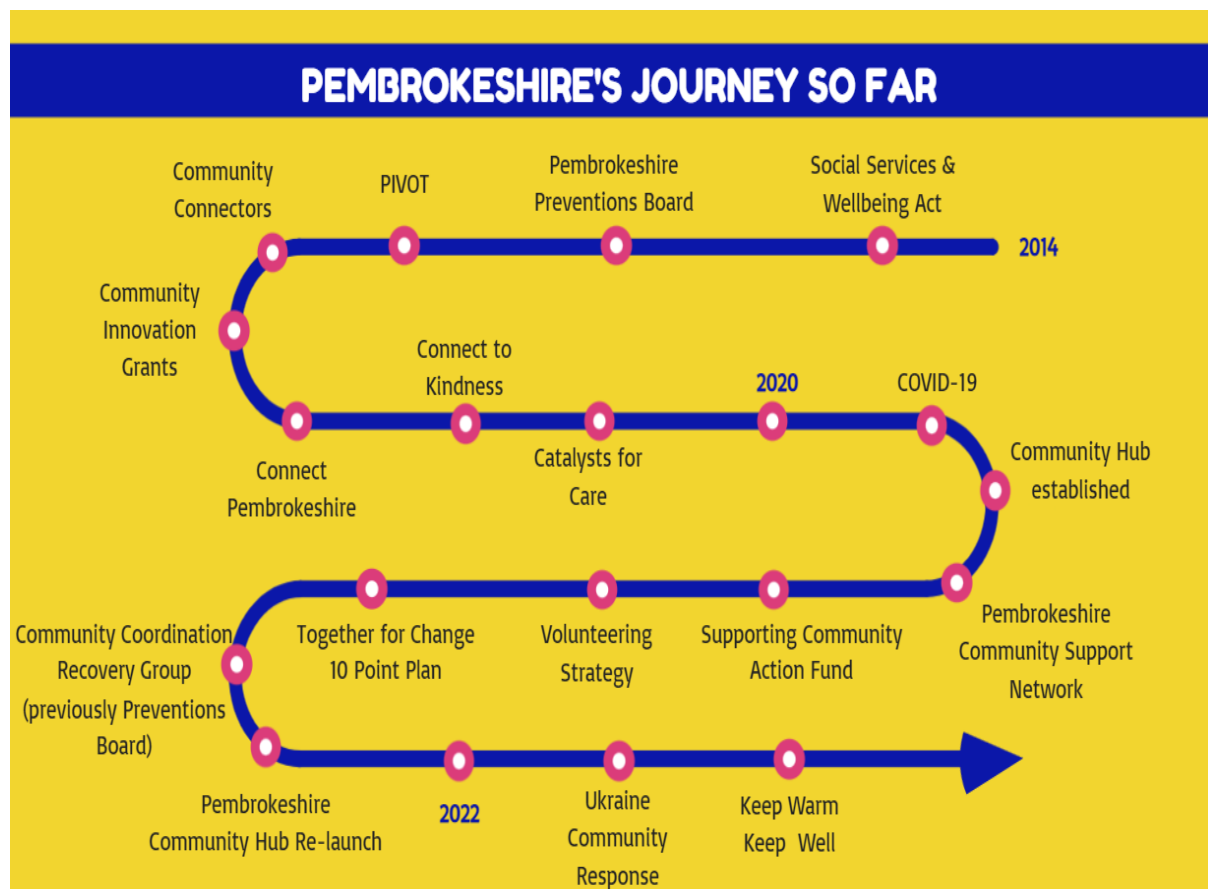
## 8. Working in partnership

There is a statutory requirement for the Health Board to contribute to the work of the Public Services Boards (PSBs) and Regional Partnership Board (RPB) to transform health and social care delivery. The examples outlined earlier within this report have highlighted a number of projects which have been delivered in collaboration and with our partners which are driving forward the priorities set out in the PSB Well-being Plans and the RPB Area Plan.

Some additional examples of work undertaken with our partners are summarised in this chapter.

### Pembrokeshire Community Hub

For many years, Pembrokeshire County Council (PCC), Pembrokeshire Association of Voluntary Services (PAVS), Hywel Dda University Health Board, Public Health Wales and others have worked together on the Pembrokeshire Preventions Board (now known as the Community Coordination Recovery Group) and built a strong and constructive approach to partnership working. Since then, a number of key milestones and achievements have been noted since the introduction of the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015 which are illustrated below:



Since 2020, a major shift in thinking in relation to our work around 'active and connected communities' has been a concept that was developed during COVID-19 in Pembrokeshire and that is 'solutions not services'. Services, by their very nature, come with parameters and are more often than not created by organisations as a mechanism to deliver against a set of predetermined requirements. Work started in 2021 to design a new Hub model that would be sustainable in the long term and in June 2022, the Pembrokeshire Community Hub was relaunched with a Community Wellbeing Day which saw over 120 visitors and 35 organisations coming together to celebrate.

Since the development of the Community Hub and consolidation of community-based projects, there has been clear evidence that it is making a positive difference for local people and communities. A cross-sector and multi-agency Hub Management Group has been established and meets fortnightly to oversee delivery, including performance, and reports to the Preventions Board. Since the re-launch of the new model in June 2022:

- 2000+ enquiries have been received from people wanting to know what support is available locally or wanting to get involved in their local community
- 500+ people have been supported by Community Connectors to connect with the people, places and community solutions that are important to them through 'What Matters' conversations and a social prescribing approach
- 100+ people supported to get online, whether that be through equipment loans, affordable data and/or building skills and confidence
- 50+ dementia supportive activities take place per month for people living with dementia
- 220+ Dementia Friends created, with 16 settings signing up to work towards becoming dementia friendly
- The Pembrokeshire Community Support Network (PCSN) was established during COVID-19 to bring together the 100+ community groups that emerged during the pandemic. PCSN still meets, supported by the Hub team to bring together local groups that are active in their local community
- Two all-household leaflet drops promoting the Hub ensuring that people not online are not excluded

Feedback from local people and communities has also been positive, demonstrating the impact the work is having in terms of improving wellbeing.

### **PSB Well-being Plans**

During 2022/23, the Health Board has continued our partnership working as statutory members of our three Public Services Boards (Carmarthenshire, Ceredigion, and Pembrokeshire). During the year, each Public Services Board in Hywel Dda reviewed their Wellbeing Plans, evaluating progress against their objectives and conducting a Well-being Assessment to identify the current and emerging population data and need.

These Well-being Plans were completed in early 2023 and lay the foundation for further partnership working and collaboration to improve population health and well-being over the next five year period.

The Health Board has been involved in the development of each of the PSB Local Well-being Plans and will now work to align the PSB Well-being Objectives to the Health Board's Well-being Objectives and annual planning objectives. This will provide a clear line of sight and help the Health Board to maximise its contribution to partnership working and shared goals. The priorities within the PSB Local Well-being plans are:

#### **Carmarthenshire PSB:**

- Ensuring a sustainable economy and fair employment
- Improving well-being and reducing health inequalities
- Responding to the climate and nature emergencies
- Tackling poverty and its impacts
- Helping to create bilingual, safe and diverse communities

#### **Pembrokeshire PSB:**

- Reducing poverty and inequalities
- Strengthening communities
- Tackling climate change and the nature emergency

#### **Ceredigion PSB:**

- Economic Wellbeing: We will work together to achieve a sustainable economy that benefits local people and builds on the strengths of Ceredigion
- Social Wellbeing: We will work together to reduce inequalities in our communities and use social and green solutions to improve physical and mental health
- Cultural Wellbeing: We will work together to enable communities to feel safe and connected and will promote cultural diversity and increase opportunities to use the Welsh language
- Environmental Wellbeing: We will work together to deliver decarbonisation initiatives within Ceredigion to protect and enhance our natural resources
- In addition to these four objectives, it was felt that tackling hardship and poverty needed a specific focus as it has the potential to link to each of the objectives. This has therefore been identified as a cross cutting theme

## 9. Next Steps

As we move forward in 2023/24, continuing to recover from the pandemic, we aim to maximise not just the physical and mental health outcomes of our population, but also the wider social and economic recovery of our areas. As a major employer within West Wales we have a key role to play in helping to deliver a prosperous, green and equal recovery for the residents of Hywel Dda.

The recent appointment of a new Executive Director of Public Health (July 2023) will provide strategic leadership on shaping of the action plans, and the alignment of the prevention and health improvement initiatives across the PSBs, the RPB and the Health Board's Population Health and Wellbeing Objectives.