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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Annual General Meeting

14th October 2020



Welcome and Introductions

- It's our first AGM as Swansea Bay University Health Board and it's been a very unusual year;
- I was honoured to be appointed as our new chair;
- We'll soon be saying farewell to Tracy Myhill as she retires as our chief executive
- This is an opportunity:
 - for us to share what's happened in the health board during 2019-20;
 - and
 - for you to ask questions of the Board

- Emma Woollett, Chair



Covid-19

- No one could have foreseen that we would end the year at such a challenging time for not just us but the world;
- The commitment and response from our staff has been incredible, often at personal sacrifice;
- We must take the opportunity to learn from the changes we have made and lock-in improvements where we can;



- Some of the things we did as a result of the pandemic include:
 - Setting up a coordination centre which managed our response;
 - Established two field hospitals within weeks – one in Llandarcy and the other in the Bay Studios;
 - Created a paediatric emergency and admission unit at Morriston Hospital;
 - Re-purposed the outpatient department at Morriston Hospital into a critical care area;
 - Worked tirelessly and flexibly to meet the needs of services – our staff have been amazing with some moving roles to care for Covid-19 patients when their own services were paused;
 - Set up an Amazon wishlist for people to donate essential items for inpatients, such as toiletries, nightwear and books, as relatives could no longer bring in such things.



- Sadly we lost much loved colleagues to the virus:



Liz Spooner, staff nurse,
Singleton Hospital

Jenelyn Carter, bank nurse,
Acute Medical Assessment
Unit, Morriston Hospital



Linnette Cruz, senior head
nurse, Brynteg dental
practice, Sketty

Sharon Bamford, Ward 12,
Singleton Hospital



- We also pay tribute to Gerallt Davies, a paramedic with the Welsh Ambulance Services NHS Trust, who worked closely with our emergency department colleagues



New faces

- This year we've said goodbye to a few members of the executive board:
 - Hazel Robinson, Director of Workforce and OD;
 - Gareth Howells, Director of Nursing and Patient Experience
 - Lynne Hamilton, Director of Finance
- And welcomed:
 - Kathryn Jones, Interim Director of Workforce and OD;
 - Christine Williams, Interim Director of Nursing and Patient Experience
 - Darren Griffiths, Interim Director of Finance



Our staff



- #Livingourvalues launched for staff to pledge how they live our values;
- The Guardian Service started to provide confidential and independent support for staff to raise concerns;
- Patient Choice Awards continued, with 194 staff, teams and departments recognised;
- Jean Saunders was crowned RCN Wales Nurse of the Year for her work supporting asylum seekers.



Our staff continued...

- 58.6% of frontline staff were vaccinated against flu;
- Calon, our LGBT+ and allies staff network, joined NHS colleagues at Swansea Pride and Pride Cymru;
- A new black, Asian and minority ethnic (BAME) network was set up to raise cultural understanding, improve staff support and boost patient care;
- Trans awareness sessions were held for staff.



A number of digital developments have been put in place:

- The Swansea Bay patient portal - a digital tool that provides our citizens with access to their own care records, empowering them to take more responsibility and play an active role in their care;
- The Signal e-whiteboard Solution - replaces physical whiteboards on wards with a digital alternative, to ensure live information is available for every patient in our hospitals;
- Health records modernisation - the implementation of electronic tags on paper based patient records. This has improved the effectiveness and efficiencies of paper records provision whilst we transition from paper to electronic;
- Enabling business intelligence and analytics - accelerating the use analytics and business intelligence dashboards across the organisation to support evidence based decision making.



Staff wellbeing during Covid-19

- Enhanced seven-day occupational health and staff wellbeing services for staff;
- Partnership working with chaplaincy, psychology and learning and development to enhance the staff support offer;
- 30 additional clinicians deployed to occupational health to support staff Covid-19 assessments and queries;
- 4,336 staff referred for Covid-19 testing with 22.58% positive cases;
- Successful charitable funds bid to support TRiM rollout to identify and support staff trauma
- Following this work, the team was a double winner at the Personnel Today Occupational Health and Wellbeing Awards winning 'Occupational Health Team of the Year (Public Sector)' and 'Best MDT (multi-disciplinary team) Initiative'



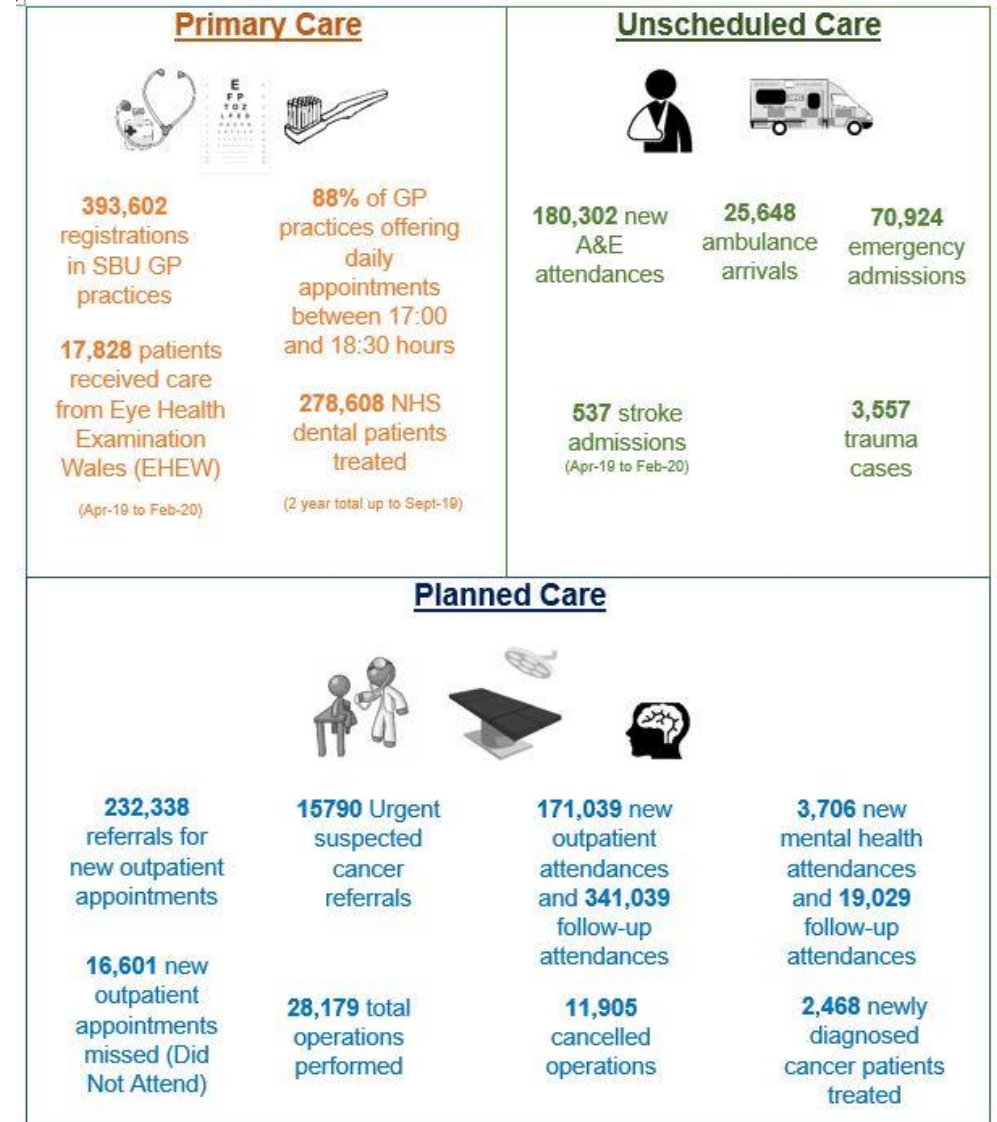
Quality and safety

- We achieved a 7% reduction in pressure areas;
- Putting in place the Nurse Staffing Act has reduced the amount of falls, complaints, pressure damage and medication errors due to improvement in quality of care;
- A new support group for men in Swansea Bay concerned with their mental health, known as The Rally, has started up;
- Our 'Help me quit' services have helped nearly 2,000 smokers to stop;
- 'Hospital 2 Home' is supporting people over 65 to return home as soon as they are well enough, allowing them to recover in more familiar surroundings;
- A pilot Rapid Diagnosis Centre service at Neath Port Talbot Hospital has been found to reduce waiting times for some patients by up to 92%;
- More than £12m is being spent over three years on new equipment for the South West Wales Cancer Centre at Singleton Hospital.



Performance

- While our ability to perform in the way we wanted to and provide efficient and timely care for our patients was affected by Covid-19, we still made progress:
- The health board delivered expected improvements in reducing healthcare acquired infections during 2019-20;
- It achieved all of its internal reduction profiles for each of the five national measures, delivered through a focus on improved cleaning standards and additional cleaning staff; improved training; additional infection and prevention control resource and a clear performance management regime.



- At the end of 2019-20, 85% of cancer patients who were referred by their GP as urgent suspected cancer started treatment within 62 days. By May 2020, our performance against the target was the best in Wales.
- We made consistent improvements towards meeting the 4-hour admission to the acute stroke unit, and at the end of March 2020 reached 100% performance. There was also an improvement in the numbers of patients receiving a CT scan within one hour. Again, this was 100%.
- The health board had an improving unscheduled care position by the end of 2019-20, and was able to demonstrate much greater system resilience.
- Delivering the expected performance levels of planned care was challenging throughout 2019-20, although we were starting to see progress in January and February, prior to the decision in March to pause routine activity.



Finance

- This year saw the first set of accounts for Swansea Bay University Health Board;
- Analytical review was hard to undertake given the challenges of the Bridgend boundary change and Covid-19, with the latter likely to be a challenge for a number of years;
- The health board reported a deficit of £16.284m for 2019-20. While this was within the final forecast position of £16.3m, it means it over spent its budget by £58.58m, which was a failure to meet the financial duty;
- The health board met its capital resource limit and reported a position of £0.028m. This has also been achieved on a three-year rolling basis of £0.110m;
- The health board did not have an approved three year-plan, which was a failure to meet the financial duty



Reset and Recovery

- We have a long road ahead as we recover from the pandemic, and we still face uncertainty, but some of the plans include:
 - Continuing to deliver and increase services in all primary care contractor services (GPs, dentists, optometrists and pharmacy)
 - Continuing to progress, in partnership, our strategic plans for adult mental health services;
 - Expanding the alternative ways of delivering outpatient services so that face-to-face appointments are prioritised for those who need them;
 - Increasing efficiency and capacity to support diagnostic services and surgery for cancer cases;
 - Moving particular orthopaedic services to Neath Port Talbot Hospital to support the restart of some orthopaedic treatments.



Thank you

- Thank you all for attending our AGM – the year hasn't turned out as we had planned, it has been challenging and tragic. It has however provided us with an opportunity to learn and make the changes we need to provide better health, better care, better lives.
- Any questions?

