



**£259 Million
Budget**



1,678 Staff



**4 Minor
Injury Units**



**9 Community
Hospitals**



**138,000
People in Powys**



**177 Inpatient
Beds**



17 GP practices



**23 Dental
practices**



**GIG
CYMRU
NHS
WALES**

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

**Annual Quality
Statement 2014**

Statement from the Chairman & Chief Executive Officer

We would like to take this opportunity to demonstrate how quality is central to the way we work and to the activities that our teams and staff undertake in providing safe care for our patients. It is an opportunity to share interesting and useful information with our partners, staff and most importantly, our patients and community.

We have been able to reflect on our work and it enables us to share with you the improvements alongside the challenges. We recognise that on-going work will be required to sustain the improvements and ensure they are embedded across all of our services. Looking forward we need to place greater focus on the quality and safety of commissioned services for Powys residents that we purchase from other organisations.

We are committed to ensuring that our patients and the wider public receive the highest standards of safe care. Our dedicated teams are working hard to ensure patients in Powys have the best possible experience. In order to do this, our staff need to receive the right level of training so that they have the right skills to improve standards and practice and to make the best use of resources.

We are pleased to confirm that our Board has reviewed the Annual Quality Statement for 2013/14 and concurs that this is a true and fair reflection of our performance. I hope this Annual Quality Statement provides you with a clear picture of how important quality and safety is to us. We welcome any comments you may have on our Annual Quality Statement and look forward to sharing our quality and safety achievements and challenges with you in the future.

Statement from the Chair of the Quality and Safety Committee

The Quality & Safety Committee's main role is to provide assurance to the Board in relation to the Health Board's arrangements for safeguarding and improving the quality and safety of patient-centred healthcare.

During 2013/14 its work plan focussed on improving health and wellbeing, ensuring the right access to services, striving for excellence and demonstrating good governance and assurance.

Whilst all those themes will continue, In 2014/15 the Committee will seek to develop and implement a strengthened assurance framework to assist the Health Board in providing its patients with high quality, safe care as close as possible to where they live.

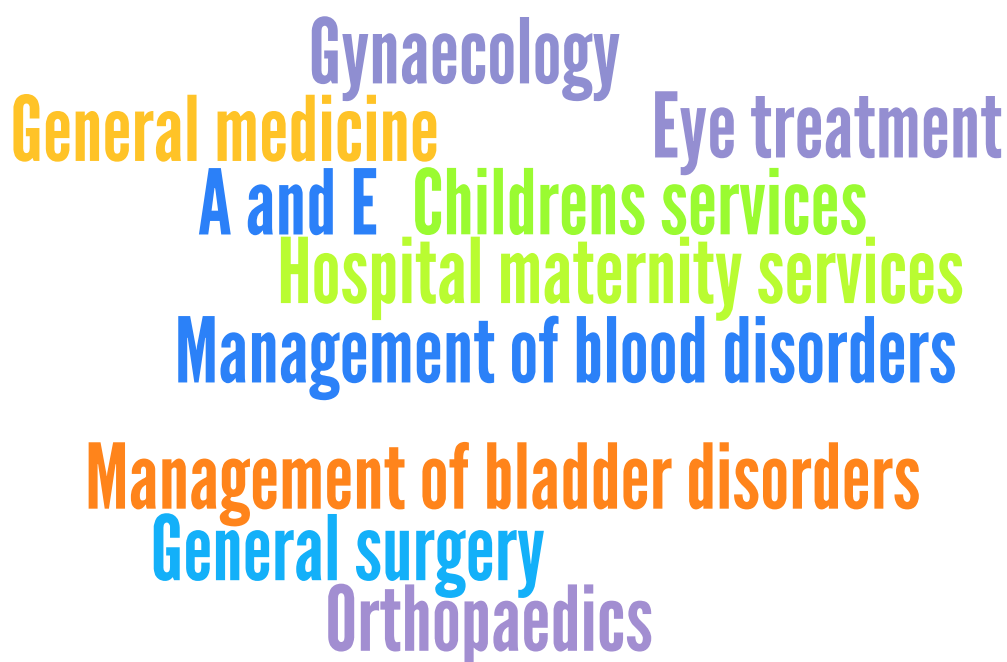
The Committee produces an Annual Report which is available on request by email geninfo@powyslhb.wales.nhs.uk or alternatively ring 01874 711661.

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What we deliver in Powys:



What we purchase from other Health Boards and Trusts:



Introduction

Here in Powys we are different to other Health Boards in Wales as we do not have any District General Hospitals. We work with partners to provide services, some in Powys but a lot outside of Powys, both in Wales and in England.

We are always looking at what we spend with other providers to ensure we get the best value for our patients.

We buy in services from three main sources:

1. Primary Care, including

- General Practitioners
- General Dental Practices
- Community Pharmacist Services
- Opticians

Last year we spent £59 million on primary care services

2. Out of Hours access to GP services

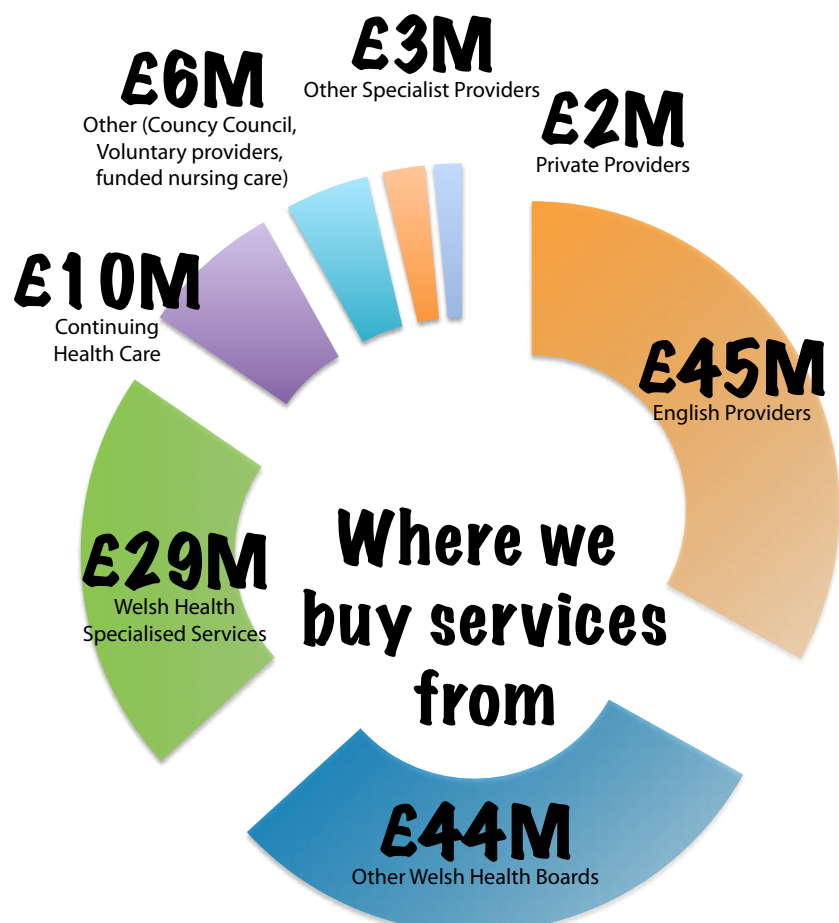
We commission our 'Out of Hours' GP service from two providers:

- Shropdoc Doctors Ltd
- Abertawe Bro Morgannwg University Health Board

Last year we spent about £2.5 Million on out of hours services.

3. Secondary Care (Care in Hospitals)

We buy in services from 15 other health providers from Wales and England, broken down below.



We set three priorities in last year's Annual Quality Statement.

Priority	Target	Comments
1: Engage in organisation-wide learning	A workshop on the Francis report into failings in Mid Staffordshire to be delivered to all teams by the end of September 2013	We did not hit this target , but by the end of September 2013, 55% of staff had engaged in Francis presentations.
2: Invest in workforce training and development in quality improvement (Improving Quality Together)	25% of staff complete quality improvement training	We met this target with 31% of staff completed the training by the end of March 2014. Powys was the first Health Board to reach the 25% target.
3: To continuously improve patient safety and patient experience	To reduce the number of falls by patients in our hospitals	We met this target and the number of falls reduced from 544 to 447 this year.



Cynthia Jones was interviewed by ITV after being named 'Community Nurse of the Year' by the British Journal of Nursing

Looking Back Over The Past Year

We aim to secure a consistently high quality service for all Powys residents. We are constantly striving to put our patients first, and to place patient safety and safeguarding above all other considerations.

We continue to strengthen our local teams and we expect to continue to see a reduction in harm caused by healthcare associated infections, pressure damage and inpatient falls over the next year. However, a recent survey undertaken by the third sector showed that the majority of organisations that replied found no difference in service provision, one felt there had been slight improvement. The survey raised slight concerns regarding patient involvement and we are working hard to try and remedy this.

Our aim is to provide truly integrated care, centred on the individual by:-

- Promoting health and wellbeing
- Ensuring the right access
- Striving for excellence
- Involving the people of Powys
- Making every pound count

Powys has more people aged over 50 years and fewer 20 to 39 year olds compared with the rest of Wales.

By 2033 there will be more people over 65 than under 54.



The Specialist Nurse Service for Chronic Obstructive Pulmonary Disorder at Welshpool Victoria Memorial Hospital were very pleased to receive 10 nebulisers recently following a generous donation by the hospital's League of Friends.

Environmental Health Food Safety Awards

Newtown, Welshpool, Machynlleth, Knighton, Brecon, Bronllys and Ystradgynlais Hospital kitchens were awarded level 5 in hygiene, the highest score possible, following Environmental Health Food Safety Visits.

Powys Flu-Link workers have been commended by the national Flu Fighter team for increasing the availability of flu vaccination to staff in community hospitals

Community Dental Service

Health Promotion has been an important part of this years plan and the Community Dental Service has attended events such as Mouth Cancer Awareness Week at a supermarket and Designed to Smile campaign at the Royal Welsh Show. These promotions help raise dental awareness for members of the public in Powys.

New Initiative for Dieticians

Our dieticians have been running the Agored Cymru Community Food and Nutrition Skills for the elderly course. This course is for Healthcare staff and staff from Residential and Nursing homes. The course has been delivered in Llanidloes and Bronllys and has been well received with comments including:

"I will definitely improve the way I'm providing care to my elderly clients"

National Exercise Referral Scheme (NERS)

Our physiotherapy staff in Powys referred 241 people to the scheme in 2013/14 compared to 212 the previous year.

Looking back: staying healthy

Staying Healthy - Vaccines and smoking

Target	How we did
95% Vaccination of all children to age 4 with all scheduled vaccines	<p>All vaccinations, except Meningitis C (93.9%) were above the 95% target for 1 year olds.</p> <p>All vaccinations except Hib/Meningitis C for 2 year olds met the 95% target. If 2 more 2 year olds were vaccinated against Hib/Meningitis C the 95% target would have been met.</p>
Human Papillomavirus (HPV) Vaccination Uptake in girls reaching 13 to 17 years indicative target is 90%	<p>Our uptake for different ages is :</p> <p>14 yrs of age = 77%</p> <p>15 yrs of age = 83%</p> <p>16 yrs of age = 82%</p> <p>17 yrs of age = 80%</p> <p>We are working hard to understand why these figures are low.</p>
75% uptake of influenza vaccination among - Over 65s	We achieved a 67 % uptake in Powys, slightly below the Welsh average of 68.1%
75% uptake of influenza vaccination among - Under 65s in at risk groups	We achieved a 49% uptake in Powys.
50% uptake of influenza vaccine among Health care workers	We achieved 42% in Powys. However, uptake for all staff is higher in Powys compared with other Health Board areas.
5% of smokers make a quit attempt via smoking cessation services, with at least 40% of those who attended having a confirmed as quit at 4 weeks using a carbon monoxide monitor.	We achieved this target in six of the nine months whose data is currently available for last year.

Safe Care

Getting infections in hospital

We take the safety of our patients very seriously. This means doing everything we can to reduce the risk of anyone acquiring an infection while they are in our care or using services commissioned by us. Infection prevention is everyone's business and we are working hard to support our staff in this and with our commissioning partners in preventing infections. We have had a 40% reduction in the number of cases of Clostridium Difficile (C. Diff) this year.

Type	People affected
Clostridium Difficile	11
MRSA	2
Norovirus/D&V	49

Rates of Healthcare Associated Infections can be found at:

<http://www.wales.nhs.uk/sitesplus/867/page/67916>

Mortality Data

In Powys we provide proportionally more end of life care than other Health Boards. This is because we do not have designated hospice facilities and our Community Hospitals have a vital role in providing supportive and dignified care at the end of a person's life. Each death is reviewed at a local level and statistics for each site can be found at:

<http://www.wales.nhs.uk/sitesplus/867/page/70523>

Women & Children

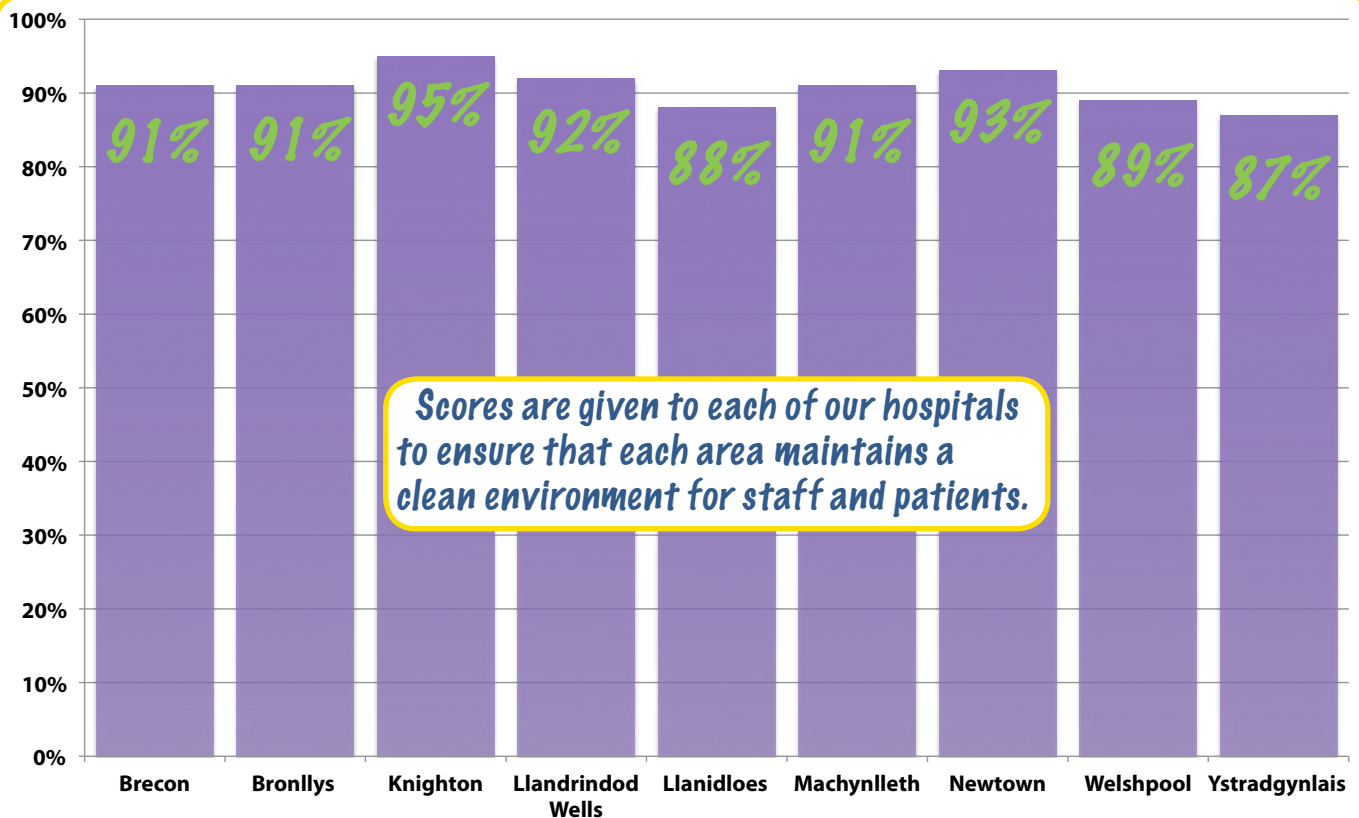
Our Women and Children's directorate has appointed someone to make sure that any adverse incidents are investigated and reviewed. They make sure that lessons are learned and shared across the organisation. We aim to take appropriate and immediate actions to improve the quality of our services and prevent any future occurrences.

An example of Quality Improvement is within our Paediatric Speech and Language Therapy Service which has appointed link therapists. These therapists ensure that any babies and young children with feeding & swallowing difficulties, including those born with cleft lip and palate are transferred from out of county specialist teams to local service with care packages in place prior to transfer. This ensures a safer experience for these children and better support for their families.

Looking back: safe care

Hospital Norovirus / Diarrhoea and Vomiting Outbreaks

During the last year across Powys there have been 3 outbreak episodes affecting 49 people (staff & patients) resulting in 35 days where wards have been unable to admit new patients. While we hope to have no episodes at all, this is much improved from the previous year and demonstrates the hard work by our staff to continuously improve the cleanliness of our ward environments.



No one wants a pressure ulcer

A pressure ulcer is an area of localised pressure damage to the skin and underlying tissues caused by pressure, shear, friction and or combination of these. There are 6 categories, 1 being the lowest. There need not be a break in the skin for damage to have occurred. Pressure ulcer incidents in our Hospitals have continued to decrease in 2013/14 in comparison to 2012/13. We still want to do more to reduce pressure ulcers in our hospitals.

151

Pressure ulcers in 2012-13

86

Pressure ulcers in 2013-14



Nigel Broad, Senior Nurse, was rewarded for his years of dedication to nursing when he was awarded an MBE in the New Years Honours.

Nigel carried out a lot of the work on pressure ulcers that has led to major changes across Wales in the way they are managed.

Looking back: standards for health

Standards for Health Services

The 26 Quality Standards were launched by the Welsh Government in 2010 to provide a guide so all areas can assess themselves and improve. These are now well used in Powys and help us to see where we are doing well and where we need to improve.

The organisation is currently working towards strengthening the link between the Standards and our risk register to help us to pick up areas of concern at an earlier stage. This will help us improve patient care. Details of the Standards can be found at: <http://howis.wales.nhs.uk/sitesplus/867/page/42827>
<http://howis.wales.nhs.uk/sitesplus/867/page/42827>

Patient Safety Wales <http://www.patientsafetywales.org.uk/> require compliance of the Health Board against patient safety alerts. The alerts consist of 3 types, Rapid Response Reports (RRR's), Safety Notices and Safety Alerts.

We have continued to meet our targets on compliance with patient safety alerts. For example in 2013 we changed all our syringe drivers, equipment which allows the delivery of drugs to patients in their homes. The new syringe drivers are easier to use and have additional safety features. Also a quick guide poster has been developed for staff to follow when a patient has fallen with a suspected head injury or fractures.

Protection of Vulnerable People

We have made improvements during the year to enable staff working with vulnerable people to improve protection and safeguarding practice. Some examples are given below:

Child Protection

- The Safeguarding records within the Children's Team have all been scanned in to the Child Health System, ensuring that up to date information is available to the whole team.
- The Safeguarding team are now working closely with Kaleidoscope (an organisation that works with adults with substance misuse problems) to identify potential problems with families at an earlier stage.
- We now join safeguarding meetings in North Wales and in England to discuss cross border issues and improve communications. More work is needed to strengthen our commissioning arrangements for safeguarding with our partners.

Adult Protection

- Training for the protection of adults is now part of the staff induction and mandatory training.
- Wales-wide guidance on pressure ulcers has been produced with all grade 3 & 4 pressure ulcers being investigated. This goes to an adult protection investigation when any indication of neglect is identified whether in a hospital, community or care home.
- A database to record all health board involvement in adult protection cases has been established.

Number and Types of Incidents

All incidents, serious or otherwise, are reported on our electronic reporting system and monitored centrally by the Quality & Safety Unit. After investigation, improvements are put in place and lessons shared. The learning from all investigations and concerns is shared across Powys.

Type of incident	2012/13	2013/14
Internal Complaint (from a member of staff)	0	17
Incidents involving a contractor, member of public or a visitor	1	46
Incidents involving a patient	1944	1622
Incidents involving staff	289	208
Child protection issues	47	68
Vulnerable Adult issues	14	13
Other incidents	484	459
Informal complaints	27	34
Mental health Service incidents	181	105
Total incidents	2987	2572

The category "Other Incidents" includes incidents that do not involve a patient or staff member directly. Examples of incidents in this category include fire alarms and environment issues.

Public Services Ombudsman for Wales (PSOW)

16 complaints were referred to the PSOW in 2013/14 for Powys teaching Health Board.

All of these related to the All Wales Retrospective Continuing Health Care Funding applications, which is managed in Powys. If a member of the public is unhappy with the outcome of an application, they may appeal. If they remain dissatisfied, they can then refer their case to the PSOW.

Serious Incidents

All serious incidents reported in Powys are reported to Welsh Government and other external bodies as required; these are subject to investigation and reported to our Quality and Safety Committee. In 2013/14 there were 21 serious incidents in Powys.

Looking back: standards for health

Commissioning/External Providers

Work has continued to strengthen our links and to ensure quality and safety is a key element of our commissioning with external partners. The developments are:

- Developing the quality assurance framework
- Working with ABMU Health Board to reduce the number of pressure ulcers on patients coming from their hospitals
- Being involved in the Rapid Response Review of Wye Valley NHS Trust
- Being involved in the Wye Valley NHS Trust Clinical quality Review Forum and monitoring the quality of services
- Agreeing on data from Shrewsbury & Telford Hospitals to provide assurance
- Updating the Quality & Patient Safety Assurance Long Term Agreement schedules for this year

Future Fit:

We are working with Shropshire and Telford to look at the future of services for the people of mid-Powys who use services over the border in Shropshire. This will involve public engagement over the next year or more

Effective Care

Audiology

In April 2014, we set up hearing aid clinics in Brecon and Crickhowell to give closer access to our patients. We engaged with the local audiology volunteer groups to assist in the set up. In addition, volunteers in Knighton and Llandrindod Wells area are currently being trained.

The Life after Stroke Programme

This was launched across Wales in February 2013, as part of a 1000 Lives Campaign. Its aim is to help stroke survivors to return to as independent and active a life as possible. In 2013/14, we conducted a number of patient user workshops to develop a local 'stroke passport'. We worked with our key partners including the Local Authority and Third Sector organisations to ensure that the passport is comprehensive and include all relevant information and contact details.

Self Referral to Physiotherapy

People in Powys have been able to access physiotherapy services without the need to see their GP since April 2013. This reduces the demand for GP appointments. GPs have said "Excellent service, patients like it" and 89% of the GPs would recommend the service. Referral forms can be found in GP surgeries, physiotherapy departments and on the GP and Health Board websites.

Leg clubs

Our 'improve care in the community for patients with leg ulcers' project won this year's NHS Wales Awards for 'Improving Quality through Better Use of Resources'. The district nursing team has established a number of specialist 'Leg Clubs' which enable patients to receive treatment collectively in a local community venue rather than in their own home or in a hospital. The new way of delivering care has improved the healing of ulcers and the social aspect has had a positive impact on patients self esteem. It has also reduced the recurrence of hospital admissions and saved a significant amount of money.



Over the last year, the Social Foot Care Partnership has gone from strength to strength due to the hard work of the coordinators, commitment of volunteers and training by our Podiatry staff. More people in Powys are now able to access affordable social foot care locally. The Podiatry Team works with the Third Sector and the County Council to ensure this.

Looking back: effective care

Virtual Wards

The Virtual Ward/Community Resource Team is designed to support people within their own homes, to prevent an unnecessary admission into hospital. They bring together the G.P.s, District Nurses, social workers and other health professionals to provide coordinated care. They are based around each GP practice across South Powys: Hay & Talgarth, Brecon, Crickhowell and Ystradgynlais.

Their purpose is to:

- avoid preventable hospital admissions
- support people to manage their long term conditions
- promote and provide active rehabilitation
- promote health and wellbeing
- support discharge from hospital

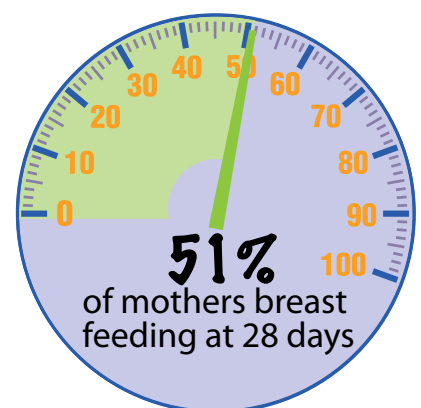
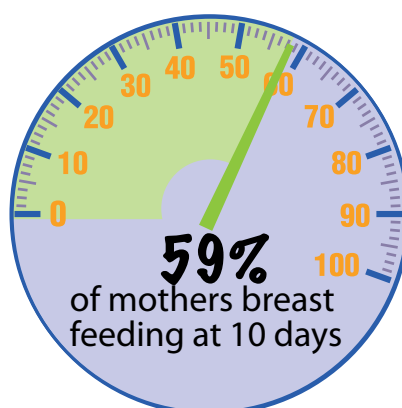
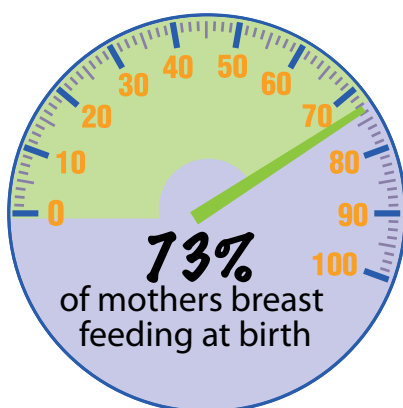
This has improved the way that teams work together, and has improved the experience of care for its patients.

Anti- psychotic drugs

We have worked with care homes to reduce anti-psychotic prescribing in people with mental health problems. We have reduced prescribing from 29% to 20% in care homes. This work has been supplemented with producing checklist and advice for care homes and for carers.

UNICEF "Baby Friendly" Status

Maternity and health visiting services were successful in gaining UNICEF 'Baby Friendly' level 2 status this year. This is reflected in the high numbers of women who choose to breastfeed at the birth of their baby and also of those who continue to do so. Our staff are well trained to provide effective support and advice on Breastfeeding.



Glan Irfon Health and Social Care Centre

Working with the Council, we have built a new Health and Social Care centre with state of the art facilities at Glan Irfon in Builth Wells. Key services at Glan Irfon opened in autumn 2013, with the outpatient facilities previously offered at the old Builth Wells Hospital now provided at Glan Irfon. This includes an extended dental service able to treat more patients than previously, and an enhanced community nail cutting service not previously offered at the old hospital.

The new 12 bed short stay unit opened in June 2014 after a delay while a new home manager was recruited.

The new model for delivering nursing and social care will see a community nursing team based at Glan Irfon, providing care to the community and those in Glan Irfon unit as needed.



Looking back: dignified care

Dignified Care

NHS Wales User Experience Survey

This year we started using the new NHS Wales User Experience Survey to understand how our patients value our services. This is a standard set of questions that are now being used across Wales. To begin with we have only used it with Occupational Therapy patients and those attending MIU. We expect use it across other services in Powys this year.

86% of people rated the Occupational Therapy service as scoring 8 out of 10 or better, with most giving it 10 out of 10

"I very much appreciated the care taken on a home visit and the cheerful approach shown during my stay in hospital. All questions and worries were answered and all needs required to make life easier at home were promptly put into place" – OT patient responding to survey

Dignity & Essential Care Inspections (DECI) by Healthcare Inspectorate Wales (HIW)

On February 26th 2014 Healthcare Inspectorate Wales undertook an unannounced dignity and essential care inspection of Llewellyn Ward, Bronllys Hospital. Findings indicated that staff demonstrated respect for the dignity of patients, for example that staff were observed to be discreet when engaged in conversation with patients; also that most patients were confident that they had been involved in plans for their discharge from the ward. Areas for improvement included health record and medication chart completion and the need for regular updates in infection control training.

Since the visit the following improvements have been put in place:

- Documentation on the ward is currently being reviewed and updated to bring it in line with policy requirements.
- All staff now have access to electronic learning on the completion of food charts and allocated time to undertake electronic learning.
- Roll out of the new e-learning training on infection prevention and control has started.

Fundamentals of Care

The Fundamentals of Care Standards have been developed and implemented to improve the quality of fundamental aspects of health and social care for patients and service users in Wales. These audits are completed once a year and is divided into three areas Service user/carers experience; Staff experience and Operational questions and a report is submitted to the Board and Chief Nursing Officer for Welsh Government.

The service user Experience audit took place on 6th November 2013 with just over 200 patients/carers surveyed.

- Patients overall satisfaction with care provided to them and their families scored 93%.
- Patients surveyed were satisfied with the standards of care that they received with 98% stating either always or usually.

Full details can be found at:

<http://www.wales.nhs.uk/documents/All-Wales-FOC-audit-Report-English.pdf>

Launch of butterfly Scheme for Dementia

We recognise the importance of dignity and respect for patients, and have adopted the 'Butterfly Scheme' across all Powys community hospitals. The scheme involves a discrete way of identifying patients with dementia to allow the staff looking after them to treat them effectively.



Staff have been trained to communicate with dementia patients and Champion Volunteers have been nominated across hospital departments to ensure the successful delivery of the scheme.

Timely Care

What we have achieved:

Improvement in access to GP Practices

Access to GP services in Powys has improved within the past 12 months as additional practices are now offering increased appointments towards the end of the day.

- Every practice is open for either daily core hours (8am-6.30pm) or within one hour of daily core hours.
- Every Powys practice offers appointments between 5pm and upto 6.30pm every weekday.

Memory Assessment Services

Memory assessment services are being set up across Powys. They aim to reduce the time between the onset of symptoms and diagnosis of the problem.

Looking back: timely and unscheduled care

Unscheduled care

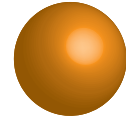
Waiting Times for all referrals

The target set by Welsh Government is that 95% of patients should wait less than 26 weeks from referral to treatment (RTT) with a maximum wait of 36 weeks.

At the end of March this year, 326 patients were waiting over 36 weeks. 134 of these were with Welsh providers and 192 were with English providers.

92%
wait less
than 26 weeks

>6%



26-36 weeks

>2%



more than 36 weeks



Last year 650 people from Powys went to Accident and Emergency units. 85% of these were seen within the recognised standard of 4 hours and 98% within 12 hours.

During the same time period 1,046 Powys residents went to a Minor Injury Units (MIU) in Powys and all were seen within 4 hours.

We are continuing to work with other Health Boards/trusts to improve Accident & Emergency performance for our residents.

Waiting Times for Cancer Patients

Measure	Achievement 2012/13	What we achieved 2013/14
Welsh Providers		
Delivery of the 31 day (98%) standard referral to treatment for Cancer	98%	98%
Delivery of the 62 day (95%) standard referral to treatment for Cancer	86%	90%
English Providers		
One month (31 day) diagnosis to first treatment waits for all cancers (96%)	97.3%	98%
31 day wait for second or subsequent treatment: anti cancer drug (98%)	99.2%	98.5%
31 day wait for second or subsequent treatment: surgery (94%)	100%	95.9%
31 day wait for second or subsequent treatment: radiotherapy treatment (94%)	98.3%	95.5%
Two month (62 day) (urgent GP referral to first treatment) wait: all cancers (85%)	85.3%	78.2%
All cancer two week wait (93%)	95.5%	93.1%
Two week wait for symptomatic breast patients (where cancer was not initially suspected (93%))	93.8%	89.7%

Minor Injury staff at Llandrindod Wells Hospital are training to enhance their skills as Emergency Nurse Practitioners at various Universities. The team Leader has completed her Advanced Nurse Practitioner Level 7. This now allows the unit to give 24 hour cover with emergency nurse practitioners.

Ambulances arrived within the 8 minute target only 58% of the time last year. Their target is to do so 65% of the time.

We are working with the ambulance service to find ways of improving services for the people of Powys

Looking back: individual care

Individual Care

Catering

We employ 53 Catering staff and they catered 245,521 meals in total for our patients in 2013/14. We participate in the All Wales Hospital Menu Framework Task and Finish Group which has been established to support the concept of an All Wales approach to menu development and recognise and acknowledge the potential benefits for hospital inpatients. A new 14 day menu has been developed to allow the nutrition standards to be fully met and is currently being rolled out amongst the nine hospital sites.

Early Christmas

An "early Christmas" was held in Llandrindod Hospital for a palliative patient to have a traditional Christmas experience with the family. Both nursing and non-clinical staff were involved in helping give the patient and family a special day.

Patient Experience

Throughout 2013/14 we continued to improve what we know about patient experiences in Powys. At our Improving Patient Involvement and Experience (IPIE) committee, representatives from the Health Board, Community Health Council, Powys County Council, Age Concern, Powys association of Voluntary Organisations and Powys Carers meet to discuss patient experiences. The main themes discussed this year have been:

- NHS Wales User Experience Framework and surveys
- Transport for patients
- Francis Report and its implications for improving patient care



Omar and Jose are two members of our catering staff who helped served 245,521 meals across Powys last year!

Patient Stories

Staff have been trained to capture patient experiences in the form of “stories” which are then used to review and improve service delivery. A patient story is presented at every Board meeting.

One family's story

Earlier in the year the Board heard one family's account of their experiences with children's disabilities services for their 8 year old daughter. Their daughter has complex needs (cerebral palsy –with whole body involvement) and they found it difficult dealing with so many agencies.

This patient story is not just about one profession but is about all the agencies input. The family have had a wide range health community services, educational and local authority services involved since the birth of their daughter. Whilst every family is unique many of the challenges they have experienced are shared by many. They have raised issues with our services regarding our interventions, communication processes, and levels of service, e.g. Continuing Care package, and equipment provision. This is in an evolving story and as their daughter changes and develops and they face new challenges with physical growth, emotional development and independence, adolescence, transitions to high school and beyond.

We have made changes to how some of our services are delivered in the light of the comments they have made and this process will continue.

Powys Sexual Health Scheme achieves Accreditation

Powys is one of just three counties in Wales to have accredited status for its sexual health C-card scheme.

The scheme allows young people to access sexual health advice and condoms at local venues by showing their card. The scheme is run in partnership with Powys Youth Service and Powys teaching Health Board.

Putting things right

Putting Things Right was put in place in April 2011 by NHS Wales to deal with concerns about NHS services which places openness and learning at the heart of the arrangements. Response times have been affected by staffing difficulties. These have now been resolved and we aim to improve our response rate for this year.

Looking back: individual care

Type	2012/13	2013/14
Total number of concerns	146	243
Concerns responded to within 30 working days	73%	53%
Concerns responded to between 30 working days and 6 months	21%	26%
Concerns responded to between 6 and 12 months	6%	0%
Remaining open	0%	21%

Redress

Redress is a range of actions that can be taken to resolve a concern where the organisation might have been at fault in causing harm. It can be in the form of an apology and explanation of what happened, an offer of treatment/rehabilitation to help relieve the problem and /or financial compensation.

Between April 2013 and March 2014 Powys had 21 cases presented to the Redress panel. Six of these cases were upheld and we were found to have not reached the acceptable level of care. Three were due to pressure damage; two were due to fractures and one due to a medication error.

Dementia Friendly Environments

It has been demonstrated that an appropriate environment can play a significant part in helping people with dementia with orientation and reducing agitation. The Kings Fund audit has been completed for all Community Hospital wards in Powys and the Dementia Lead and Project Officer are meeting with the Estates Department to develop and action plan to implement a range of recommendations. Llanidloes hospital has repainted its doors to make them easier to identify for people with dementia.



At Llanidloes hospital, doors have been repainted to be more dementia friendly.

Our staff

GP Workforce

Powys has 147 General Practitioners of which 62 are aged 51 and over. As of January 2014, 26% of the GP workforce was provided by Locums.

Pay Bill

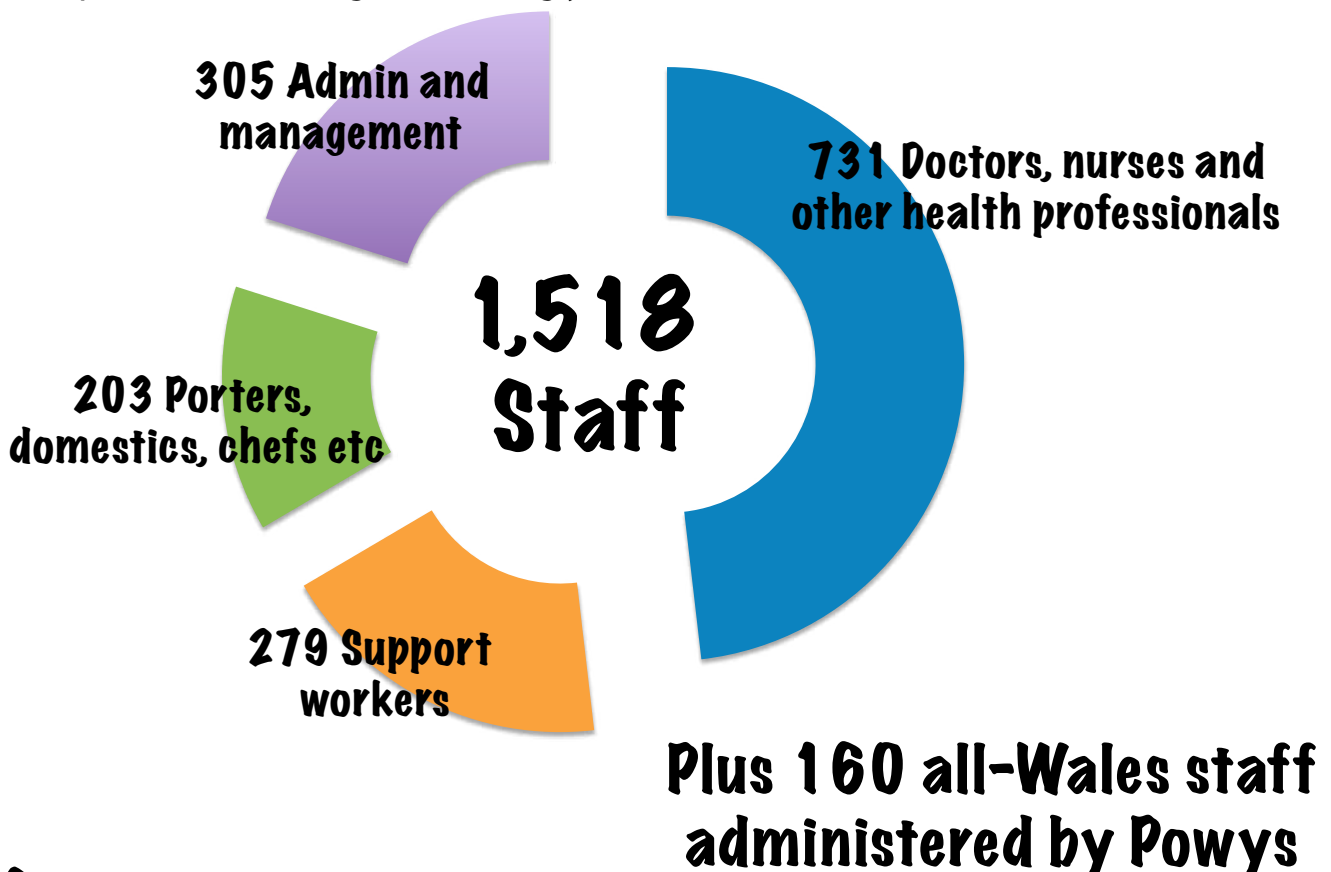
We spend about £50 million on our staff. This is about 1/5 of our total budget. This is significantly less than the pay costs of other Health Boards who spend around 70-80% of their total budgets on staff. This is because we spend most of our money buying services from other providers.



Petula Garner is the Respiratory Nurse Specialist for South Powys and last year she won the Royal College of Nursing's 'Clinical Nurse Specialist of the Year' award.

Staff Health and Wellbeing Strategy

We have now developed a clear Staff Health and Wellbeing Strategy that will be developed further during this coming year.



Looking back: our staff

Staff in Post

At the end of March 2014, we employed 1,678 people. The chart opposite provides a breakdown of the staff groups employed by us for the provision of services for the Powys population.

Measles Outbreak

There was an increase in uptake of MMR Vaccine among staff following a campaign by Occupational Health after the measles outbreak last year. All staff born before 1970 who did not have a history of two vaccines were recalled to Occupational Health and offered vaccination.

Brecon District Nurses have been nominated and short listed for the best community student placement of the year.

More staff had the flu vaccine this year than ever before. at 42%, Powys had one of the highest rates in Wales. But still below the 50% target.

It takes more than clinical staff to run a hospital. Anthony is one of the Porters in Brecon who help keep the hospital running



4. Looking Forward

Our quality Priorities are set out in our three year plan 2014 – 2017 which describes the approach to planning and delivery of services for the residents of Powys. The One Powys Plan, agreed by Powys County Council and us outlines ways of working together to support and respond to the local needs of the community of Powys.

Our service plans are based around harnessing the strengths of our primary care and community services to provide as much care as possible close to home. We want to improve quality without spending more money and we aim to do this by finding better ways to deliver our services.

The table below sets out our main quality improvement aims for 2014/15. These will be monitored through the Quality & Safety Committee.

Themes	Improvement Actions	Target /measure progress
Staying Healthy	Improving the uptake of the flu vaccination in our target groups.	70% of over 65 year olds vaccinated 52% in people aged under 65 years “at risk” vaccinated 50% of pregnant women vaccinated 45% of all staff vaccinated
	Improving Human Papillomavirus (HPV) Vaccination uptake in girls reaching 13 to 17 years of age.	90% of girls vaccinated.
	To further reduce the incidents of pressure ulcers within the organisation and further understand the problem of “inherited ulcers” (patients coming to Powys hospitals with ulcers developed elsewhere).	To have a lower number of incidences of pressure ulcers originating in Powys. To map where “inherited ulcers” originate.
	To reduce the number of smokers in Powys by increasing the number who use smoking cessation services.	5% of smokers make a quit attempt via smoking cessation services, with at least 40% of those who attended having confirmed as quit at 4 weeks using a carbon monoxide monitor.

Themes	Improvement Actions	Target /measure progress
Safe Care	Developing a stronger assurance for all our commissioned services in line with the “Together for Health”, the five year vision for NHS Wales, (Welsh Government, 2012)	Data reported regularly on incidents, complaints and patient experience.
	Continue to assure the public that we give safe levels of care in line with the Andrew’s report, especially in the fields of Hydration, Night Sedation, Continence and Medicine Management.	This will be monitored via the “Walkround” Scheme by the executive directors and Peer Review Walkrounds along side existing monitoring arrangements.
Effective Care	Roll out the use of the NHS Wales User Experience Survey to additional services.	Numbers of surveys completed and changes made to current services.
	The roll out of the “Virtual Ward” scheme to other areas of the organisation.	Number of areas offering this scheme.
Dignified Care	The reconfiguration of LLandrindod Wells Hospital; and associated properties.	Detailed, costed plans for submission to WG will be drawn up which will improve patient facilities, flow around site and ensure patients are cared for in suitable environment
	Dementia plan – implement some of the changes recommended e.g. change colour of toilet doors	How many environments have actually been changed to meet the plan.
Individual Care	Increase the use of patient stories and be more inclusive of general public in any future surveys and ensure this information is used to develop services	To show improvements as a result of patient stories and use information from surveys to help plan futures services.
	Improve the number of Concerns responded to within 30 working days	Reduction in the number of concerns waiting more that 30 days.
	Implementation of All Wales menu in our Hospitals to improve quality of choice and costings.	Monitoring how many of our sites are following the All Wales Menus.
Our staff	Bronze Improving Quality Together (IQT)	64% of all staff to have completed training.

Statement from the Community Health Councils

Montgomeryshire and Brecknock & Radnor CHCs note the contents of the Annual Quality Statement for 2013/14. The councils welcome the improvements in quality standards reported by Powys teaching Health Board in respect of the health services it provides within Powys and in terms of the waiting times for Powys patients who are treated at acute and specialist hospitals out of county.

The CHCs encourage the health board to ensure that waiting times targets for Powys patients are achieved as a minimum. The CHC will continue to monitor and scrutinise patient services in and out-of-county. Where the CHCs identify concerns, situations and / or practice that does not put patients and their interests first, these will be pursued including drawing them to the attention of the Health Board.

We note the additional training and development needs being addressed as an outcome from the Francis report, and take some comfort that this has been effective from the increase in the number of internal complaints recorded compared to the previous year.

We note that a significant number of targets were not achieved and we hope that the Trust will not simply continue with programs and activities that have not delivered the desired outcomes. New approaches must be launched if the desired outcomes are to be realised.

Ann Mathias
Chair
Brecknock and Radnor CHC

Roy Norris
Chair
Montgomeryshire CHC

Limited Scope Assurance Report to the Board of Powys Teaching Health Board on the Annual Quality Statement

We have been engaged by the Board of Powys Teaching Health Board to provide an independent assurance review in respect of the Annual Quality Statement for the year ended 31 March 2014.

Respective responsibilities of the Directors and auditors

The Directors are responsible for the content and the preparation of the Annual Quality Statement in accordance with the criteria set out in Annual Quality Statement 2013/14 guidance issued by Welsh Government.

Our responsibility is to form a conclusion, based on limited assurance procedures, on whether anything has come to our attention that causes us to believe that:

- the Annual Quality Statement is not prepared in all material respects in line with the criteria set out in the guidance issued by Welsh Government in January 2014; and
- the Annual Quality Statement is not consistent in all material respects in line with the criteria set out below.

We read the Annual Quality Statement and considered whether it addresses the content requirements of the guidance issued by Welsh Government, and considered the implications for our report if we became aware of any material omissions.

The scope of our assurance work has not included governance over quality or the testing of performance indicators.

Conclusion

Based on the work we have performed, the Health Board has achieved the best possible outcome for the scope of work specified. As a result of our work, we are able to provide an unqualified limited scope assurance report in respect of the content of the Annual Quality Statement. Based on the results of our procedures, nothing has come to our attention that causes us to believe that, for the year ended 31 March 2014;

- the Annual Quality Statement is not prepared in all material respects in line with the criteria set out in the guidance issued by Welsh Government in January 2014; and
- the Annual Quality Statement is not consistent in all material respects with the sources specified above.

Kate Webb

Head of Internal Audit Powys teaching Health Board

NHS Wales Shared Services Partnership

5 August 2014

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Stay Informed

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We welcome all comments and are happy to provide further information on request. Please contact us to request this report in a different format.

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