1 Introduction

The purpose of this paper is to provide the Board with an overview of current key issues locally and in NHS Wales through a report from members of the Executive Team of Aneurin Bevan Health Board.

Not all members of the Team have provided content for the report as updates are also provided through other reports on the Board agenda.

It also provides the opportunity to bring forward items to the Health Board to demonstrate in public, areas that are being progressed and achievements that are being made, which might not come through prior consideration by Health Board Committees or go directly to the Board as key discussion papers.

This report is intended to ensure the Board remains up-to-date and also provides an opportunity to highlight areas that can be brought back for future agenda.

2 Executive Team Report

2.1 Notable Achievements and Acknowledgement of Successes

2.1.1 New Year’s Honours

Six members of staff from the Aneurin Bevan University Health Board have received awards on the New Year Honours List.

Professor Sue Bale, Director of Research and Development, has been awarded an OBE for services to nursing and nursing research. Sue co-ordinates and oversees research in the Health Board, and has a career in wound healing research spanning almost 30 years.

Stuart Nixon also works for the Health Board, but has been awarded an MBE for his voluntary service to people with multiple sclerosis (MS). Stuart from Newport, has lived with MS for 30 years, the disease leaving him largely wheelchair-bound and unable to walk more than a few metres without help. A volunteer for the Multiple
Sclerosis Society for 15 years, he has most recently been its vice-chairman and a trustee, a role he is now relinquishing, but not before completing an amazing fundraising effort last October.

With the aid of a specially built walking frame, Stuart completed a 60-kilometre walk through London, to the Olympic Stadium and back, over several days, raising £62,000 for the society to boost its research efforts and raising also the profile of the condition. His dedication and determination earned him the society's lifetime achievement award last month, and he described the MBE as "the icing on the cake."

Also awarded an MBE is Julie Brown, ward sister on the stroke unit at Nevill Hall Hospital in Abergavenny. Last month Julie won the Registered Nurse (Adult) category at the Royal College of Nursing Wales Awards. A nurse since 1984, she has been involved in the stroke unit at Nevill Hall since its earliest days, becoming ward sister in 2001.

Other Health Board staff honoured were: Marilyn Williams, retired former radiology directorate manager and assistant director of therapies and health science, who received an MBE for services to radiology and healthcare.

Susan Hoffman, receptionist at Nevill Hall Hospital, receives a British Empire Medal (BEM) for services to the NHS in Monmouthshire. Susan was also successful in the Aneurin Bevan Health Board Staff Recognition Awards in 2012, where she was recognised for her work in the category Improving Patient Experience.

Tracey Uzor, a Midwife and immunisation co-ordinator with the Health Board was also awarded a British Empire Medal for services to the NHS in Newport. Tracey was also successful in the Health Board Staff Recognition Awards in 2012 where she won the award for Health and Well Being.

**2.1.2 Nurse of the Year Awards**

Nurses from Aneurin Bevan University Health Board did exceptionally well at the RCN Wales Nurse of the Year Awards, scooping wins in four categories and runner up in three.

Midwife, Melrose East, won the Humanitarian Relief Award and Senior Nurse, Helen Dinham, won the Chief Nursing Officer for Wales Award. Other Aneurin Bevan Health Board success at the awards held in City Hall, Cardiff in November was in the category
of Registered Nurse (Adult) Award, which went to Julie Brown, a Ward Sister at Nevill Hall Hospital. The Research in Nursing Award was won by Senior Nurse, Dr Carolyn Middleton.

Emma-Jayne Hagerty was runner up in the Mental Health and Learning Disabilities Award for her work with eating disorders and Ward Sister, Claire Williams was runner up in the Chief Nursing Officer for Wales Award. Sue Francombe, a Coronary Heart Disease Lead Nurse, was also a runner up in the Research in Nursing Award.

2.1.3 Staff Recognition Awards

We recently held our third Staff Recognition Awards Ceremony at the Christchurch Centre, Newport. Over 100 members of staff attended the event that celebrated the achievements of staff from across the Health Board.

The event was compared by Dr Andrew Goodall, Chief Executive, with David Jenkins, Chair, providing the welcome. Andrew spoke about the importance of the Staff Recognition Awards and was delighted with the number of nominations received. He informed the audience that even with over 80 nominations this was just a snapshot of the excellent work undertaken by our staff every day.

At the Awards, affectionately known as "the Nye's", many staff received well deserved recognition for their work throughout the year and also for recognition from sources outside the Health Board.

2.1.4 President of Gwent Medical Society

Dr. Amer Jafar, Fellow of the Royal College of Physicians London and the Associate Specialist in the Health Board has been elected as President of the Gwent Medical Society.

The Society is a representative body of the Primary and Secondary Care Doctors in Gwent and its membership is open to all Doctors in the region.

2.1.5 New Ultrasound Scanner at Nevill Hall Hospital

Patients attending Nevill Hall Hospital will benefit from an extremely generous donation of a new top of the range ultrasound scanner.
The Nevill Hall Hospital Thrombosis and General Research Fund have donated £75,000 for a new Philips Doppler Ultrasound Scanner.

The scanner will help with the diagnosis of patients suffering from stroke, transient ischemic attack (mini stroke) deep vein thrombosis, abdominal aortic aneurysm and peripheral vascular disease.

**2.1.6 Be Winter Wise Campaign Launched**

‘Be Winter Wise!’ is the message of a new campaign launched by the Health Board in November 2013, in the Royal Gwent Hospital, Newport.

The campaign aims to encourage people across the Health Board area to look after their health during winter and to choose services which best meet their needs.

It focuses on key actions that will help the public stay well, including having the flu immunisation jab, and choosing the right care at the right time in the right place.

Deciding if you need medical attention and choosing the most appropriate service is key to helping busy NHS services provide care to people who need it most.

The Campaign was supported by Newport Gwent Dragons prop, Rhys Thomas.

**2.1.7 Early Intervention Service for Young People**

An exciting new project has been launched which aims to offer an Early Intervention Service for young people experiencing psychosis or at risk of developing psychosis.

Hafal has received a grant of £753,000 from the Big Lottery’s Bright New Futures programme to run a new “up 4 it” project.

The project aims to support 600 young people aged 14-25 across the Gwent area who have developed symptoms of psychosis.

The service was initiated through a partnership between the Aneurin Bevan Health Board and Caerphilly County Borough Council, but will operate across all of the Local Authority Areas in Gwent, and offer a holistic approach to recovery.
2.1.8 Improving care for patients with memory and dementia problems

For patients suffering from problems with loss of memory and dementia a spell in hospital can be a confusing, and even frightening time.

Nurses on a number of wards in Aneurin Bevan University Health Board are working with their patients and family to address these problems to ensure they feel safe and reassured at all times.

The care they are providing uses a popular tool for people with dementia who are receiving professional care in any setting called ‘This is me.’

2.1.9 Infection Control

During November, Caerwent Ward at Chepstow Hospital achieved over 300 days with no healthcare associated C difficile on the ward. Well done to all staff on the ward for maintaining good standards of infection control practice.

2.2 ‘In One Place’

Following a successful interview, Chris Edmunds has been appointed as the Programme Manager for ‘In One Place’. The post is hosted within the Health Board but jointly accountable to the Divisional Director of Community Services and Chief Executive of Melin Homes Housing Association and will work across all partners within the collaboration agreement.

2.3 Care Home 'Ask and Talk' (CHAaT) Volunteer Service.

A unique partnership between ABUHB and the NHS Retirement Fellowship has resulted in a new volunteer service being developed to support older people living in care homes. The volunteers are all members of the Gwent NHS Retirement Fellowship. As former employees of the NHS they have a real passion towards improving care for people living in, or receiving respite care in nursing homes.

This new service was launched in August 2013. It has received media attention and ITV Wales ran a feature on the service. The aim is to offer older people a confidential ear to discuss their experience and quality of life in a care home. The volunteers offer face to face meetings and have already engaged in individual and group discussions with residents and their relatives. Feedback from older people will be used to celebrate what nursing homes do well
and inform placing authorities on what may need to change to improve the experiences of people living in care homes.

Since the launch there has been significant interest in this initiative from statutory and voluntary services. There have been a number of meetings with advocacy services across the area to maximise the availability of advocacy support for older people regardless of where they receive care. Arrangements are currently in place to develop a similar initiative in residential care homes, involving joint working with ABUHB, the Royal Voluntary Service and Local Authorities.

The CHAaT initiative is a finalist in the PEN (Patient Experience Network) National Awards.

2.4 Advance Care Planning

Advance Care Planning is a process of discussion between an individual and their care providers, which may include family/friends, about what kind of care they would like to receive now and in the future. The process is carried out in advance of anticipated deterioration in a patient’s condition. As well as being used to record wishes and preferences, an Advance Care Planning process can also be used to discuss what a patient does NOT want to happen. Planning ahead ensures that patient care reflects their wishes and needs and prevents inappropriate and often distressing hospital admissions.

Working with a GP Macmillan Facilitator, independent sector nurses have been trained in the principles of ACP and are now implementing this within their care homes. An audit of implementation is taking place in January 2014 to determine the impact this has had in both affording individuals voice, choice and control over their lives and preventing hospital conveyances/inappropriate admissions. The next stage of training for district nurses and in house CHC registered nurses is planned.

2.5 ABUHB Provider Forum

In January 2013, a pan Gwent provider forum was initiated with the aim of working collaboratively with those nursing homes where ABUHB commissions care. The forum aims to improve patient experience by supporting independent sector nurses (clinically and educationally), embedding clinical governance and risk management, developing a standardised approach to contracting and monitoring and benchmarking best practice.
To date, representation at each bi-monthly meeting averages over 50+ providers. There has been significant engagement at the forums from the wider health and social care network including GP's, Out of Hours services, therapies, primary care, nursing, WAST, Care and Social Services Inspectorate Wales, Local Authorities, advocacy services and Care Forum Wales.

The work programme has covered areas such as:

- The management of deteriorating patients
- Advance Care Planning (ACP) - audit is in progress
- Resuscitation
- Immunisation
- Infection control
- Tissue Viability
- Contracting and governance
- Advocacy

Work is ongoing with the care homes, OOH and WAST to audit hospital conveyances and admissions and determine whether the training delivered at the forums, particularly the management of deteriorating patients and ACP, has had a positive impact in reducing inappropriate admissions.

The 2014 work programme has been agreed. A significant area for development next year will be the development of a competency framework for independent sector registered nurses. This does not exist currently. ABUHB, the Royal College of Nursing and Care Forum Wales will work together to develop a framework for implementation across Wales/UK.

2.6 Permanent Secretary Visit to Integrated Services Team in Chepstow

Derek Jones, the Welsh Government Permanent Secretary, visited Chepstow Community Hospital on the 28 November 2013. The purpose of his visit was to meet the team and to find out how the Integrated Community Services in Monmouthshire supports keeping patients in the community. He has since sent a thank you letter saying how impressed he was with what he saw on the day.

2.7 Red Robins Volunteers – Age Cymru

Age Cymru have received a donation of £1,000 from Tata Steel to enhance the Red Robins volunteer scheme over the winter months. The presentation by Rosemary Butler, AM, took place on the 25 November 2013 in St Woolos Hospital where the Robins have been
operating successfully for a number of years supported with funding by the Health Board and Age Cymru charitable funds.

**2.8 Frailty Falls Service – Care Home guidance**

Since the completion of the Frailty Falls Care Home Guidance, Falls Co-ordinators across Gwent have been working with care homes who have previously had high numbers of conveyances to hospital as a result of a patient falling. A letter of acknowledgement from Ty Penrhos in Caerphilly has been received showing their gratitude for the self directed learning strategies introduced to them to prevent falls and injuries of their residents. They recognised that the knowledge they have acquired has enabled them to improve their practical skills and are pleased to inform us there has been a significant decrease of accidental falls.

The holistic approach introduced to them enables their staff to make critical judgement calls and careful assessment of predisposing factor for this challenging situation among their vulnerable, elderly residents.

**2.9 Community Dental Services – First in Wales**

The ABUHB Community Dental Services are the first service in Wales to complete the specialty training in Wales in Special Care Dentistry. Grace Kelly completed the training on the 4 January 2014 supported by Dr Vicki Jones as her Educational Supervisor and Dr Sue Greening as the Training Programme Director.

**2.10 Palliative Care**

The Gwent-wide Palliative Care Strategy Group has made significant progress with the development of a strategy document; key aims and objectives have been agreed and a first draft of the document is under preparation. Performance reporting measures for both the Strategy and the End of Life Delivery Plan submitted to the Welsh Government in September 2013 have been considered and the third sector partner organisations have committed in principle with a performance framework being drafted during January 2014.

Two staff recognition awards were awarded within the Palliative Care Directorate. The Specialist Palliative Care Team was the recipient of an ABUHB staff recognition award for the category of improving patient experience in recognition of the initiative of offering complementary therapies to palliative patients in hospital which has been well-received by patients. The MacMillan GP Facilitator Dr Cliff Jones was recognised in the category of
partnership working for work undertaken with the Complex Care team and third sector colleagues to promote and develop advance care planning in nursing homes.

**2.11 “Sage and Thyme” Communication being developed through Palliative Care**

There is currently no structured communication course delivered in ABUHB despite the need for effective communication being highlighted as a priority in most if not all local and national strategic documents. There is an abundance of evidence regarding the need for staff to have good communication skills to prevent patient distress and improve patient experience and prevent complaints:

SAGE & THYME is designed for foundation level communication, suitable for any member of staff (e.g. medical secretary, outpatient clerk, nurse, physiotherapist, doctor, social worker, and student) and for any specialty. It is suitable to be used with patients and carers, students, colleagues and children – anyone who is distressed or concerned – inside and outside of health and social care.

‘SAGE & THYME’ is a mnemonic tool which guides healthcare professional/care workers into and out of a conversation with someone who is distressed or concerned. It provides structure to psychological support by encouraging the health worker to hold back with advice and prompting the concerned person to consider their own solutions. It reminds staff how to listen and how to respond in a way which empowers the patient. It discourages staff from ‘fixing’ and demonstrates how to work with the patient’s own ideas first. The training is based on research findings on effective communication.

SAGE and THYME aims to:

- Achieve an organisational, transformational change in the way staff speak to patients/carers and each other;
- Reduce communication related complaints about the services, to improve on measures of patient satisfaction related to communication;
- Reduce grievances lodged by staff; to reduce sickness and absence; and to reduce communication-related problems highlighted in Clinical Incident Reporting (DATIX) reports, improved staff morale as measured in the staff survey.

3 clinical nurse specialists working in partnership with Macmillan have received training and are Sage and Thyme facilitators and have currently run 5 courses. They feel strongly that this is much
bigger than palliative care and believe this is essential training for everyone. We have had a host of disciplines on the courses already run including nurses, OT, health care support workers and admin staff. Engagement has now taken place with the Associate Nurse Director and Associate Director for “Putting Things Right” and support has been gained and mechanisms are in place to take this forward.

2.12 **British Journal of Learning Disability**

A paper developed with an adult with a Learning Disabilities and University of Glamorgan regarding co-producing a research agenda with people with a Learning Disabilities has been accepted for publication in the British Journal of Learning Disability.

2.13 **National Flow Programme**

A Team from ABUHB is participating in the National Flow Programme being led by Kate Sylvester from the Health Foundation. The aim is to improve the “Silver stream” i.e. experience of patients over the age of 80 from primary care to acute care and back again.

2.14 **Rhymney Integrated Health and Social Care Centre Project**

The Health Board took handover of the Rhymney Integrated Health and Social Care Centre on the 2 December 2013. Four Local Councillors were invited to visit the new building for an escorted tour and subsequent feedback has been very positive, with the Health Board receiving the following statement from Councillor Carl Cuss:

> “Following our tour of the new building, we were all very impressed with this unique health provision for our area and the amount of investment that has been brought to the Upper Rhymney Valley. I am thrilled that residents will have such a large range of health and social care services right here on their doorsteps.”

With the exception of the Inpatient Unit which is scheduled to open in mid January 2014, the Centre is now fully operational and includes the following Health and Social Care Services:

- The Lawn Medical Practice
- Victoria Medical Practice
- Optical Centre
- Dental Practice
- Clinics- sexual health and podiatry
School Nursing Service
District Nursing Team
Flying Start Health Visiting Team
Oaklands Day Service
Community Mental Health Team
Older People’s Assessment Team
Social Services Children’s Team

The Centre will act as a central ‘hub’ in the system of health and social care in the Upper Rhymney Valley and will be a facility from which a wide range of health and social services will be both provided and co-ordinated.

2.15 Capital Programme Update

Set out below is a summary of changes that have taken place in the 2013-2014 Discretionary Capital Programme since the position reported in the Capital Board Paper provided in November.

Agreement has now been reached and funding released by the Welsh Government for SCCC project costs from April 2013 to January 2014 (total funding £866K). As provision for this was originally made in the Discretionary Capital Programme this meant that in December there was an increase in unallocated funding to £1.191. In addition a small number of disposals could now be either confirmed or assumed within the 2013-2014 programme. In view of the revised funding position a number of funding and approval scenarios were considered by the Capital Group and Executive Team and the approvals listed below implemented.

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Cost 2013-2014 £000s</th>
<th>Total cost £000s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital Health Records HR additional funding</td>
<td>75</td>
<td>75</td>
</tr>
<tr>
<td>Path H&amp;S (Flammable store)</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td>Endoscopy water supply NHH</td>
<td>32</td>
<td>32</td>
</tr>
<tr>
<td>OPD roof NHH</td>
<td>80</td>
<td>80</td>
</tr>
<tr>
<td>Endoscopes (additional funding)</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Cardiac Catheterisation Laboratory RGH (first element)</td>
<td>67</td>
<td>67</td>
</tr>
<tr>
<td>Hostess Trolley YYF Catering</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Mental Health Ty Bryn – environmental issues</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Mental Health Anti Ligature additional funding</td>
<td>19</td>
<td>19</td>
</tr>
<tr>
<td>Credits for Cleaning tablets/cleanliness monitoring</td>
<td>7</td>
<td>7</td>
</tr>
<tr>
<td>Radiology Microsoft Licences</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>LGH/SCH Phase 3 Rationalisation fees</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Phaco (3 machines) Cataract surgery replacements</td>
<td>70</td>
<td>210</td>
</tr>
<tr>
<td>Special Care Area Learning Disabilities Assessment &amp; Treatment Unit LGH</td>
<td>150</td>
<td>220</td>
</tr>
<tr>
<td>Microsoft Licences ICT</td>
<td>125</td>
<td>250</td>
</tr>
<tr>
<td>Women’s Health Unit RGH B7</td>
<td>30</td>
<td>376</td>
</tr>
<tr>
<td>DEXA replacement bone densitometry scanner for rheumatology</td>
<td>tbc</td>
<td>230</td>
</tr>
<tr>
<td>TOTAL</td>
<td>795</td>
<td>1706</td>
</tr>
</tbody>
</table>
These are all based on priorities submitted by Divisions throughout the year. In some cases as shown in the table above the expenditure will be phased over two years. The balance is being kept under review and phased approvals given to ensure that maximum value is derived from the Discretionary Capital Programme but the Capital Resource Limit is delivered.

In addition Welsh Government officials have requested bids from ABUHB for additional capital spend should End-of-Year slippage become available from the All-Wales Capital Programme. A submission with a cost of ca. £3.2 m has been made. All bids are based on known priorities that can be brought forward from 2014-2015 and each had to include a “drop-dead” date for a decision to proceed to ensure that expenditure could be achieved by 31 March 2014. The bids include:

- Clinical and non-Clinical equipment £1.92m
- Estate and Statutory £0.55m
- ICT £0.79m

2.16 **Welsh Health Specialist Services Committee:** The Health Board as part of the Welsh Health Specialist Services Committee (WHSSC) has continued to contribute to the development of the Committee’s Annual Plan proposals and further development work will be undertaken during February. A fuller update along with the proposed Annual Plan for WHSSC will be submitted to the Board in March 2014.

3 **Conclusion and Recommendation:**

The Board is asked to receive this report for information.

**Report prepared and sponsored by:**
Executive Team
Aneurin Bevan Health Board

January 2014