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Iechyd Cyhoeddus
Cymru
Public Health
Wales

WE SAID, WE DID

IN OUR 2016-2017 ANNUAL QUALITY STATEMENT, WE SAID WE WOULD CARRY OUT A NUMBER OF ACTIONS DURING 2017-18. THIS DOCUMENT CONTAINS ALL THE ACTIONS CARRIED IN RESPONSE TO THE 2016-17 ANNUAL QUALITY STATEMENT.

2017/18

1

WE SAID

The Outbreak Control Team are finalising their report on investigations and actions taken in response to the outbreak. The final report will be ready for publication by June 2017.

WE DID

The final Outbreak Control Team (OCT) was produced and shared with all the OCT members. In addition, a proactive press release was also produced to outline the main learning points from this outbreak. In order to further share the findings with scientific audiences, a conference presentation was made at a European conference as well as a peer-reviewed journal article was published in a scientific journal.

2

WE SAID

We continue to train champions from workplaces and our partners from the third sector (charities, voluntary and community groups). Over the next year, we plan to recruit more champions from ethnic-minority groups, the Gypsy and Traveller community, and people with a sensory loss (sight or hearing difficulties).

Over the coming year, we will work with people with a learning disability, their carers, health professionals and others, to examine barriers to accessing screening. Our aim is to make sure that we have the right things in place to make sure they have the best possible screening service.

WE DID

During 2017-2018 we trained 47 screening champions from GP surgeries across the whole of Wales where screening uptake was low. This coincided with our Screening for Life campaign month. We also assessed how effective the champions programme had been, and continued to involve our champions in communities where we know there are barriers to screening.

We also began an extensive exercise to look at the service we offer to people with a learning disability. This involved service users, their families and carers, health professionals and our screening staff, looking across all the programmes that we deliver in Wales.

3

WE SAID

A sonographer has been chosen from each Health Board site as the lead for fetal cardiac abnormalities and as a link to Antenatal Screening Wales. They will be given extra training to help them support the sonographers in their Health Boards. The training is now finished and we will audit the detection rates to monitor improvement.

WE DID

An audit was undertaken before the cardiac leads and training for sonographers was introduced. There was a follow-up audit undertaken that showed an improvement in detection rates without impacting on workload through unnecessary repeats. Sonographers have now attended further training with fetal medicine in Cardiff to enhance their clinical skills.

4

WE SAID

Over the coming year, we will be working with partners from across all sectors to agree on priorities for action to reduce alcohol-related harm. This is also one of our main priorities under the ACEs (adverse childhood experiences) agenda, and we are working with our partners to raise awareness.

WE DID

There was a delay in progressing this action according to planned timescales due to the unanticipated impact of other priorities on consultant workload and availability of partners. The National Alcohol Misuse Prevention Partnership has now been established, the membership agreed and first meeting planned for June 2018.

5

WE SAID

In 2017 we plan to carry out further research into sources of support and resilience among people in Wales and the links to ACEs. We are also developing what we have learned about ACEs across health, education, and with our stakeholders to help support future work and plans to both prevent and deal with the consequences of ACEs in Wales.

We will continue to raise awareness about ACEs through sharing our research with a wide range of stakeholders, practitioners, those who influence policy, and the public.

WE DID

Public Health Wales is a partner in Cymru Well Wales, a collaboration of organisations in Wales, committed to working together today to secure better health for the people of Wales tomorrow.

Cymru Well Wales has established the ACEs Support Hub to increase awareness and understanding of adverse childhood experiences amongst professionals, communities, families, children and young people. The vision of the Hub is to reduce the number of adversities experienced by people in Wales and to build the resilience of those who have already experienced adverse childhood experiences.

The Hub works closely with professionals and organisations across a range of sectors in Wales, including housing, health, education, social services, emergency services and criminal justice. It will also works with parents, children and young people to develop training material and resources.

6

WE SAID

During 2017/2018 we will be making it even easier for more smokers to get help that gives them the very best chance of quitting, by launching new branding.

WE DID

Help Me Quit' was introduced on 19 April 2017 as the first step towards an integrated stop-smoking system for Wales. With a single branding, a free phone number and a new website, Help Me Quit makes it easier for smokers to find help to quit. A public campaign will encourage smokers to contact the Help Me Quit team on 0800 085 2219, at www.helpmequit.wales or by texting HMQ to 80818.

7

WE SAID

We are continuing to spread the 'Steady on...stay SAFE' message of improving your strength and balance, talking about your falls and working with our partners to make sure your home environment is safe. We will continue to lead the Prudent Healthcare National Taskforce for Fall Prevention and will support the ongoing launch of the 'Steady on stay SAFE' message across Wales, which focuses on reducing the risk of falling. And we are continuing to raise awareness across Health Boards and build worthwhile partnerships with our voluntary-sector partners to make sure people receive the right messages in the right way at the right time, keeping them safe, well, and independent within their own homes.

WE DID

We have now developed a Falls Brief Intervention training programme that supports non-NHS community staff across Wales who visit people in their homes to talk to them about falls, focusing mainly on strength and balance, falls history and the safety of the home environment. This, therefore, continues to build on "Steady on... stay SAFE".

The development of the brief intervention training was carried out with the support of the local Public Health team in Hywel Dda. Cardiff and Vale local Public Health team have contributed to the development of a strength and balance programme that is also now being rolled out. During the next year, the focus will be on embedding the falls history element of the work in primary care.

8

WE SAID

The next phase of improvements will focus on supporting our partners in rewriting additional NHS pages for the LGBT website. This will include information on trans experience and identity. We'll also look at the gaps around screening, access to healthcare, and transsexual health.

WE DID

We developed extra LGBT pages for the NHS Direct website. We also funded a number of training initiatives which focused on raising awareness of accessibility issues in relation to the Trans community. These were supported by Unique Transgender and the Gender Identity Research and Education Society (GIREs).

9

WE SAID

We used feedback from customers' complaints and concerns to improve people's experiences of Diabetic Eye Screening Wales.

DESW staff are being trained in customer care and we have also changed the way we work, with staff now being involved in investigations when concerns are raised. We know we still need to do more. We're working on ways of recording people's experience of attending for eye screening so that we can continue to improve our services.

WE DID

All DESW screeners have received Face to Face Customer Care training and completed the associated Communication workbook. Mental Capacity Act training is planned for all DESW staff in June 2018 to help the screeners deal with increasing numbers of our patients where there may be difficulties in obtaining appropriate consent for screening. A wider review of the consent process is in progress to ensure that our working practices not only comply with new legislation but also provide greater information for patients prior to and during the clinic. DESW have purchased larger camera tables for our fixed sites to be able to offer an appointment /access for those requiring larger wheelchairs and difficulty in reaching the cameras. Where the service is aware that the patient is in a wheelchair prior to the appointment, a venue more suitable for their needs is prioritised.

During 2017/18, DESW undertook a two month pilot of capturing feedback from patients while at the clinic, actions are required to review and address negative feedback received. A more robust process of reviewing concerns, actions taken and lessons learnt are being developed, including regular communication of emerging themes to ensure that all staff are aware of the areas that we need to improve. The service is presently reviewing the content of our appointment invitation letters which should encourage greater communication in advance of the clinic in those cases where the patient has additional needs. A further piece of work is planned to consider the way in which the service currently engages with our patients who reside in nursing homes or care homes, and how we might improve our communication to support improvements in the patient's screening experience.

10

WE SAID

We will continue to monitor incidents of mouth cancer and survival rates. We will also provide advice and support to Health Boards, primary care, and the dental services' action plan to improve early diagnosis of mouth cancer in Wales.

WE DID

We continued to monitor the number of cases of mouth cancer and survival rates. We also provided advice to reduce the number of these cancers. (For example, advice on HPV - the human papilloma virus. HPV is the name for a group of viruses that affect your skin and the moist membranes lining your body.)

There are more than 100 types of HPV, and around 30 types of HPV infection can affect the genital area. For more information about HPV, go to www.nhs.uk/chq/pages/2611.aspx.

Our advice also included encouraging early diagnosis (such as examination of oral soft tissues as part of all dental examinations) and rapid treatment.

For more information about the Incidence 2011-2015 report, go to: https://public.tableau.com/profile/welsh.cancer.intelligence.and_surveillance.unit#!/vizhome/CancerincidencebystageatdiagnosisinWales/Homepage

11

WE SAID

Work to relocate some of our staff within West Wales began in mid-2016, with work on improving our premises in north Wales starting in mid-2017. We learned a number of lessons from the south Wales relocation, which we will use to support staff with new moves.

WE DID

The west Wales relocation to newly refurbished venue finished concluded mid-2017, please see 'We've moved' story for further information. Soon after, we starting work on our venues in north Wales starting with Clwidian house. We worked with ethical contractors to replace all the windows, flooring and furniture. The building now is a warm and environmentally friendly base for twenty-three members of staff.

12

WE SAID

We have started planning for next year's campaign. Our team want to discuss vaccination choices with staff and talk to them about why it is important to protect our staff, their colleagues, families and communities from flu.

We want all staff to be able to have vaccinations at a time and place that is convenient to them. Overall, we would like to see more staff take up the offer of vaccination. This is an important public health intervention and we would like to set an example to all staff in NHS Wales.

WE DID

We involved our wider workforce to get their views on how we could improve the services we provide for our own staff. We trained eight of our nurses to become 'peer vaccinators' so that staff could access vaccination more readily. We also introduced a voucher scheme which allowed staff to get their vaccine in a local supermarket or pharmacy, at a time convenient to them.

If you would like to get in touch, please contact us.

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