



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe

Swansea Bay University  
Health Board

# **2019-2020 Annual Quality Statement Easy Read Summary**



**West Glamorgan**  
**People First**



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photosymbols®

## **Introduction**



Every year the Health Board makes a Quality Statement for Welsh Government.

It shows what we do to give quality care that is safe, kind, and respectful.



This easy read summary looks at what we did in 2019-20

### **1. Outline**



We serve 390 thousand people.

We have £1billion to spend in a year.



There are over 12 thousand staff members.

We have 49 GPs, 72 dentists, 31 opticians and 92 chemists.

## In 2019-2020 we had:



About 15 thousand visits from pregnant people



Nearly 4 thousand births



Nearly 61 thousand hospital visits.



Over 12 thousand emergency and minor injuries.



About 35 thousand day cases and 16 thousand day visits.



About 175 thousand outpatient visits.

About 330 thousand follow ups.



We had 30 new complaints to Ombudsman.

From 29 final reports:



8 complaints were not problems



17 needed small changes



4 complaints were problems that needed fixing.



Health Inspectorate Wales had 10 reports about our services.

The main problems were:



Being seen for surgery.

Poor contact and information.



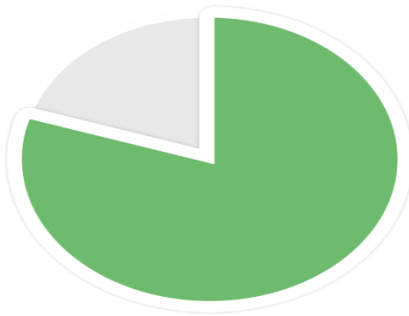
95% of people who filled in our Friends and Family Survey would recommend us.

## 2. Access to Services & Waiting Times



Over 1 thousand patients wait over 8 weeks for diagnosis.

50 patients wait over 14 weeks for treatment.

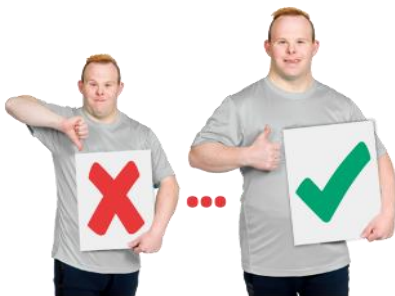


By March we had 80% of patients wait less than 26 weeks for treatment.



2 thousand patients wait over 26 weeks for a new outpatient appointment.

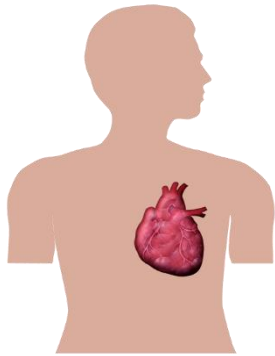
Over 6 thousand patients wait more than 36 weeks for treatment.



Even with more need for services, there is proof we tried to make services better and faster.



## TAVI



A TAVI is treatment for a narrow heart valve.

Last year waiting lists were too long.



This is what we have done to make waiting times shorter:

Someone oversees the service.



We spent £1million to speed up people being seen.

We have more lab sessions so more patients are treated.

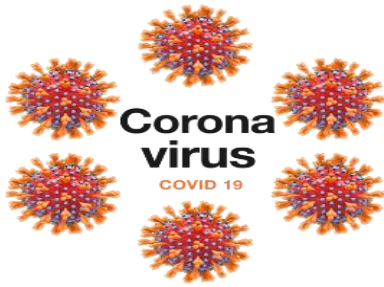


We have more nurses.

They support extra clinics.  
They call patients.

They sort patients by need.  
They support after surgery.

## Online Appointments



We can see less people in hospitals and clinics because of Covid-19.



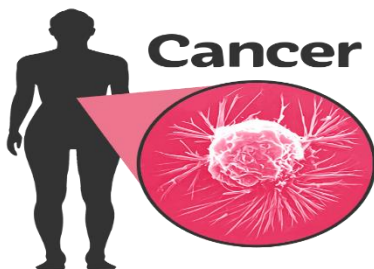
Online care keeps services going.

Many Patients can video chat from home.

## Same Day Plastic Surgery Operations



Morrison Hospital has a new centre for Plastic Surgery treatment.



Patients with some types of injuries and skin cancers can get faster treatment.



Some patients can be treated on the same day instead of waiting days or weeks.

## Eye Care



Half our opticians can now offer the Low Vision Service Wales.



This gives people aids to help with daily living.



Most eye care patients are over 80 years old.



This service lowers risk of less independence, trouble with medicine, falls and isolation.



Eye Health Examination Wales supports patients in three ways.

Checking for serious eye problems is one.



We also refer patients to hospital and make sure they have check ups after treatment.



## Acute GP Unit at Singleton Hospital



The Acute GP Unit works with Welsh Ambulance Services.



They help hundreds of people each month get urgent care.



This means paramedics and Accident and Emergency are free to give more emergency care.



During 2 weeks 70% of calls were passed to the Acute GP Unit.



This meant ambulances were not needed as often because less patients went to hospital.

### 3. Staffing



We are hiring more:  
A+E and acute care doctors  
Multi disciplinary team members,  
therapists, support workers  
theatre staff and radiographers.



We will hire more nurses.

This means less falls, bed sores  
medicine errors and complaints.



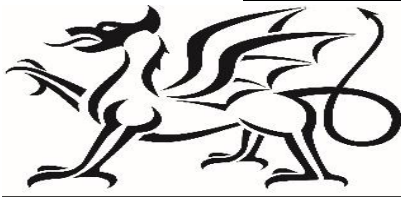
There is a 24 hour service to  
listen to staff and support them  
with any problems.



Our Patient Choice Awards lets  
people praise staff who go above  
and beyond.

194 staff members, teams and  
wards were celebrated this year.

## 4. Better access to GP services



Llywodraeth Cymru  
Welsh Government

Welsh Government funding will help dentists, chemists and GPs work together better.



Our contracts with dentists, chemists, and GPs are changing from “pay to treat” to “pay to stop people getting sick”.

### Dental Care



**Dentist**

We work with dentists to bring in our Oral Health Delivery Plan.

We are moving services from hospitals to dentists so care is easier for patients to get.



Most Health Inspectorate Wales reports were for GP and dentists.

The reports show they gave safe and helpful care.

Information on how feedback is used needs to be better.

## **My Home First and Keep Me At Home**



We aim to bring care close or into patients' homes so there are less hospital visits.



Our plans work on care around falls, chest pain, mental health and trouble breathing.



We work with Welsh Ambulance Services for better care, faster 999 response and double the Paramedics.



We support Joint Falls Response and will keep supporting “I stumble” and “I Fell Down” fall assessments in care homes.

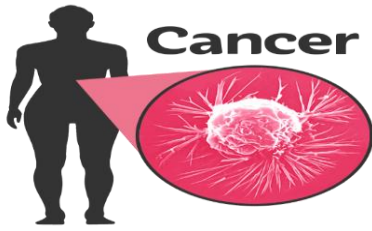
### **5. Delay in discharge**



From November 2019 Hospital 2 Home helped people over 65 to go home as soon as they were well enough.

Long term needs are checked at home within 24 hours.

## **6. Finding and treating cancer early**



Swansea Bay is one of two Health Boards in Wales that give all cancer care.

### **Rapid Diagnosis Centre**



Patients who may have cancer can be referred to the Centre in Neath Port Talbot Hospital.



Average diagnosis time has gone from 84 days to 6 days at the clinic.

If more tests are needed the average time is 40 days.

### **New Equipment for Cancer Patients**



At Singleton Hospital's Cancer Centre £12 million is being spent on new equipment over 3 years.



New technology means better results after cancer diagnosis.



## 7. Early treatment of strokes



We work with other organisations on Stroke Delivery Plan:

- Stopping strokes happening
- Before hospital
- First 72 hours
- Mini-strokes
- Life after stroke



An important part of this is setting up a Hyper-Acute Stroke Unit at Morriston Hospital.

## Making Every Contact Count



We help people to stop smoking, have a better diet, get more exercise, lose weight, and drink less alcohol.



Better community wellbeing will help stop strokes happening.

## Help me Quit



This service helped nearly 2000 smokers quit with quick advice to smokers.

## 8. Access for mental health



A Sanctuary service was set up for out of hours mental health crisis.



Accident and Emergency or the Police can send people there for better support.



We made it easier for children and young people to get mental health support and advice.



Older Peoples' Mental Health Services are being re-worked by us and other organisations.



We plan to set up a mental wellbeing service through our GPs.

We are working to bring in Talk to Me 2 to help stop self-harm and suicide.



We normally meet or do more than the Mental Health Act rules.

## 9. Working with other agencies



We work with Local Authorities and lots of organisations to give health care services.

We all work with patients and their families to make their health and wellbeing better.

## 10. Looking Forward - 2020-21



Lots of work has been done to face the Covid-19 pandemic.

Staff have taken on extra work, more training and different roles so they give the best care.

### Aims for 2020-21: Covid-19



Online clinics

Track, Trace and Protect

Emergency planning

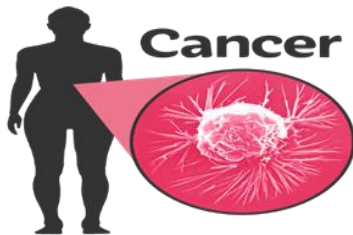
Field Hospitals



## Areas to get better



Infection control



Cancer



Emergency care



Falls



Stopping Suicide



Waiting times

## Changing care



Make more services work online

New ways to give care



Our staff



Co-production

Working with partners

## 11. End



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A full version can be found by  
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