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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



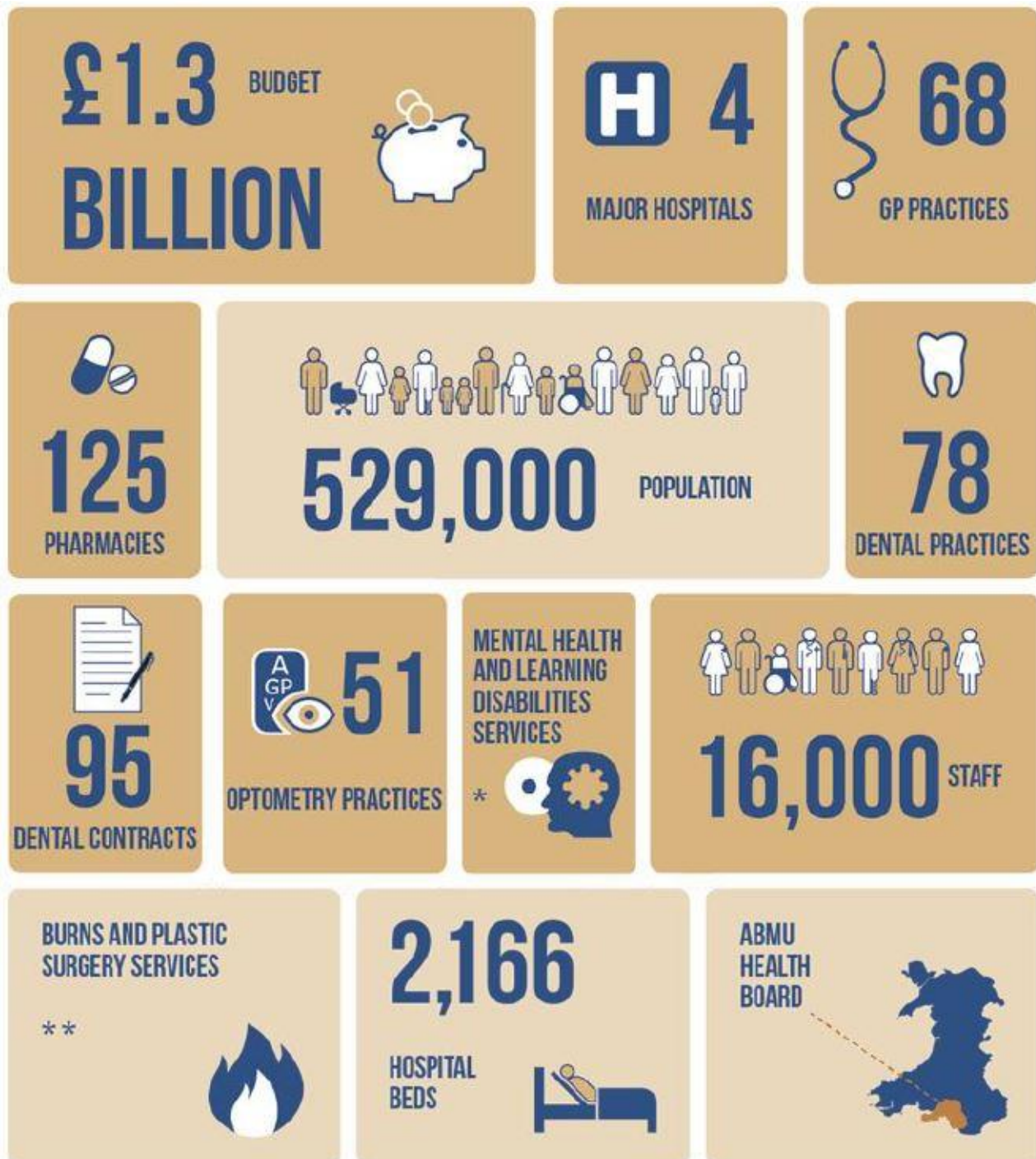
Abertawe Bro Morgannwg University Health Board Highlight Report 2018/19



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All about us at a glance



- who we are and what we do

- Abertawe Bro Morgannwg University Health Board (ABMUHB) covers a population of over 500,000 in Swansea, Neath Port Talbot and Bridgend
- We manage a budget of £1.3 billion
- We have over 16,000 staff, covering a wide range of services including:
- General Practitioners (GPs)
- Optician Services
- Dental Services
- Pharmacy Services
- Community based services
- Hospital services (four acute hospitals)
- Minor Injury Units
- Mental Health and Learning Disability Services;
- GP OOH Services
- Specialist Tertiary Services, like cardiac surgery and burns and plastic surgery



Our Values:
caring for each other
working together
always improving

Our final year as Abertawe Bro

Boundary change

This has been our last year as ABMUHB. From 1st April 2019 we became Swansea Bay University Health Board.

The reason behind the new name was a boundary change. From that date the responsibility for commissioning health services for the population of Bridgend transferred to Cwm Taf Morgannwg UHB.

This has of course been a major change, but the transition went through smoothly, and services to patients have not been affected.

Performance

We have a renewed sense of confidence and optimism, even though we remained in 'targeted intervention' this year. This means Welsh Government is working closely with us as our performance improves.

We are pleased to see some promising improvements. Waiting times have reduced over the last year, particularly for cancer patients, and stroke services have also improved, along with the rates of healthcare acquired infections



Morgannwg University Health Board

Our unscheduled care system became more stable over the last year, with fewer patients waiting over 12 hours in the Emergency Departments and improvements in ambulance handover times.

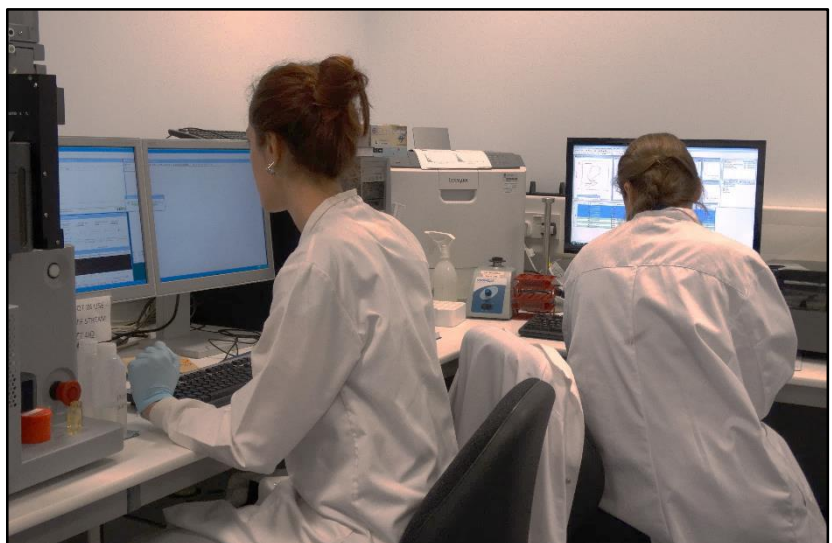
Our financial position is also improving and we are also getting closer to balancing our books, with an end year deficit of under £10m, compared with a deficit of £32.4m in 2017/18.

However, we also know we've got a lot more still to do - but are confident the new Swansea Bay University Health Board will continue to take on these challenges with fresh determination.

Partnerships

As our final year as ABMU came to an end, we were delighted to be successful in a bid for millions of pounds of transformation funding from Welsh Government to help drive through change and improvements to services, focusing on working together and transforming community services.

Working with our local authorities, voluntary sector partners, universities and neighbouring health boards continues to be a priority. We are part of the ARCH programme (A Regional Collaboration for Health) and the Western Bay Regional Partnership Board.



We've welcomed Tracy, our new CEO



Tracy Myhill joined ABMU as its new chief executive, in early 2018. She was formerly the Chief Executive of the Welsh Ambulance Service Trust and has worked within NHS Wales for over 30 years. Tracy said:

"It is a privilege to be given the opportunity to lead ABMU as its new chief executive."

and said farewell to Andrew, our chair



Andrew Davies, ABMU chairman for over six years, announced his intention to step down in March, 2019, and left us at the end of June 2019. He said:

“I feel now is the time that I can hand over the reins as I believe this Health Board is in a safe and much more stable position than it was when I became chairman, and is most definitely on an improving trajectory. “

Quality

Providing quality services is at the heart of all we do:

We are working hard to prevent unnecessary hospital admissions, and also support patients to go home on time

We're improving earlier access for patients to specialist assessment, diagnosis and treatment

Our pressure ulcer rates are falling

C.Difficile infections reduced by 36% last year

We improved in 40 of the 67 annual performance themes set by Welsh Government and met the target in full in 19



Wellbeing

We have clear objectives to support the wellbeing of everyone living in the ABMU area:

Give every child the best start in life

Connect communities with services and facilities

Maintain health, independence and resilience of communities of individuals, communities and families

We're working with primary care to promote wellbeing and prevent ill health

We have over 340 health board Wellbeing Champions trained to signpost colleagues to support services

A new Staff Wellbeing Service launched in June 2018



We're focusing on community care

We've opened the first integrated primary care and family centre in Mayhill in Swansea.

We've done it in partnership with Welsh Government and Swansea Council.

It has purpose built facilities for a new GP practice and community pharmacy, and is a model of what can be achieved.

The Primary Care Hub in the Neath Cluster is also a great example of how local practices working together with a multi disciplinary team, and technology, can make a real difference.

Using special software, the Hub is helping connect clinicians with patients, with particular benefits to people living in rural and valley communities.



and staying well - not just hospital care

GPs and other primary care healthworkers in the Clydach, Morriston and Llansamlet areas of Swansea became one of the first primary care clusters in Wales to receive £1.7 million transformation funding from Welsh Government.

The way services are provided is changing, with an emphasis on working with communities and keeping people well.

The funding will help turn this vision into reality for the people living in this community.

The Cwmtawe Cluster, which is delivering the project, provides care for around 44,000 people.

Other community developments include a full primary care audiology service, and the rolling out of the Common Ailments Scheme to all 125 community pharmacies



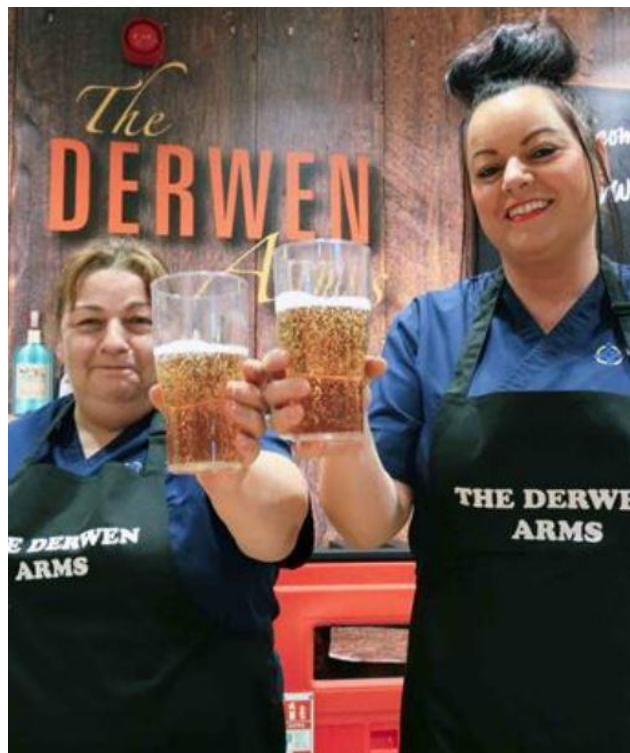
New ways of delivering care

The Rapid Diagnosis Centre (RDC) at Neath Port Talbot Hospital is finding undiagnosed cases of cancer, along with significant non-cancer illnesses.

Patients who don't present to their GP with recognised 'red flag' signs of cancer, but whom the GP is still worried about, are referred to the RDC. Patients are seen within five days of being referred, and then undergo a series of tests with the potential of receiving a diagnosis within a few hours. A small but significant number are found to have cancer, and then get immediate referral for the care they need. For others, another illness may be diagnosed and they are referred to the right speciality treatment for their condition.

At **Cefn Coed Hospital** patients diagnosed with dementia are being made to feel at home with the opening of the *Derwen Arms*. The 'pub' serves only non-alcoholic beer, and uses plastic darts – but the patients love their social evenings there, often joined by their spouses.

The hospital has also opened an old-fashioned hair salon and tea room for patients to enjoy.





Social prescribing is a new way of offering non-clinical care for people who need social help rather than medication.

One in five people who visit their GP have social problems, which can lead to anxiety, low mood, loneliness or money problems.

Now, instead of reaching for the prescription pad, GPs can send patients to see a social prescriber.

Sometimes just being able to chat with people can make all the difference, and Conversation Clubs (like the one above) give people the opportunity to reconnect with others.

The social prescriber can also link people to any of the 1,000-plus local voluntary organisations, which offer anything from bereavement counselling to financial advice.

“A lot of people go to their doctor because they have nowhere else to turn. They may be socially isolated with no friends or family nearby and a lot of their health problems are socially related.”

“Being able to refer them to the specialised social prescriber to find out what help is available gives us more time for the people who need medical help.”

- GP Iestyn Davies

Key technical innovations and

Digital Mobilisation

Over 5,000 staff are now able to free themselves of office-based constraints by using mobile phones, iPads and special apps – allowing them to spend more time out and about with patients.

Thanks to an innovative new way of working, the need to telephone the office, rifle through filing cabinets or check desk diaries is a thing of the past. Everything from digital notetaking to secure photography and searching patient records can now be carried out electronically and remotely.

The digitalisation programme is particularly appreciated by community nursing and mental health and learning disabilities teams, where the number of appointments they've attended has already increased by 8,000 a quarter.



Patients Know Best

Patients Know Best has been rolled out to 100 patients with chronic conditions, allowing them and their carers to be much more involved in their care. It also gives patients the choice who they want to share their test results with, along with other aspects of their care management, in a safe and secure way.

Patients Know Best was highlighted as best practice in the *Digital Inclusion in Health and Care in Wales* report.

The report explains how technology allows people to become more actively involved in their own healthcare, and that this improves their health and wellbeing.

research and development

ABM UHB has been a designated university health board since 2009. This is really important as bringing together healthcare with high quality research, education and innovation leads to better healthcare for patients.

At the end of 2018/19 we had:



97 Health and Care Research Wales portfolio studies open with **2,276** patients participating

37 commercial studies with **136** patients participating

Some examples of studies include plans for Morriston Hospital as an ARK (Antibiotic Review Kit) hospital, which is a five-year research applied programme funded by the National Institute for Health Research. The aim of the research is to reduce the incidence of serious infections caused by antibiotic resistant bacteria.

In another research programme, healthy people's poo could prove to be the secret weapon in tackling obesity and diabetes. A trial in Swansea has microscopic organisms harvested from the faeces of healthy volunteers and transplanted into the bowels of people with Type 2 diabetes who are also obese. If successful, this could save the NHS billions of pounds in healthcare costs.

A greener Health Board

We occupy a lot of space on this planet – 104 hectares, which is about the size of 100 football pitches! Our 60 sites, including our four main hospitals, have nearly 350,000 square metres of floor space.

To keep our carbon footprint as small as possible, we've set ourselves a number of targets to reduce waste and energy consumption

In 2018/19 we:

- Increased recycled materials by nearly 17%
- Reduced gas consumption by 7.4%
- Decreased water consumption by 11%
- Electricity consumption increased by 0.9%. However we have targets to reduce electricity use, including plans to build a solar farm (typical solar farm pictured below) which would save 1,500 tonnes of CO₂ a year.
- Glanrhyd Hospital became only the second hospital in the UK to win a prestigious Green Flag Award, which recognises the finest parks and green spaces



Our capital investments

Major work on a £9.7m upgrade of the neonatal unit at Singleton Hospital started in September 2018 and will take 18 months to complete.

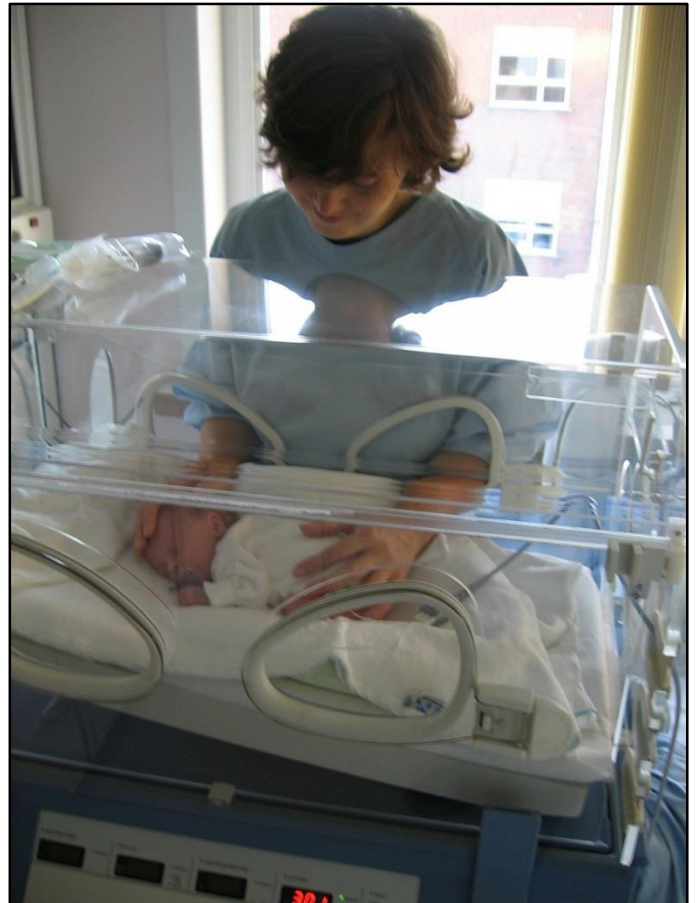
The centre is one of three neonatal intensive care units in South Wales which care for the sickest babies.

There has also been major investment in radiotherapy services. Cancer patients are now being treated with high-tech new equipment which allows radiotherapy to be delivered with even greater accuracy.

The new linear accelerator and planning system has been introduced at the South West Wales Cancer Centre at Singleton Hospital, Swansea.

Outline business cases have been prepared for two new health and wellbeing centres – one in Swansea and one in Bridgend.

Proposed services for both will include GP services, dental services, children's services, pharmacy, voluntary services, audiology, speech and language, mental health and sexual health services.



Staff are at the heart of all we do

We have over 16,000 staff and they are at the ♥ of all we do.

We're continually finding new ways to develop their skills and work with others to develop new and innovative roles within the NHS.

We were delighted to secure Welsh Government 'Pacesetter' funding to introduce a pilot Physician Associate role within General Practice over a two year period. A Physician Associate is a new healthcare role and this programme supports General Practice by providing a structured educational programme to consolidate the skills of newly qualified PAs.

Our Apprentice Academy grows from strength to strength with 185 apprentices enrolled on level 2, 3 and 4 programmes. Around 75% of apprentices then go on to find permanent work in the health board.

During 2018/19 81 trainees were also supported through our adult employability skills programme, which includes a work placement, job and interview coaching. We are the only health board in Wales delivering this programme.

The first cohort of our internal graduate scheme Graduate Growth (right) was successfully completed and recruitment to the second cohort

is well underway.

We are keen to celebrate diversity in our workforce, and are proud to support Calon, our LGBT+ staff network.

Calon organised a series of *Sharing Personal Stories* events for staff throughout 2018/19 and also attended Wellbeing through Work events with facilitated workshops. They also took part in Pride events (below).



and we're proud of their success

Throughout the year our staff achievements were celebrated through a series of awards; local and national, internal and external.

Within ABM UHB we hold the Chairman's Values Into Practice (VIP) staff awards, and also Patient Choice awards, where patients nominate the staff who deserve their appreciation.

We also hold long service awards for staff who have been part of the NHS for over 25 years.

There are too many awards and recognition events to name them all here, but here a just a few for 2018/19:

Morriston Hospital's Professor Farah Bhatti (right) was elected to the Council of the Royal College of Surgeons. She became the first female cardiothoracic surgeon elected to serve on the Council

The Diabetes Research Unit Cymru, headed up by Professor Steve Bain, our Assistant Medical Director for research and Development, was awarded the status of diabetes Centre of Excellence by pharmaceutical giant, Sanofi.



The X-Ray department at the Princess of Wales Hospital won the *Best Team Placement in Diagnostic Imaging* in the Cardiff University awards after being nominated by students.

Prescribing Support Dietician Debbie Thomas won the MediWales Innovation of NHS award for helping people with Irritable Bowel Syndrome.

70 years of the NHS celebrations

And finally, on 5th July 2018, we celebrated the 70th anniversary of the National Health Service.

The celebrations kicked off at the start of 2018 with the unveiling of a sculpture in a courtyard at Morriston Hospital's Welsh Centre for Burns and Plastic Surgery. The rusting steel sculpture, the Lady of Llyn Y Fan Fach, uses the themes of regeneration and healing.

A symbol for the celebrations was a specially engraved miner's lamp, used for a relay around our sites.

Other events – among many - included an 'Impact' therapies celebration in May and the inaugural ABMU Medical and Dental conference.

The health board also released its own commemorative book *Pulling Together* which is a snapshot of the first 70 years of NHS care in the Swansea, Neath Port Talbot and Bridgend areas.



For more information about the topics covered in this Highlight Report, please see our full annual report, which is available on our website: <https://swanseabay.nhs.uk>