

What we have done in 2018 at Abertawe Bro Morgannwg University Health Board



This is an easy read version of: **Abertawe Bro Morgannwg University Health Board Annual Quality Statement.**

June 2019

How to use this document



This is an easy read version. The words and their meaning are easy to read and understand. You may need support to read and understand this document. Ask someone you know to help you.

Some words may be hard to understand. These are in **bold blue writing** and have been explained in a box beneath the word. If the hard word is used again it is in **normal blue writing**. You can check what it means on page 29.



Where the document says **we**, this means the **Abertawe Bro Morgannwg University Health Board**. For more information contact:

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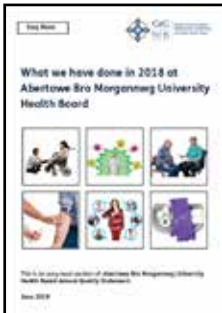
This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

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Introduction

About us



This report is about what we did in 2018. And what we want to do next.



Around half a million people live in our area.



We have £1.3 billion to spend on health.



We have over 16 thousand staff. Most of our staff work caring for patients.

In 2018 to 2019:

- **Over 21 thousand people used our services to support them when they were having a baby.**
- **Nearly 6 thousand babies were born.**
- **Over 446 thousand people had follow-up appointments at a hospital.**
- **257 thousand new people had appointments at a hospital.**
- **Over 181 thousand people used our emergency services.**
- **Nearly 70 thousand people went into hospital for a procedure and went home the same day.**
- **Over 108 thousand people stayed in hospital.**

What we wanted to make better and how we did it

People spending less time in hospital



There are lots of reasons someone may not be able to leave hospital. This can mean people end up staying in hospital for too long.



We want to change this so people do not stay in hospital for longer than they need to.



When people do not need to stay in hospital overnight, we try to see them quickly. So they can go home quickly.



We have hired more staff to help us organise this.



We have teams that give medical care to patients in their own homes. This also helps people to stay independent.



Sometimes patients are told they cannot leave hospital until their medicine is ready.



We are working with **pharmacists** on this.

A **pharmacist** is a person who is specially trained to give out medicines.

To help make sure patients can leave hospital quicker **pharmacists** are:



- Working more with staff on the ward.



- Talking to patients about their medicine at their bedside.



- Giving new medicines straight away. And locking them in the patients medicine locker by their bed.

This means their medicine is there ready when they are ready to go home.



- Patients can also now keep using the medicine they had before going into hospital whilst they are in hospital.

Stroke care



We are treating people quicker for stroke.



We have a special service to support people who have had stroke.

The service gives people support at home so they do not need to stay in hospital. And it helps them get back to normal quicker.

Better cancer care



We have been trying to **diagnose** people quicker if we think they might have cancer.

A doctor **diagnoses** somebody by looking at their health and behaviour and deciding if they have a condition.



We have hired more doctors who are experts in treating cancer.



People have been waiting less time for cancer care.



In 2018 we worked with **Macmillan Cancer Support** to have new jobs that will help cancer care.



We want nearly all people who may have cancer to get treatment quicker. We have set ourselves goals for this.



Event about mouth cancer

An event took place at Morriston Hospital to tell people more about mouth cancer.



People were told to get their mouth checked every year by their dentist.



People were given advice about stopping smoking. If you would like help and advice about stopping smoking please call **Help Me Quit** on **0808 250 4024**.

Stopping falls



A lot of people aged 65 and over have accidents from falling.



Falls can cause a lot of health problems for the person. And they cost the NHS a lot of money.



We have lowered the number of falls by a quarter.



A team in Morrision Hospital is supporting older people who have had falls.

To try and stop them going into hospital. Or making sure they do not have to stay too long.



We have also worked with the **Welsh Ambulance Service**. Together we have helped people who have fallen to stay at home if it is safe.



And we have put on **falls prevention dance classes** to help people keep fit. And to help stop people from falling.

Improving end of life care



We have made a plan for how to help people die with **dignity**.

Dignity means valuing someone and treating them with respect.



We worked with people and their families to find out what is important to them in their last days of life. We want to help them with this where possible.



We have hired a member of staff to make this plan happen. **Welsh Government** have given us money for this.

Making surgery better



We have changed the way we plan assessments for surgery.



We have also made waiting times shorter for some surgeries.

Reducing pressure ulcers



Pressure ulcers are a type of wound people get when they sit in a chair or bed for a long time.



We made a short film to teach people about **pressure ulcers** and how to stop them.



We have lowered the number of serious **pressure ulcers** by almost a quarter.



Reducing infections in hospitals

It is really important to try and stop infections from spreading in hospitals.



We have lowered the number of infections people got in hospital. We did this by:



- Keeping hands clean by washing hands and using hand gels.



- Using special ways of cleaning.



- Using antibiotics less.



- Using a special way of dealing with wounds.



- Removing equipment like needles as early as possible.



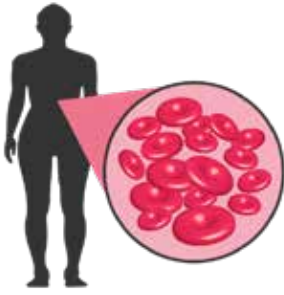
- Making sure patients have enough water to drink, to stop water infections.



- Make sure people are tested for infections properly.



- Making sure staff do their jobs well to stop infections from spreading.



Stopping sepsis

Sepsis is also known as blood poisoning. It is caused by an infection or an injury. It is very serious and can lead to death.



We have been working with hospital staff so they know how to stop **sepsis**. We have got better at stopping people from getting **sepsis**.



Health and care working together

The way we give health and care services is changing. **GP's** are only 1 part of a big team of people working together to give people health care.



Your **GP** is the doctor you see when you go to your local doctors surgery.



And there is now more focus on working where people live. And on **keeping** people well. Not just treating them when they are unwell.



In November 2018 we were the 1st area in Wales to get money from Welsh Government to develop this new way of working further.

People said a lot of doctor's surgeries do not take **repeat prescriptions** over the phone.



A **prescription** is written by a doctor. It says when a patient should be given a certain medicine.

A **repeat prescription** is when a person needs the same medicine regularly.



It can be hard for working people, older people and disabled people to get to the surgery to pick up **prescriptions**.



We now have a service called the **Repeat Prescription Ordering Service**. It allows people to phone to get the medicine they need.



This service is being run at some doctor's surgeries. It is growing. It gets about 800 calls a week.



Please contact your surgery to find out if this service is in your area.

Information



We have a new online service called **Patient Knows Best**. This service:



- lets people choose who can see their information



- lets patient and health staff write care plans together



- helps patients to understand their health condition. And how to manage it



- sometimes lets people have an appointment with their doctor over the internet. Instead of having to go to the hospital.



Some of our health teams have held open days to teach patients about the **Patient Knows Best** online service.



Over 300 patients have signed up to use the service so far. Other health teams will be holding open days for their patients soon.



In the future we want the online service to show patients things like:

- their clinic letters
- appointment details.



Improving visiting

Some people have a lot of health needs. They may need more support than others.



In 2014 family members Nicci Gerrand and Julia Jones started John's Campaign.

Their aim is to make it easier for family and carers to visit people with extra care needs when they are in hospital.



It would be better if carers could visit people outside of normal visiting hours. This way they could be with the person if they were stressed or lonely.

Children and young people with a learning disability

We have a new service to help diagnose **Autistic Spectrum Disorder** in children and young people.



Autistic Spectrum Disorder or **Autism** is a type of disability.

People with **Autism** can have problems with communication and being with other people.



The service also helps children and young people with **ADHD**.

ADHD stands for **Attention Deficit Hyperactivity Disorder**. It is when a child finds it difficult to keep still and focus on 1 thing.



The service also supports families. A lot of people have needed this service so it must get bigger.

Mental Health



Some people with mental health issues have been involved in a project called **Down to Earth**.



The project has outdoor activities to help improve mental health. For example, gardening and woodwork.

The project has gone very well and will keep going.



We have also been working to make our mental health services safer. For the people who use the service and the staff.



WARRN

We have worked with the **Wales Applied Risk Research Network** to teach our staff about **risk**.

Risks are the things that could cause harm to people.



If our staff can think about harmful things before they happen, they will be able to keep everybody safer.



We have trained over a quarter of the staff in our **Mental Health and Learning Disability unit** about risks. We want all our staff to get this training.

Volunteers



Over 600 volunteers have worked with us.



They have given a lot of support to patients and visitors.



For example, meeting patients when they arrive at hospital. And working in the hospital shop.



There are lots of volunteer roles. If you would like to become a volunteer please contact:
Volunteercentre@wales.nhs.uk

What is next?

To help us think about what we need to do next we have:



- Listened to people who have used our services. We have done this by reading surveys and complaints.



- Listened to our staff. We have done this through surveys and meeting with them to hear what they have to say.



- Read reports written about us. The **Healthcare Inspectorate Wales** and **Community Health Council** check what we do and write reports.



- Learned from other groups. For example, the **Older People's Commissioner**, which protects the rights of older people in Wales.



- Checked our own work and share what we learn with all our teams.

Our aims for next year

We want to:

- Give every child the best start in life.
- Connect communities with services and facilities.
- Maintain the health and independence of people, communities and families.



We want to help people stay healthy by caring for each other, working together and always improving.

We want to:

- Help more staff and patients get **vaccinations**.

Vaccinations are medicines that help people fight off infections.



- Help people to stop smoking.



- Make waiting times shorter for mental health services.





- Make mental health services for children better.

We want to keep people safe by:



- Giving training that will help lower the number of **stillbirths**.

A **stillbirth** is when the baby dies inside your tummy before it is ready to be born.



- Lowering the number of people who fall in hospital.



- Lowering the number of people who get infections in hospital.



- Lowering the number of **pressure ulcers**.

We want to:



- Listen to patients and learn from their feedback.



- Get more people to work for the Health Board.

We want to give care that respects people's **dignity** by:



- Carrying out our **End of Life Care plan**.



- Working with partners to reduce loneliness in older people.



- Starting our new **Autism** service.

We want to treat people quickly by:



- Lowering the amount of time people have to stay in hospital.



- Improving waiting times for people who need treatment.



- **Diagnosing** people with cancer more quickly and lowering waiting times for treatment.

We want to give people care that is right for them by:



- Joining up different services to give care. This will help people to stay healthy in all parts of their lives.



- Making it easier for people to go to the dentist.

We want to help our staff by:



- Listening to them and helping them with any worries.



- Improving our training and giving them more feedback on their work.



- Giving them the skills to be good leaders.

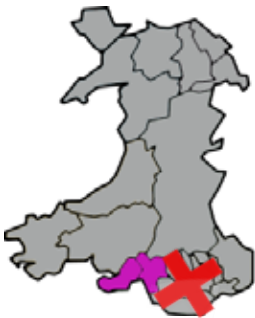


- Coming up with a plan to manage them in a way that meets their needs.

Swansea Bay University Health Board



Swansea Bay University Health Board replaced Abertawe Bro Morgannwg University Health Board on 1st April 2019.



Bridgend left our Health Board and joined Cwm Taf Morgannwg University Health Board.



We will have over 12 thousand staff.



We have 3 main hospitals:

- Morryston
- Singleton
- Neath Port Talbot



We will have:

- 49 doctor's surgeries



- 72 dentists



- 31 **optometrists**

An **optometrist** checks people's eyes.



- 92 **pharmacies**

A **pharmacy** is where you go to get medicine.



We have services for people with mental health issues in hospital and the community.



We have services for people with a learning disability in hospital and the community.

Hard Words

ADHD

ADHD stands for Attention Deficit Hyperactivity Disorder. It is when a child finds it difficult to keep still and focus on 1 thing.

Autistic Spectrum Disorder / Autism

Autistic Spectrum Disorder or Autism is a type of disability. People with Autism can have problems with communication and being with other people.

Diagnoses

A doctor diagnoses somebody by looking at their health and behaviour and deciding if they have a condition.

Dignity

Dignity means valuing someone and treating them with respect.

GP

Your GP is the doctor you see when you go to your local doctors surgery.

Optometrist

An optometrist checks people's eyes.

Pharmacist

A pharmacist is a person who is specially trained to give out medicines.

Pharmacy

A pharmacy is where you go to get medicine.

Pressure ulcers

Pressure ulcers are a type of wound people get when they sit in a chair or bed for a long time.

Repeat prescription / Prescription

A prescription is written by a doctor. It says when a patient should be given a certain medicine. A repeat prescription is when a person needs the same medicine regularly.

Risks

Risks are the things that could cause harm to people.

Sepsis

Sepsis is also known as blood poisoning. It is caused by an infection or an injury. It is very serious and can lead to death.

Stillbirth

A stillbirth is when the baby dies inside your tummy before it is ready to be born.

Vaccinations

Vaccinations are medicines that help people fight off infections.