

POWYS TEACHING HEALTH BOARD ANNUAL QUALITY STATEMENT 2015/16

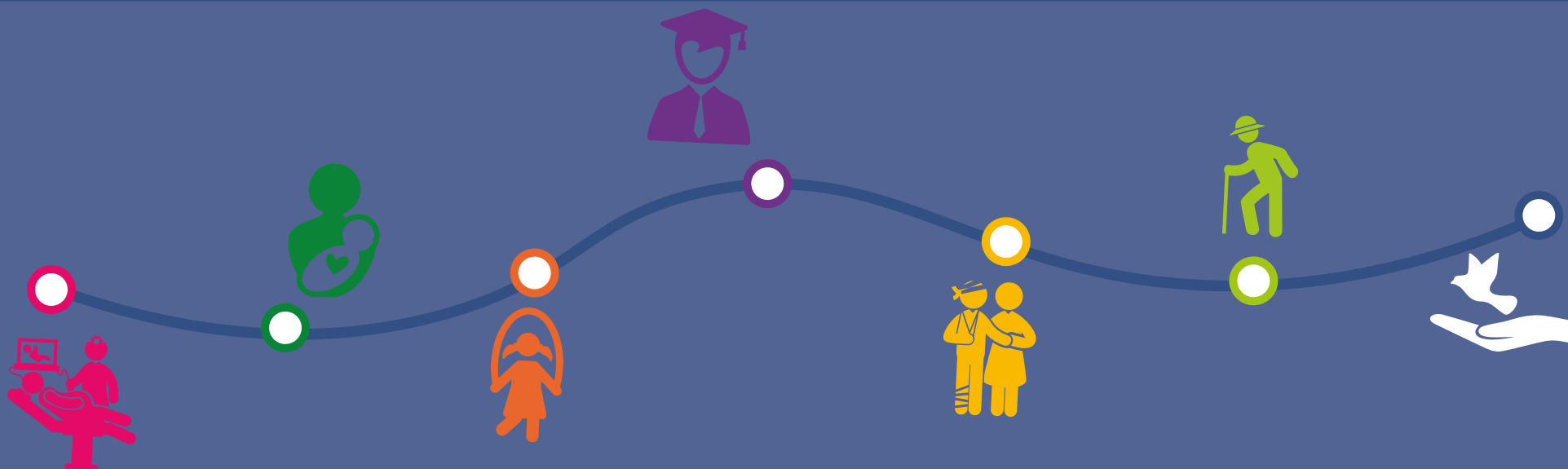


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Addysgu Powys
Powys Teaching
Health Board



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Welcome: Chief Executive and Chair

One of our key aims in serving the people of Powys is to strive for excellence in everything that we do. We hope this report helps to demonstrate the real progress we are making and our focus on the areas where we know we can improve. During 2015/16 we have focused on listening to patients, carers and families, and acting on what they say. The use of patient stories has meant that active changes have taken place as a direct result. It has been really pleasing to see, through an extensive patient survey, that our patients on the whole continue to be very positive about the care they receive in Powys. We know though that where we don't get it right we need to continue to improve our response and we are putting real effort into this.

Staff are working hard and seeing real success in supporting improvement in health and wellbeing. More staff than ever before have taken up the flu vaccination protecting themselves, their patients, communities and families. Teams are also supporting patients in healthy living actions including stopping smoking and oral care. We are also working to involve the people of Powys in their health services and in the coming year this will be a key focus.

There has been real progress in providing more services in Powys reducing the need for people to travel outside of the county and improving access to services. This includes the new Endoscopy service and our award winning Virtual Ward service which is bringing significant benefits to patients and families.

We are pleased with the continued improvements and look forward to more in the coming year.

*Carol Shillabeer, CEO (left)
Viv Harpwood, Chair (right)*



Statement: Chair of the Quality and Safety Committee and Director lead for Quality and Patient Safety

The health board has continued its focus on providing safe and high quality care. Executive directors and independent members have participated in walkrounds across services and witnessed first-hand patient experiences and care in action. Good practice and areas for improvement have been highlighted and actions taken in response.

We recognise that in 2016/17 we need to shift our focus as we continue on our journey of integration. Seeking increased assurance on the quality, safety and effectiveness of care to ensure patients get the best experience wherever it is provided and when it is needed.

Being open and transparent has been at the heart of quality and patient safety in Powys. During the last year we have developed a range of quality and patient safety indicators, improved our response times for complaints and published our patient experience strategy.

In 2016/17 we will need to focus on patient outcomes and ensure we deliver the best care. We can do this by working with our healthcare partners, commissioners, key stakeholders and our local population to drive up quality and patient safety across the health board.

We are looking forward to the year ahead and continuing to ensure we deliver safe, effective, timely and quality care to our residents at every stage of their life journey.

Rhiannon Jones, Director of Nursing and lead for Q&S (left), Roger Eagle, Chair of Q&S committee (right)



Occupational Therapy
Child and Adolescent Mental Health
Community dentistry
Pain Management
Speech and Language Therapy
Womens Health
Midwifery
Reablement
Minor Injuries
District nursing
Podiatry
Theatre
Endoscopy
Radiography
Dietetics
Psychology
Physiotherapy
Specialist nursing
Stroke rehabilitation
Palliative care
Mental Health

What we pay other Health Boards and Trusts to provide for you

Ear, Nose and Throat services
Day case care and treatment
General surgery
Rheumatology
Orthopaedics
Gynaecology
Management of blood disorders
Mental Health
Inpatient care
Management of bladder disorders
Oral Surgery
Eye treatment
Childrens services
Urology
Outpatients
General Medicine
Dermatology

Our work

We want to provide the best possible health, wellbeing and care services for the 133,000 people living in Powys and we work closely with the public, partners and stakeholders to make this happen as locally as possible. Much of this care is provided in the community by General Practices (GPs), Community Hospitals, Nurses, Pharmacists, Optometrists, Dental practices and other valuable services.

As we don't have a District General Hospital, we buy a large range of services from other organisations in Wales and England including general surgery and hospital led maternity. We are also increasing our range of consultant led outpatient sessions, day theatre and diagnostics in community facilities, bringing care out of the acute hospital setting.

We are always striving to bring as many services back into Powys as possible, including assessments and follow ups after treatment.

The people we care for

We want to provide the highest quality care at every stage of a person's life journey, from pregnancy to end of life care.

The population in Powys has a greater proportion of people aged over 50 years and a smaller proportion of working age adults compared with the rest of Wales. This is projected to grow by 2033, with the over 65 age group set to increase dramatically, with an 80% increase between 2008 and 2033. The health needs of older people will drive a growing demand for services whilst it will still be important to ensure robust care and support is provided for everyone.

Powys Teaching Health Board's vision of 'providing truly integrated care, centred on the individual' is supported by six key aims of:



Improving Health and Wellbeing



Striving for Excellence



Making Every Pound Count



Ensuring the Right Access



Involving the People of Powys



Always with our Staff

Staying Healthy

Staying healthy is about taking the decisions and adopting the behaviours that can delay or even prevent you becoming unwell in the first place.

Eating well, exercising and having vaccinations against illness can all help to prevent you from becoming ill unnecessarily.

National screening programmes are also important in helping to identify disease early and allow for earlier treatment, with a faster, better outcome.

We said...	Target	How we did
We would improve flu vaccination uptake	<ul style="list-style-type: none"> 70% over 65yrs 52% people aged under 65yrs "at risk" 50% pregnant women 53% healthcare staff 	<ul style="list-style-type: none"> 64% over 65yrs* 45% people aged under 65yrs "at risk"* 54% pregnant women** 56% healthcare staff***
We would improve childhood vaccination uptake	<ul style="list-style-type: none"> 95% uptake childhood vaccines 	<ul style="list-style-type: none"> 96.0% 5 in 1 at 1 yr 96.9% MenC at 1 yr 94.0% MMR1 at 2 yrs 94.7% PCV at 2 yrs 94.3% HibMenC booster at 2 yrs
We would reduce smoking rates	<ul style="list-style-type: none"> 4.4% smokers treated by NHS smoking cessation services 40% treated smokers CO validated as successful at 4 weeks 	<ul style="list-style-type: none"> 2.2% of smokers were treated 40% of treated smokers were CO validated as successful at 4 weeks
We would reduce childhood obesity	<ul style="list-style-type: none"> Less than 23.9% reception class children overweight or obese 	<ul style="list-style-type: none"> 23.6% reception class children overweight or obese

* Provisional figure as at 6 April 2016.

** Provisional figure as at 30 March 2016. Figures for uptake of influenza vaccine in pregnant women are difficult due to number of reasons, including the number and variable use of Read codes that can be used to identify pregnant women and timeliness in removing these Read codes following birth or loss of pregnancy. For these reasons, the figures should be interpreted with caution.

*** Provisional figure as at end February 2016.

Improving dental health in children and adults

The Designed to Smile programme, that encourages improved dental health in children, continues to expand with 3,000 children receiving supervised tooth brushing guidance in 39 areas across Powys. An estimated 1500 children have also received Fluoride varnish which helps protect teeth from decay and all early years children have received oral health advice.

A number of events also took place to raise adults' awareness of mouth cancer including road shows in leisure centres and supermarkets, and activity around National Smile Month from May to June 2015.

Be Mouth Aware: Our community dental teams promoted mouth cancer awareness week in December 2015



Making Every Contact Count – supporting healthier choices

We have continued to build on Making Every Contact Count (MECC), an approach that encourages conversations about behaviour change and empowers people to lead healthier lifestyles. MECC is used to promote:

- Stopping smoking
- Reducing alcohol consumption
- Physical activity
- Healthy eating
- Mental wellbeing
- Immunisation and health

More than 180 health board staff, including midwives and health visitors, have received MECC training to enable them to have the knowledge, skills and confidence to discuss with patients how healthier behaviours can improve health and wellbeing. It's already showing results with double the number of referrals to Stop Smoking Wales in the months following the training.

All pregnant women are also being offered support to stop smoking with the opportunity to have Carbon Monoxide monitoring to identify smoking status and access to smoking cessation services.

Take up for stop smoking services has continued to improve. Carbon Monoxide monitoring is offered again postnatally by Health Visitors in Flying Start areas with a plan to extend this across Powys in 2016/17.

Walking groups

An emphasis on improving physical activity has led to midwives, health visitors and action for children staff receiving training on leading walking groups for patients. These will be rolled out across Powys in 2016/17.

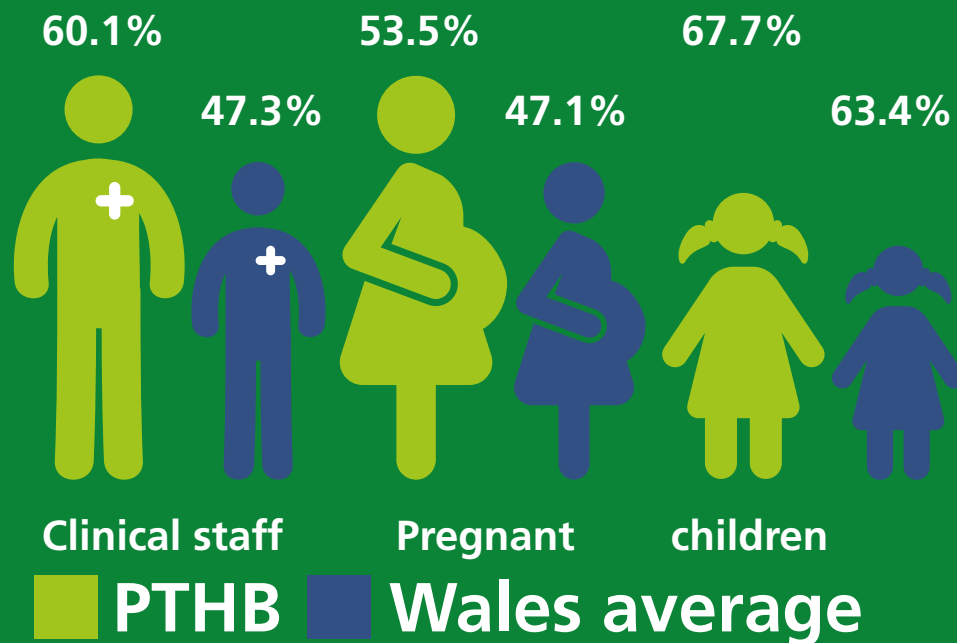
Success: increase in flu vaccinations in staff, children and pregnant women

The health board was delighted that the uptake of flu vaccination increased amongst staff, pregnant women and eligible children during 2015/16 compared to the previous year.

PTHB was the highest performing health board in Wales for staff flu immunisation, having increased its take up by over 9% last year.

We were also the highest performing health board in Wales for take up with pregnant women and the second best performing health board for take up of the nasal spray in children.

Our Occupational Health Team was commended for the high levels of flu immunisation uptake achieved and were the worthy winners of two Flu Fighter Awards during 2015/16: Flu Fighter Best Communications Team and Flu Fighter Cymru Champion Award.



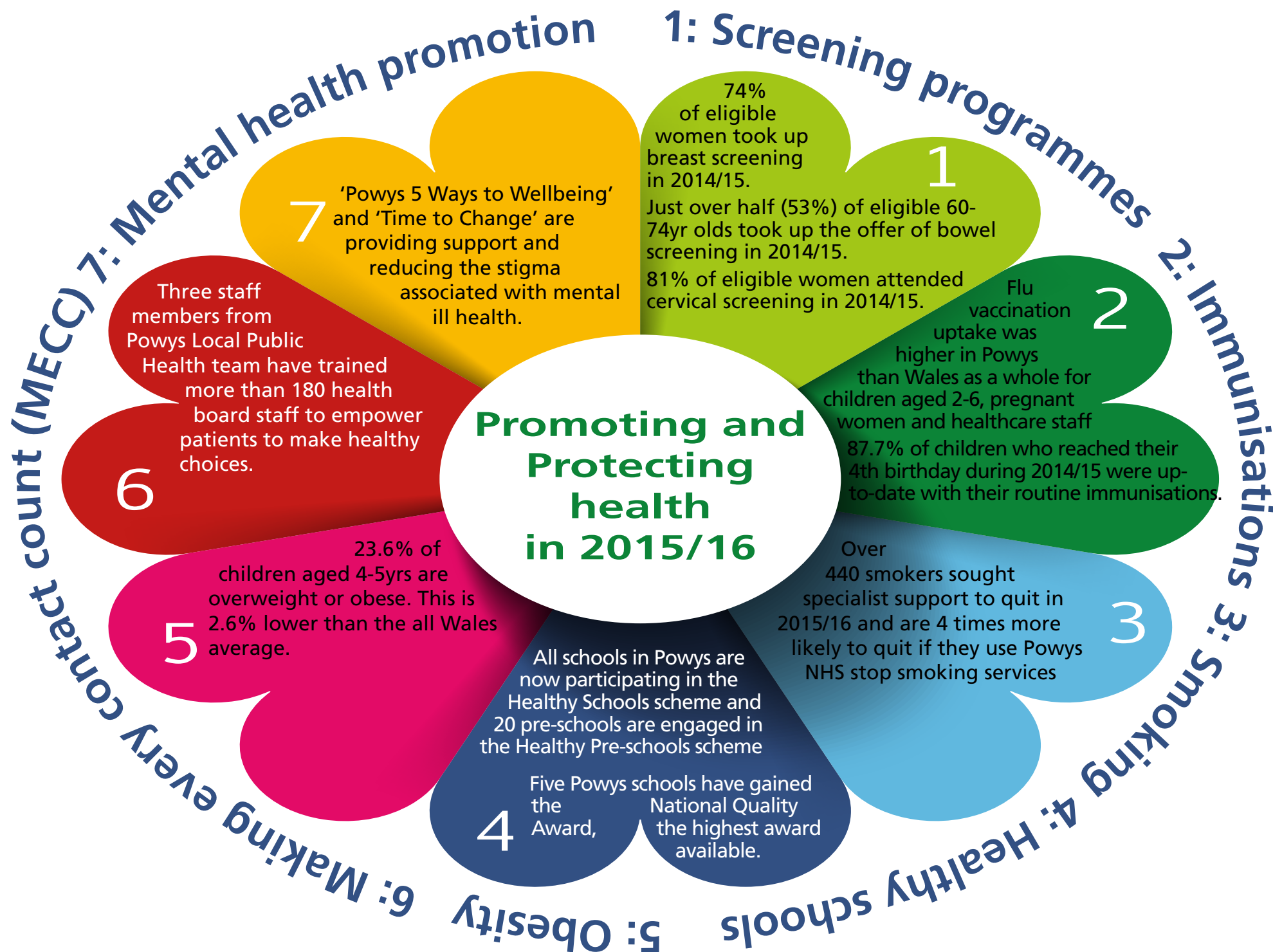
Smoke-Free Playgrounds

The health board, Powys County Council and Public Health Wales worked closely together to support the roll-out of smoke-free playgrounds across Powys. This voluntary measure encourages smokers to think about the implications of smoking near play areas, so children are protected and do not see smoking as a normal part of daily life.

In May 2015, all primary schools in Powys were invited to design and enter a Smoke Free Poster competition. Over 250 entries were received and five finalists were chosen to be part of a public vote to decide the winning entry. An online voting system was created on the health board website to enable people across Powys to vote for their favourite poster. The winning poster was designed by Olivia Thompson-Richards, a Year 5 pupil from Llanfaes Primary School. It was made into official signage and is now on display in playgrounds across Powys.

Children from Llanfaes Primary School performed a rap to warn of the dangers of smoking as part of the launch of the Smoke Free Playgrounds initiative.





Safe Care

Patient safety is a priority for the health board and we aim to avoid all possible harm when we care for people, whether that's in our community hospitals, community services, or in your home.

We have targeted areas where we know people can suffer harm, for example reducing falls, preventing pressure ulcers and reducing the risk of healthcare associated infections.

We said...	Target	How we did	
We would reduce the number of patients who fall on more than one occasion	<ul style="list-style-type: none">Baseline measure of patients who fall on more than one occasion.Reduction in the number of patients who fall on more than one occasion.	2014/15	2015/16
		Multiple Fallers	81 83
		Single Fallers	183 216

Did you know?

Work to prevent falls in a community hospital setting has been carried out by Jim Kingsbury, Charge Nurse at Ystradgynlais Hospital as part of a IQT silver project. This good practice is being shared with other hospital teams.



Preventing Patient Falls

Work has been progressing to support the reduction of falls across hospital sites. However, we are aware that further urgent work is required to reduce the number of patients who fall on more than one occasion. This will be a priority in 2016/17. Considerable work is taking place to prevent patient falls including;

- using telehealth technology such as alarm mats and sensor aids to prevent and manage falls in hospitals
- assessing wards to enable them to become more dementia friendly and sensitive to the needs of individual patients
- increasing the number of patients who had one-to-one care
- introducing 'Bay Watch' in a number of wards which ensures a member of staff is constantly in the bay to monitor and support patients who are at greater risk of falling
- delivering Falls Prevention programmes across Powys run by specialised Therapy staff

Community Services are also working closely with Welsh Ambulance Services NHS Trust to prevent and manage falls in the community, ensuring patients who are referred following a fall at home are seen in a timely manner.

The newly appointed Assistant Director of Nursing is leading an inpatient falls steering group with the Care of the Elderly Consultant and we are currently reviewing the work plan for the in-patient falls group to ensure it delivers further improvements.

Helping patients with diabetes and nutrition

A scheme to help patients who have recently been diagnosed with Type 2 diabetes to understand and manage their diet and condition has been rolled out across Powys. The three hour sessions were run by the Dietetics department 48 times during 2015/16, with an increase in referrals and improved attendance.

Health Care Practitioners and Practice Nurses have been invited to attend these sessions to see what is involved so they can encourage more patients to participate.

A number of other innovations to support nutritional needs in patients have been developed including;

- Staff training on the use and consistency of thickeners to help improve nutrition in patients who have difficulty in swallowing
- Developing guidelines for the management of under-nutrition in the community
- 'Eating for 1' training for midwives across Powys to support them in giving advice to mums-to-be
- Implementing the national 'Water Keeps You Well' campaign as a pilot at Welshpool Hospital

Reducing Obesity in Children

As part of a drive to reduce childhood obesity in Powys we have supported a range of work which provides opportunities for physical activity and healthy eating. These include training some of our Health Visitors and Midwives as "walk-leaders" enabling them to run buggy walks for pregnant women and parents with babies/toddlers, and piloting FRESH in Ystradgynlais - a new programme which aims to support families with primary school aged children to take more exercise and eat healthily.

We have also been developing plans for Health Visitors to promote healthy weaning using "weaning parties" and to expand the Health Visitor led Splash y Spri parent and baby swimming sessions to other parts of Powys.

Reducing Healthcare Associated Infections

We continue to work hard to keep our hospitals clean and safe for our patients. All staff are involved in infection prevention and receive continuous training. We have carried out considerable work around finding the causes of healthcare associated infections and have strengthened the way we share best practice and learning from events to prevent any reoccurrences.

During 2015/16, the health board had no MRSA bacteraemia cases and 22 cases of Clostridium difficile from April 2015 to March 2016.



Keeping wards clean is key to helping reduce infections

More than 80% of the Clostridium difficile cases were picked up outside of our hospitals, and a new project, tackling infection in the community is being developed for the coming year.

Pressure Ulcers

Work to reduce pressure ulcers in patients in our community hospitals has continued to be a priority and has seen a reduction in more serious pressure ulcers over the last three years, with Ystradgynlais Community Hospital having no pressure ulcers since May 2015. There has however been an increase in all pressure ulcers across Powys, from 58 in 2014/15 to 70 in 2015/16, in particular in relation to grade two ulcers. Improving this will be key during 2016/17.

Safeguarding

It's important to ensure that staff are appropriately trained in safeguarding the public and there has been a concerted focus on improving the numbers trained, with 61% receiving safeguarding adults training and 70% safeguarding children training.

There were 14 recorded Protection of Vulnerable Adults incidents during 2015/16, with two incidents linked to the same individual. There is also currently an Adult Review taking place in Hereford of a Powys patient and we are awaiting the final report.

The health board has a multi-disciplinary 'Protecting Vulnerable People Group' which meets quarterly to discuss all safeguarding matters and ensure learning.

We are also working closely with Powys County Council to develop a report that considers the most appropriate systems are in place to safeguard and support older people.

Procedural Response to Unexpected Death in Childhood (PRUDiC)

There have been fewer than five unexpected child deaths in Powys that resulted in a PRUDiC. These cases are not always linked to NHS care provided but there is a multi-agency approach to looking at the cases and recommendations made for improvements where identified. In 2015/16 no improvements for NHS care have been highlighted.

Patient Safety Notices

In 2015/16, 20 patient safety notices were issued. Of these, seven did not apply to Powys and in 13 we were fully compliant. To find out more about patient safety notices, visit www.patientsafety.wales.nhs.uk

Serious incidents

Serious incidents include those that are not under the direct control of the Health Board, such as patient falls, unexpected deaths, suicides, etc. Where we are aware of serious incidents that happen to the people of Powys in other organisations whom we have purchased care from, we report these to Welsh Government.

In 2015/16 a total of 35 serious incidents were reported, four of these related to mental health provider services and one to an inherited pressure ulcer. Lessons have been learnt and improvements made including better record keeping and strengthening safeguarding.

Never events

Never events are serious incidents that are wholly preventable by the health board and should never occur – we had no Never Events in 2015/16.

Claims

At the end of 2015/16 we had four open clinical negligence claims, with no themes or trends identified. Since April 2015 we have closed three cases, with two being discontinued and one being inactive for a period of time. There have been no themes or trends identified.

Within Powys we had nine open personal injury claim cases at the end of 2015/16. Two cases have been closed since April 2015. There have been no themes or trends identified.

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 and or rehabilitation to help relieve the problem, and or financial compensation.

11 cases have been reviewed since April 2015, of which one resulted in financial compensation and lessons learnt have been shared across the service. Examples of lessons learnt from all cases include:

- The importance of staff values and behaviours
- The importance of a full assessment and appreciation of a patient's presenting condition
- The need for timely review of blood results

Public Services Ombudsman for Wales (PSOW)

If a member of the public is unhappy with how we handle their complaint they can refer it to the PSOW.

During 2015/16, 19 complaints relating to Retrospective Continuing Health Care were referred to the PSOW. Two of these were upheld and two more are awaiting a decision. To find out more visit www.ombudsman-wales.org.uk

Welsh Health Specialised Services Committee

Welsh Health Specialised Services Committee (WHSSC) is a Joint Committee of the seven health boards in Wales. It works closely with health boards to ensure that any specialised service commissioned is of a high standard and that there are no concerns identified from a quality perspective. They do this on our behalf through a quality assurance framework which is reported into the health board.

Mortality in Powys

All health boards in Wales review the care of patients who have died in hospital and this is called a mortality review.

As there are no inpatient hospice facilities in Powys, about 10% of our hospital inpatients are admitted specifically for end of life care. This gives the health board a relatively high crude mortality rate when compared to areas with hospice facilities.

The Patient Experience, Quality & Safety Committee have focused on mortality throughout 2015/16, increasing their understanding and this will continue in 2016/17.

For further information visit www.powysthb.wales.nhs.uk/sitesplus/documents/1145/q%26s_6.3_mortality_report%20report.pdf

Effective Care

We are committed to making sure you receive the care you need, when you need it and are working to transform services to ensure you also receive care closer to home. Here are some areas we have made progress during 2015/16.

We said...	Target	How we did
We would roll out the "Virtual Ward" in mid and north Powys	<ul style="list-style-type: none">Virtual ward areas in operation throughout Powys	Virtual wards up and running across Powys

Did you know?

New weekly gastroenterology clinics were started in Brecon, Ystradgynlais and Llandrindod Wells hospitals this year, meaning fewer patients having to travel outside of Powys for appointments.



Virtual Ward across Powys

The virtual ward has been rolled out across Powys and is successfully providing a comprehensive service to frail and elderly patients to ensure they are cared for safely and effectively at home, avoiding unnecessary admission to hospital.

It continues to build on its success as during 2015/16, there was a 12% drop in emergency admissions to District General Hospitals compared to the previous year, leading to savings of £342,000. This enabled further investment in our services, particularly in Community Respiratory Nurses and Community Diabetes Nurses.

The impact that the work has made was recognised nationally when it won the overall NHS Wales Award 2015 for Outstanding Innovation in Care.

A recent satisfaction survey led by the Community Health Council also reported positive feedback from users of the service.

Independent Prescribing Rights

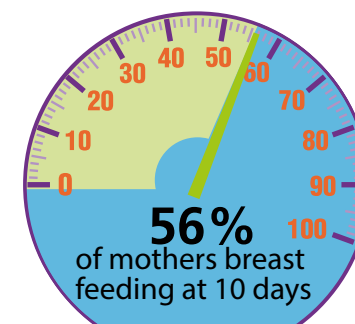
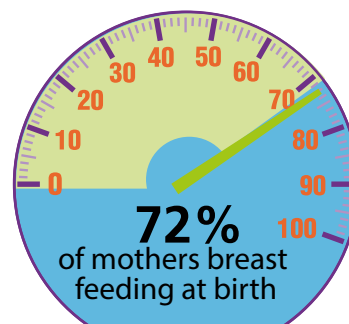
Physiotherapists and Podiatrists now have independent prescribing rights as well as nurses, which provides a more convenient, higher quality of care and patient experience. It enables people to get the treatment they need in one place and without repeat visits to different health professionals.

Breastfeeding Award

The health board is delighted that its health visiting and maternity teams have been awarded Baby Friendly Initiative (BFI) stage 3 accreditation by UNICEF (United Nations Children's Fund).

BFI is a global programme providing a practical and effective way for health services to improve the care provided for mothers and babies. In the UK, it works to protect, promote and support breastfeeding, and to strengthen mother-baby and family relationships.

Continuation of breastfeeding remains high in Powys in comparison to national averages.



Powys has higher rates of breastfeeding than other areas

Participation in National Clinical Audits

The health board participated in a number of national clinical audits including;

- Audiology Audit – where we recorded our highest ever quality score, with auditors highlighting the excellent use of volunteers and the newly developed pathway for the treatment of ear wax.
- Pulmonary Rehabilitation Audit – which showed that 75% of patients with chronic obstructive pulmonary disease who were offered a place on a rehabilitation course took it up and, on completing the course, were able to walk further than before.
- Foot Care in Diabetes – patients from across Powys took part in this audit to check quality of foot care and results will be published later in 2016.

Organ Donation

On 1 December 2015, Wales became the first of the home nations to introduce an opt-out system for organ donation. From this date every adult resident of Wales will be deemed to have consented to donate their organs unless they have specifically registered an objection to becoming a donor.

Although if you do nothing, it will be assumed that you want to donate your organs after death, it is important to know that you can still positively opt-in and register yourself as an organ donor. Register as an Organ Donor at www.organdonation.nhs.uk

Dignified Care

Everyone has a right to be treated with dignity and respect and we believe this is very important. We are pleased that most people tell us they are happy with the care they receive, but we know there are occasions when the care we provide does not meet the standards. When this happens we take action so that we can learn and put things right.

We said...	Target	How we did
We would report on 12 key areas as identified by the Older Persons Commissioner for Wales	<ul style="list-style-type: none">Progress report on implementation	We have reported progress to the Quality & Safety Committee and the Board

Did you know?

Brecon was the first community in Wales to be officially recognised as 'dementia friendly'. Several other towns in Powys are making good progress to joining Brecon.



Dementia

In anticipation of the significant growing number of people with dementia that are predicted not only in Wales, but worldwide, the health board has been working with Powys County Council, Powys Association of Voluntary Organisations and other key partners to revise and strengthen our Dementia Plan. This will be approved shortly.

Quality and Safety Walkrounds

Executive Directors and Independent Members continue to jointly carry out quality and safety walkrounds in ward areas and during 2015/16 shadowing sessions in the community were also introduced. This enabled valuable insights to be gained into community services in action.

Community Health Council (CHC) Inspections

The Community Health Council carried out inspections to Older Peoples Mental Health Assessment Units with some key areas identified as being in need of improvement such as signage and the need for Occupational Therapy support in providing activities.

Health Inspectorate Wales (HIW)

Health Inspectorate Wales (HIW) have carried out inspections within General Practices and Dental Practices. Reports and updates are available at www.hiw.org.uk

Community Health Council/Health Inspectorate Wales Joint Inspections of Practices

Joint inspections of GP Practices by CHCs and HIW have taken place to provide views from a patient's perspective. Feedback was mainly positive, however some themes were identified for improvement including the environment, communication and information provided to patients.

Dignified Care

As part of the Trusted to Care development work additional continence training in all hospital sites has been delivered to ensure the best guidance and clinical practice is being followed by the ward teams.

Partnership working

We enjoy working closely with partners in Powys to deliver and design quality healthcare services that meet people's needs and were delighted to collaborate with the following organisations;

- **PAVO (Powys Association of Voluntary Organisations)** - on behalf of the Mental Health Partnership in Powys led by the health board, PAVO's Mental Health Team supported individuals who represent the views, priorities and issues of people who use services and those close to them. In 2015 we were successful in obtaining three year funding from Comic Relief to set up local groups to enable greater grass-roots participation.
- **Powys Armed Forces Community Covenant Group** - to improve community facilities to support the wellbeing of Forces personnel including creating an 'At Ease' Veterans' garden at Bronllys Hospital site to be used for outdoor therapy space.

The Veterans Garden was opened in July 2015



Timely Care

We know how important it is to provide the right care at the right time and in the right place and are continually working to achieve this. Here are some areas of improvement made.

We said...	Target	How we did
We would undertake further developments to Rheumatology Services in Llandrindod Wells Hospital	<ul style="list-style-type: none">• Increase in number of patients receiving services.	In reviewing services, and recognising demand, newly referred patients waiting longer than 12 months, were seen in Hereford. Developing the service in Llandrindod Wells will be a priority for review in 2016/17.

Did you know?

Powys Minor Injury Units saw 18,450 patients in 2015/16 and 99.5% of patients were seen within four hours. No patients waited longer than 12 hours.



Primary Care

We are continuing to review access to general practices across Powys and current evidence shows that;

- 100% of Powys practices are open for either daily core hours or within one hour of daily core hours. Powys continues to have no half day closures.
- 100% of Powys practices offer appointments between 5pm and 6:30pm every weekday
- In hours emergency dental access with out-of-hours and weekend provision is available.

Reduction in waiting times for Child and Adolescent Mental Health Services (CAMHS)

Additional investment provided by Welsh Government has helped to significantly reduce CAMHS waiting times. There has been a continued reduction in waiting times for both assessment and intervention to no greater than 28 days by end of March 2016 and by February 2016 no young person in Powys was waiting for any appointment for assessment or intervention.

Faster results for Colposcopy tests

Newtown Colposcopy Services has reduced the waiting time for patients to receive their results from six weeks to four weeks by redesigning their administrative processes and increasing the number of colposcopy sessions. In addition the Colposcopy Clinic Nurses also provide telephone support for patients who are under the care of the team.

Delayed Transfers of Care

The greatest cause of delayed transfer of care continues to be community care arrangements, with a lack of care packages and the presence of social workers at

multidisciplinary team meetings being key factors. There has been investment in Care Transfer Coordinators across the South Locality to support discharge of Powys residents from District General Hospitals.

Welsh Ambulance Response

In October 2015 the Welsh Ambulance Service revised its measure for emergency response. Since the introduction of the new Red 0-8 minute category Powys has met the 65% target twice in the period October 2015 to April 2016. A total of 278 out of 440 red category calls were answered within the 8 minute target.

Waiting times for referrals

99.9% of patients referred to PTHB were assessed and treated within Welsh Government's waiting time target of 95%.

The percentage of patients who received treatment from neighbouring Welsh health boards within 26 weeks was 83.3% with 249 patients waiting more than 36 weeks.

And of those patients who were referred for treatment in English health organisations, 92.4% were treated within 26 weeks with 70 waiting longer than 36 weeks.

Waiting times for cancer treatment in Wales

Welsh providers met the 98% target for the 31 day treatment pathway for 8 months in 2015/16. They met the 62 day pathway treatment target of 95% for five months for the same period.

Waiting times for cancer treatment in England

English providers met the 96% target for the 31 day treatment pathway in 4 out of 12 months in 2015/16 financial year. However they only met the 62 day pathway target of 85% twice in 2015/16 financial year.

Individual Care

We want to work with you to ensure the care you receive is meeting your individual needs, appropriate and delivered as close to home as possible.

We are developing new ways of listening to people and have found it helpful to hear stories from our patients.

We said...	Target	How we did
We would increase the number of concerns responded to within 30 days	<ul style="list-style-type: none">Reduction in the number of concerns waiting more than 30 days	We are making progress

Did you know?

Sue Grounds and Ann Bamsey have been jointly given the Community Nurse of the Year Award by the Royal College of Nursing. They were celebrated for their success with Sblash a Spri, a group in Ystradgynlais which aims to get parents and babies into the water as early as possible.



Complaints

Work to improve processes to ensure effective and efficient dealing of complaints received by the health board resulted in 'Reasonable Assurance' following a review by Internal Audit. This means the work we have done has improved our response but further attention is needed in some areas, such as ensuring we respond within 30 working days where possible.

In December 2015, the Board approved a new policy for dealing with concerns (incidents, complaints and claims) and this has been followed by training for staff across the organisation.

The table below shows the number of formal concerns received by the health board.

	2012/13	2013/14	2014/15	2015/16
TOTAL CONCERNS	146	149	131	154
Acknowledgement within 2 days of receipt	-	-	-	142
Responded to within 30 working days of receipt	106	39	42	105
Responded to within a period exceeding 30 working days but within 6 months of receipt	31	47	42	48
Responded to within a period exceeding 6 months of receipt	9	13	1	0

Example of lessons learnt include;

- Strengthening the management of waiting times by our provider organisations
- Reinforcing the standards and importance of communication in discharge planning

- Importance of correctly labelling dispensed medication with dosage instructions
- Providing more support for carers

Invest in your Health

A new programme to improve the health and wellbeing of patients with long term health conditions has been accessed by 84 people in communities across Powys and 57 people in GP practices. Evaluation of the pre and post questionnaire showed the difference it had made with 78% reporting an increase in healthy eating, 78% saying their confidence had improved and 44% reporting that they felt less anxious and depressed.

Pets as Therapy

It has been heartening to see the therapeutic impact Jack the dog has made in helping to improve patients' wellbeing at Bronllys Hospital.

Patients have responded so well that visits have been extended to another ward and another volunteer and her dog have also been accepted.

Peta and Jack won the Volunteer of the Year award at the Staff Excellence Awards this spring.



Patient Experience

Following a successful consultation workshop involving staff and stakeholders working in partnership the Board approved the Patient Experience Strategy in February 2016. An implementation plan is now being developed in partnership.

Patient experience questionnaires also play a vital role and in 2015, nearly 600 patients took part, who were receiving care in 43 clinical areas across the health board. Their feedback helped us to understand the experience of care for our patients alongside the valuable information we receive from compliments, complaints and concerns.

The words used by patients to describe our District Nursing service. The larger the word, the more often it was used.



Director of Nursing Rhiannon Jones said:

"We are very proud of these results, which show that we are getting it right for most patients. They also remind us that we don't get it right every time. This feedback, along with the complaints and concerns we receive, help us to improve. We have already identified several priorities including improving oral & mouth care in the community, and providing a better sleep environment in our hospitals."

In line with the All Wales results, the patients surveyed gave an overall satisfaction rate of 98% across in-patient services and district nursing.

All patients as part of the patient experience survey are offered the opportunity to leave comments, highlighting anything particularly good that they would like to tell us about and/or any improvements that could be made. These comments have been displayed in a picture format (word cloud), based on the words that appear most often.

Patient Stories

Listening to patient stories and experiences is so important for the health board as it not only offers an opportunity to hear first hand about the level of care and attention received, it also crucially lets us know what we could and should be doing better to ensure the best possible care is delivered at all times across Powys.

A patient story is presented at each Board meeting to enable discussion, reflection and to act on the feedback to drive service change and improvement. A number of actions have been taken to improve services as a result of patient stories, including:

- Joint working with health and social care to ensure seamless services are provided to patients
- Better care planning across the midwifery team
- Improvements to appointment systems made



The Minister for Health and Social Services visited the site for the new birth centre in Llandrindod Wells in the spring of 2016

Improving facilities for pregnant women

A new birth centre is being built in Llandrindod Wells Hospital that will include a birth pool and accommodation to enable partners to stay with women following birth. The centre, which will improve care for women choosing to give birth locally, is part of wider plans to improve and modernise facilities in the hospital.

Carers' Experiences

Carers make a big impact in improving patients' experiences but it's really important that they too receive support for their health and wellbeing. With an ageing population in Powys there will be an increase in people requiring care leading to a greater number of carer assessments, personal care plans and improvements in information and consultation.

Providing carers with appropriate support is a key action for the health board which is putting in place a number of measures including;

- Ensuring that individuals will be cared for in their own home or community if that is the preferred choice of the individual and the carer
- Helping carers to maintain employment, education and training where they choose.

A Joint Commissioning Strategy for Carers sets our multi-agency plan and is managed as part of the One Powys Plan partnership arrangements. Our priorities are to ensure that we understand what services are needed for carers and design them accordingly. This will include ensuring that more carers are identified and their needs assessed, they can access services and support in a timely manner and young carers are helped to fulfil their life choices.

Improving care for older people

The Health Board provides regular reports to the Board and via the Annual Quality Statement to the Older Peoples Commissioner for Wales on the 12 key areas outlined in her report in 2015. These key areas apply to the quality of care and experiences of older peoples whilst in the hospital setting.

Progress includes:

- improving continence care
- better nutrition
- training more staff to be aware of dementia and able to provide appropriate care
- listening to patient experiences
- promoting independence

Regular reporting on falls, pressure ulcers and discharges between midnight and 6am continue to take place and although improvements are being made, there is still more to be done in this area. This will be a focus for 2016/17.

Staff and resources

We continue to invest in and support our staff to ensure that we are able to deliver the high quality care and excellence we strive to achieve.

We want to make Powys a great place to work and somewhere that makes a real difference for our patients and staff.

We said...	Target	How we did
All clinical staff will have undertaken their Bronze Improving Quality Together (IQT) by 2016.	<ul style="list-style-type: none">100% clinical staff trained in IQT Bronze.	47% (529) clinical staff have completed the Bronze level
	Although progress has been made in the numbers of staff participating in Improving Quality Together there are still many more who need to have the training. Overall, 822 out of 1725 staff have completed the Bronze level and 9 staff the Silver level.	

Did you know?

Looking after the health and wellbeing of our staff is important and everyone is encouraged to have 15 minute work breaks and are offered subsidised gym membership

Statutory and Mandatory Training

There has been increased focus on ensuring staff complete their statutory and mandatory training in the last year. We have not achieved set targets for compliance (expectation 80% up to 95%) and we recognise we need to do better and this will be a focus for 2016/17.

During 2015/16, the following was achieved;

- 48.57% (835) of our staff have achieved over 80% compliance (9/11 or higher of courses completed)
- Of these, 16.46% (284) have attained 100%
- 22.51% (387) of staff have achieved 6 – 8 of the 11 requirements
- This means that 71.09% (1222) of staff have achieved 6 – 11 of the requirements
- 28.91% (497) have achieved 5 or less, with 6.57% (114) who have not completed any of the topics.
- Average completion by subject is now 64% (range 48% to 76%)

Our Staff – who are they?

On 31st March 2016, there were 1725 staff in post. Of these 567 are Nurses and Midwives, 139 are Allied Health Professionals and 434 are other clinical staff. We also have 585 administrative, estate and support staff.

In total, 114 staff transferred to the health board from a variety of disciplines including psychiatry, psychiatric nursing, occupational therapy and psychology when management of Mental Health Services came back to the health board.

Pay Bill

Our pay bill has remained the same as last year. We spend about £50 million on our staff. This is about 20% of our total budget.

Revalidation

The Nursing and Midwifery Council has recently revised the process by which nurses and midwives undergo registration, which is now called revalidation. To ensure the readiness of registrant staff who work for the health board a number of actions were taken, including the formation of a steering group with key staff to support implementation and awareness sessions attended by over 300 staff. All registrants also received a letter to ensure that they were aware of the changes and were encouraged to talk to their line manager if they had any concerns.

Our Values and Behaviours

Following the development of our Values and Behaviours framework, we have focused on revising our appraisal documentation to demonstrate values in action through doing the right things in the right way and doing them better. As at 31 March 2016, 80% of staff had received an appraisal.

New diploma for staff

A new diploma for Physiotherapy Support Workers has been developed in Wales and Powys is leading the way by implementing it within its Physiotherapy Services.



Looking forward

We will continue to focus on improving quality in all our services to ensure people across Powys receive the best possible care. A key part of this will be an increased focus on involving people in their care, listening to their experiences and using their thoughts to help shape future services to ensure they meet their needs.

We know there are areas that we need to improve, in particular the time in which we respond to complaints, and reducing and preventing patient falls and pressure ulcers. This will be a priority during 2016/17.

We will also be concentrating on developing our services and improving patient outcomes both in the care we deliver locally and what we pay other health organisations to provide. This includes major trauma and cancer treatment.

Quality is a constant thread that runs throughout the organisation and is integral to our Integrated Medium Term Plan, which looks at improving quality of care at each stage of a person's life journey from birth to end of life care.

Find out more about our IMTP at www.powysthb.wales.nhs.uk/imtp



What we'll do	How we'll measure it
Staying Healthy	
Keep smoking prevalence below 2016 target levels.	Fewer than one in five people in Powys smoking
Provide effective stop smoking services	2.1% smokers treated by NHS smoking cessation services. 40% treated smokers CO validated as successful at 4 weeks.
Reduce childhood obesity	Less than 23.5% Reception class children overweight or obese.
Maintain childhood vaccination uptake	95% uptake of childhood vaccines at 4yrs
Improve flu vaccination uptake	75% over 65yrs. 75% people aged under 65yrs "at risk". 75% pregnant women. 50% healthcare staff.
Safe Care	
Reduce the number of patients who fall on more than one occasion	Reduction in the number of patients who fall on more than one occasion.
Reduce grade 2 hospital acquired avoidable pressure ulcers	Reduction in the number of grade 2 hospital acquired avoidable pressure ulcers
Effective Care	
Improve the environment of care through decluttering to enable effective cleaning to minimise the risk of healthcare associated infections.	All areas will be visited during 2016/17 to carry out a decluttering exercise and implementation plans put in place.

What we'll do	How we'll measure it
Dignified Care	
Develop and implement the patient experience strategy implementation plan	A rolling programme of Patient Experience activity across all areas of the Health Board
Improve patient experience and satisfaction	Reduction in number of concerns raised
Timely Care	
Ensure that all patients are treated within the 36 week RTT targets.	Number of patients treated within 36 weeks.
Individual Care	
Improve response times to complaints	Increase in number of complaints responded to timely
Staff and Resources	
Improve compliance with statutory and mandatory training	Increase in compliance of prioritised modules for clinical and non-clinical staff

Independent 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 report in respect of the content of the Annual Quality Statement for the year ended 31 March 2016.

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 2015/16 guidance issued by Welsh Government.

Our responsibility is to form a conclusion, based on the agreed terms of reference 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 circular issued by Welsh Government during February 2016; and
- the Annual Quality Statement is not consistent in all material respects in line with the criteria set out below.

Helen Higgs
Head of Internal Audit: Powys Teaching Health Board
NWSSP
1 July 2016
Email: helen.higgs@wales.nhs.uk
Telephone: 01495 332151

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 specific scope of work that we have performed, in accordance with the agreed terms of reference, we are able to provide an unqualified, independent 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 2016;

- the Annual Quality Statement is not prepared in all material respects in line with the criteria set out in the circular issued by Welsh Government during February 2016; and
- the Annual Quality Statement is not consistent in all material respects with the sources specified above.

Stephen Chaney
Audit Manager: Powys Teaching Health Board
NWSSP
1 July 2016
Email: Stephen.chaney@wales.nhs.uk
Telephone: 01495 332052

Statement from Powys Community Health Council

Powys Community Health Council (CHC) was established on 1st April 2015 as a new county wide CHC with two local committees one covering the pre 1974 county of Montgomeryshire and the other covering the former county areas of Radnorshire & Brecknock.

Powys CHC welcomes 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, commissioned by the Health Board. The CHC continues to 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 CHC identifies concerns, situations and/or practice that do not put patients and their interests first, these are pursued including drawing them to the attention of the Health Board in its providing and commissioning role. The CHC is pleased that through the agreement of the Health Board's Chair and Chief Executive it continues to offer a paper, in public, to meetings of the Health Board at which it can highlight, raise issues and gain resolution at Board level. In addition access to the Chair, Chief Executive, Executive Directors and other senior officials helps to resolve many issues swiftly and effectively. Further, the attendance of the CHC Chair, Vice Chair, Chief Executive and Executive Directors at meetings of the CHC and its local committees provides immediate access for CHC member to the highest levels of the health board in relation to quality and other issues.

The CHC welcomes and supports the Teaching Health Board's policy of increasing the number of health services being provided or re-provided in Powys. This benefits patients and their relatives, widens

staff experience, skills and knowledge and brings other benefits to rural Mid Wales. The CHC encourages the Board to continue this policy both in respect of its community and hospital services and in relation to the services it commissions from primary care providers such as GP practices. The CHC will monitor progress.

Throughout 2015/16 the members of Powys CHC have undertaken service monitoring and inspection visits to NHS and NHS funded services in Powys and to NHS acute hospital services commissioned by Powys Teaching Health Board [THB] from local health boards in Wales and NHS Trusts in England. During 2015, the CHC and THB agreed a protocol and flow chart to handle the issues identified and recommendations made by the CHC. Powys CHC has welcomed the openness and transparency of the THB in responding to the CHC. This has demonstrated the THB's commitment and energy in addressing and improving quality. Further, this demonstrates the THB is listening and willing to act. The CHC is pleased that Powys THB invested considerable time and energy in 2015/16 – and into 2016/17 – in working with and offering support to two NHS Trusts in England serving Powys. The CHC considers this outward look to be vital in commissioning good quality health services for the residents of Powys.

The CHC recognises that during 2015/16 the Health Board devoted significant effort in improving performance against its targets. The CHC looks to the Health Board to continue to focus on achieving these targets as it moves forward through 2016/17 and to continue driving its quality agenda within Powys and through its commissioning of services delivered outside Powys.

Clr Rosemarie Harris
Chair

J David Adams
Chief Officer

Find out more...

Thank you for reading our Annual Quality Statement

Our mission is to deliver high quality care and services to you. If you would like to comment on this publication you can contact us in the following ways;

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Twitter: [@PTHBhealth](https://twitter.com/PTHBhealth)

YouTube: www.youtube.com/PowysTHB

We welcome all comments and are happy to provide further information on request.



www.powysthb.wales.nhs.uk



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Please contact us to request this report in a different format.