

Powys Teaching Health Board
Strategic Plan for Clinical Consultations in Welsh
2019-2024: Report (2023)

The Purpose of this Report

In accordance with the requirements of Welsh Language Standard 110(A), the health board must publish a report on the progress of its 5 year plan on Clinical Consultations (Published in accordance with Standard 110). The full plan is available on [our website](#).

Standard 110	You must publish a plan for each 5 year period setting out - (a) the extent to which you are able to offer to carry out a clinical consultation in Welsh; (b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh; (c) a timetable for the actions that you have detailed in (b).
Standard 110A	Three years after publishing a plan in accordance with standard 110, and at the end of a plan's 5 year period you must - (a) assess the extent to which you have complied with the plan; and (b) publish that assessment within 6 months.

Actions in our plan to improve the ability to offer clinical consultations in Welsh

There follows a list of the actions identified in the original plan drawn up by PTHB under Standard 110, along with a review of those steps, and some discussion of possible steps for the next plan.

Staff Welsh Language Skills

Objective	Increase the number of staff with Welsh language skills able to offer clinical consultations in Welsh.	
Actions	Progress	
Monitor the number of staff able to deal with the public in Welsh.	<p>January 2021 - This information is available on ESR. Service Leads and Managers are also regularly advised to learn who the Welsh speakers are within their teams in order to help plan services and identify any gaps.</p> <p>March 2022</p> <ul style="list-style-type: none">Working Welsh lanyards and badges have been distributed to staff across departments in the Health Board and in Primary Care locations to make it clear to patients where they can receive a Welsh language service. These have been distributed to GP Practices, wards and departments across Powys.Teams backgrounds which include the Iaith Gwaith logo and the Dysgu Cymraeg logo are now available on the intranet for all staff to use. This can help identify a Welsh speaker in an online meeting or consultation.The importance of assessing the Welsh language skills needed for posts is reiterated at the quarterly Welsh language service leads meetings and departments have been reminded to assess the Welsh language skills of posts when advertising. <p>January 2023</p> <ul style="list-style-type: none">Our ESR data (as of October 2022) show that 245 members of PTHB staff have Welsh skills between level 3 -5. These staff will work across the health board however, and not all will be clinical staff treating patients.Iaith Gwaith merchandise continue to be distributed across all sites and the availability of them are promoted in the corporate induction session and on the Welsh language Sharepoint pages.We have developed a new toolkit for managers to use to monitor the language skills needed when recruiting to new and replacement posts in order to increase the number of roles advertised as needing Welsh skills.	
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This action does not commit the health board to do anything other than monitor Welsh language skills, and it should be noted that having recorded the ability to use Welsh does not mean that that staff member is necessarily able or willing to offer a clinical service in Welsh.		

	2018-19	2019-20	2020-21	2021-22
Unknown	333	911*	408	360
Level 0	1023	1077	1134	1136
Level 1	506	565	574	598
Level 2	126	151	153	162
Level 3	58	65	73	66
Level 4	48	58	62	64
Level 5	87	107	102	108

**Note: The temporary increase in the figures for 'unknown' during 2019-20 can be explained by the short-term recruitment of staff in response to Covid-19.*

The above statistics suggest that the health board has made progress over time in terms of recording the skills of its staff. Whilst this progress is to be welcomed, after removing 'unknowns' and looking at the figures as a percentage, it can be shown that the proportion of the workforce with Welsh language skills has not changed significantly over the period of the plan. This suggests that the increase in the table above is due simply to a greater proportion of staff having recorded their skills, rather than a genuine increase in the number of staff with Welsh language skills.

	2018-19	2019-20	2020-21	2021-22
Level 0	55.36%	53.24%	54.05%	53.23%
Level 1	27.38%	27.93%	27.36%	28.02%
Level 2	6.82%	7.46%	7.29%	7.59%
Level 3	3.14%	3.21%	3.48%	3.09%
Level 4	2.60%	2.87%	2.96%	3.00%
Level 5	4.71%	5.29%	4.86%	5.06%

We have continued to monitor these figures however in the next plan we will establish more meaningful targets to increase these percentages.	
Record staff with speaking and listening skills at levels 3 and 4 and offer them opportunities to attend training courses with the aim of increasing confidence whilst using Welsh in the workplace, and improving skills which already exist.	<p>January 2021 – Training opportunities, including “gloywi iaith” have been regularly promoted to all staff across PTHB via the Service Leads and Powys Announcements. Email sent to ESR Lead to find out if we can direct information to staff with Welsh language skills via ESR or whether this will need to be done via the Service Leads and Managers due to GDPR restrictions in providing PII data obtained from ESR.</p> <p>March 2022</p> <ul style="list-style-type: none"> • The Welsh Language Team completed a scoping exercise on ESR in October 2021 to identify staff with level 3 and above Welsh language skills. A questionnaire was sent out to staff with those Welsh language skills to gauge interest in attending Gloywi Iaith courses and to offer the opportunity to join a Welsh speakers network on teams, where information on courses and opportunities to use and practice Welsh skills are provided. • Opportunities to learn Welsh are still shared on Powys Announcements and we have begun discussions with Powys County Council regarding holding Welsh language training jointly. • A member of clinical staff has attended an intense Welsh language course at Nant Gwrtheyrn. <p>January 2023</p> <ul style="list-style-type: none"> • The Welsh speakers network on Teams has been replaced with a Yammer network. Yammer is a more engaging platform than Teams, where members of staff can post information and films in Welsh. The Welsh language team also post information on opportunities to attend Gloywi Iaith courses via the National Learn Welsh Centre or HEIW. • Opportunities to hear and practice Welsh in the community across Powys are also shared via Sharepoint news and these can be featured on big screens in the canteen from time to time. • A Welsh newsletter is published every quarter which includes latest updates and reminders with the Welsh language standards, socialising opportunities and ‘top tips’ of the month for learners. • The Welsh language team work in partnership with the other NHS organisations across Wales to hold bilingual events for staff. So far, a quiz has been held for Diwrnod Shw’mae / S’umae and a session on the Fari Lwyd. On March 1st the first NHS Eisteddfod will be held.
Record staff with Welsh speaking and listening skills at levels 1 and 2 and offering	Jan 2021 – See above

<p>them training opportunities to improve levels that already exist.</p>	<p>March 2022</p> <ul style="list-style-type: none"> • The Welsh Language team completed a scoping exercise on ESR in October 2021 to identify staff with level 0 – 3 Welsh language skills. A questionnaire was sent out to staff with those Welsh language skills to gauge interest in learning Welsh and to ask what was their preferred learning method. The opportunity to join a Welsh learners teams chat to learn more about opportunities in Powys to learn and practice their Welsh was also offered. • Opportunities to learn Welsh are shared on Powys Announcements and we have begun discussions with Powys County Council to look at holding Welsh language training at Entry level jointly. • On March 1st Menter Iaith Maldwyn held a St David's Quiz for Health Board and Powys County Council staff who are either learning Welsh or want to improve their skills. We hope to hold more activities like this over the next year. <p>January 2023</p> <ul style="list-style-type: none"> • The Welsh learners network on Teams has been replaced with a Yammer network. Yammer is a more engaging platform than Teams, where members of staff can post information and questions about learning Welsh. The Welsh language team also post information on opportunities to attend Welsh courses via the National Learn Welsh Centre or HEIW. • Opportunities to hear and practice Welsh in the community across Powys are also shared via Sharepoint news and these can be featured on big screens in the canteen from time to time. • Posters to encourage use of Welsh in the workplace 'Rho gynnig arni' have been offered and distributed to staff across all health board sites. • A Welsh newsletter is published every quarter which includes latest updates and reminders with the Welsh language standards, socialising opportunities and 'top tips' of the month for learners. • The Welsh language team work in partnership with the other NHS organisations across Wales to hold bilingual events for staff. So far, a quiz has been held for Diwrnod Shw'mae / S'umae and a session on the Fari Lwyd. On March 1st the first NHS Eisteddfod will be held.
<p>Encourage all staff to complete the Level 1 Welsh Language Training, online 10 hour course provided by the National Centre for Learning Welsh.</p>	<p>Jan 2021 – The Work Welsh courses have been promoted to staff throughout the pandemic. Information on staff who have completed the modules is fed through to the health board. Uptake remains low but this may be due to the current pressure of the pandemic. Need to conduct staff survey on accessing Welsh language training.</p> <p>March 2022</p>

- Staff questionnaire on Welsh courses was sent out in October 2021 to gauge interest in Welsh courses and learning opportunities are shared on Powys Announcements and in meetings with staff.
- Information on staff who have completed the 10 hr online modules is fed through to the Welsh language team. Reminder emails are sent out to staff who have only completed a part of a course and congratulations emails are sent out to staff who have received a certificate. Staff uptake still remains quite low but we have seen a small increase in numbers recently and we will continue to promote learning opportunities.

January 2023

- Opportunities to learn Welsh, including the 10hr online courses, are promoted to all new staff in monthly corporate inductions sessions and in all Welsh Language Awareness training.
- We have a dedicated page on Sharepoint on opportunities to learn Welsh, which includes direct links to the 10 hr online courses.

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Courses to improve confidence and ability are available however there are a number of difficulties in relation to promoting Welsh training; even when staff wish to attend there are often difficulties in releasing them from their duties to attend training courses.

An online confidence raising course was offered on 16th September 2022 yet despite a number of expressions of interest there were no registrations amongst PTHB staff. As there is no requirement to improve Welsh language skills attached to the terms and conditions of any existing staff member it is necessary to rely on the determination of individual staff members to improve their skills. There is no mechanism available by which staff who are already employed can be made to improve their Welsh language skills; it is necessary therefore to be realistic in terms of setting expectations for training to significantly improve Welsh language skills in the short term.

The figures show that the 10 hour beginners' course is comparatively popular, and we will have a good baseline to measure progress during the next 5-year period.

Financial Year	2010-21	2021-22	2022-23 (as far as January 2023)
# Completing 10 Hour Level 1 Course	6	12	7

In preparation for the 2024-29 plan we will undertake a survey of staff to find out what are the obstacles which prevent them from developing Welsh Language skills, and make use of the results of this survey to develop more specific actions steps during the next 5 year period.

<p>Promote and use translation and interpretation techniques appropriately to support Welsh speaking service users during clinical consultations.</p>	<p>Jan 2021 – a quick guide to accessing interpretation and translation services is available on the Welsh language and equality resources page on the intranet. This is also discussed with the Service Leads. Need to develop more detailed guidelines on when to access interpretation and translation services.</p> <p>Many teams have informal systems in place to utilise Welsh speaking members of staff to support Welsh speakers during clinical consultations. Need to gather examples from service managers and formalise procedures.</p> <p>March 2022</p> <ul style="list-style-type: none"> • Staff continue to have access to the guide for accessing translation and interpretation and continue to ask the Welsh language team for support and advice when needed. • Our Welsh Language Awareness training and resources have been updated to include clear information on the Active Offer and the clinical need for Welsh. <p>January 2023</p> <ul style="list-style-type: none"> • We have a comprehensive Welsh language section on Sharepoint which all staff have access to, and which includes details on how to access translation in clinical consultations. • We have contracts in place with WITS (The Wales Interpretation and Translation Service) and, since December 2022, all staff have access to LanguageLine via a smart phone or tablet. Both of these can ensure Welsh translation is available for clinical consultations. • Information is available on using Interpretation on Teams on our Sharepoint pages, and noting that it is available for clinical consultations. A recent staff briefing included a demonstration on the use of the Teams translation system.
<p><u>May 2023 Review</u></p> <p>Following the introduction of the LanguageLine Insight app, staff throughout the health board now have access to interpretation into Welsh on-demand, including at short notice. There is no record of the system being used for Welsh however, nor in fact any record that Welsh interpretation was used or requested for a clinical consultation. Anecdotally, it is not clear that Welsh speaking patients actually wish to receive services through interpretation (that is, that they would rather do so than receive them in English).</p> <p>As preparation for the 2024-29 plan we will measure the desire amongst our patients to receive healthcare services through a translator, in order to make a decision regarding the appropriateness of interpretation in this context. If, in practice, Welsh speakers are not willing to undertake their clinical consultations through an interpreter then promoting such methods could undermine more effective methods of improving the health board's ability to provide services in Welsh.</p>	

<p>Develop guidelines for managers to ensure that Welsh Language requirements for vacancies are appropriately assessed and considered during the recruitment process.</p>	<p>Jan 2021 – Recruitment guidelines have been amended to reflect this information. Further work is planned to include example assessments as part of the managers’ recruitment training programme.</p> <p>March 2022</p> <ul style="list-style-type: none"> • Welsh language skills assessment toolkit is used as part of the recruitment process for managers to consider what Welsh language skills are needed for posts. • The importance of assessing the Welsh language skills needed for posts was reiterated at a Welsh language leads meeting and departments were asked to audit the number of Welsh speakers already in their team when recruiting. • The language skills toolkit has been discussed at a service leads meeting and will be revisited to ensure it’s fit for purpose over the next year. <p>January 2023</p> <ul style="list-style-type: none"> • The Welsh language guidance for managers was updated in August 2022, in line with the launch of the new Sharepoint Welsh language pages. • Welsh language advice for Managers is offered in the monthly corporate induction sessions. • The recruitment policy has been updated to improve this element. <p>Our aim over the next year is to develop training specifically for managers on their responsibility in meeting the Welsh language standards which will cover recruitment and the need to increase the number of staff we have that can offer clinical consultations in Welsh.</p>
<p>Monitor Welsh language requirements when advertising new and vacant positions.</p>	<p>Jan 2021 – This has been actioned via the WOD Welsh language recruitment sub-group. Procedures are in place to ensure bilingual JDs and job adverts are published. The cost implication of this is currently being monitored.</p> <p>March 2022</p> <ul style="list-style-type: none"> • All job adverts and JD’s are published in Welsh and English as part of a new recruitment process which came into force in 2021. Job Descriptions are translated by an external translator and all other recruitment documents are translated by our in house full time Translator. • The Welsh language skills assessment toolkit is also used as part of the recruitment process for all roles advertised (as detailed above) • The toolkit was discussed at a service leads meeting and will be revisited to ensure it’s fit for purpose over the next year. <p>January 2023</p>

	<ul style="list-style-type: none">• In September 2022, our corporate recruitment policy was updated to include information on the need for managers to consider the Welsh skills needed when recruiting and to contact the Welsh language team for further guidance.• In December 2022, a new toolkit was developed for managers to assess the Welsh skills needed for new and replacement posts.• The training mentioned in the above action, will include guidance for managers to how to properly assess the language skills needed when recruiting.			
<u>May 2023 Review</u>				
Year	2018-19	2019-20	2020-21	2021-22
Number of 'Welsh Essential' roles advertised	2	0	2	3

In practice, all roles other than the above were advertised with Welsh language skills as 'desirable'; this has been a policy for a number of years. Although making every role 'Welsh Desirable' is recognition of the value of these skills within the health board, in reality there is little evidence that this policy has made a practical difference to staff skills (consider the statistics above on PTHB skill levels).

It is clear from the lack of increase in the number of 'Welsh Essential' roles being advertised by the health board that the steps taken since January 2021 have not made a significant difference as the number of 'Welsh Essential' roles advertised remains very low as a percentage of the total. This issue was highlighted in the 2021-22 Annual Report which recognised the need to act anew to change internal practices and increase the number of roles which are advertised.

The health board's Recruitment Policy was re-published during December 2022 with the sections on the Welsh Language having been strengthened; we continue to introduce processes to strengthen this element and expect to see an increase by 2024.

Work with Welsh speaking school pupils and students interested in joining NHS Wales in order to promote the Welsh language as a skill and promote the use of Welsh in the workplace	<p>Jan 2021 – Plans are in place for a Welsh Language Awareness session to be delivered to secondary school pupils in a virtual Careers Wales event. CTMUHB leading on this initiative.</p> <p>March 2022</p> <ul style="list-style-type: none">• Update from the Jan 2021 – a session was delivered in Welsh for the Virtual Careers event 2021 looking at Apprentership opportunities in the health board. The session was filmed and can be shown again at other career events.• An online career session was held with the Welsh language pupils in one of Powys's high schools to encourage them to consider a career in the NHS and to emphasise how important their Welsh skills are to the sector. We hope to role this session out further to other Powys schools. <p>January 2023</p>
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	<ul style="list-style-type: none"> • Links have been made with the Careers Wales Officers in Powys and the Health & Care Academy within the health board to ensure sessions on the Welsh language can be included where possible and suitable. • The Welsh Language Team have sessions on the Welsh language scheduled with 3 high schools in Powys between January – March 2023 and will also be taking part in a Powys wide school event to promote the importance of Welsh in the workplace.
<p><u>May 2023 Review</u></p> <p>To the extent that this objective relates only to promotion and facilitation, PTHB has continued to work on this successfully and effectively. We are in contact with the Coleg Cymraeg Cenedlaethol to offer Welsh medium placements for nursing students e.e. in Ystradgynlais and Machynlleth hospitals.</p> <p>The 2024 plan will build on this work.</p>	
Find Welsh speaking mentors across PTHB who are able to support others and promote the use of Welsh in the workplace.	<p>March 2022</p> <ul style="list-style-type: none"> • In our questionnaire to Welsh speaking members of staff in October 2021, we asked if they were willing to support colleagues who are learning Welsh and act as 'buddies' if we were to launch a buddy scheme. A total of 17 members of staff noted that they were happy to take part in such an initiative. • Initial discussions have taken place regarding taking part in the national 'Siarad' scheme and we will look at this further. <p>January 2023 – no further update on this</p>
<p><u>May 2023 Review</u></p> <p>It was not possible to introduce the Siarad scheme due to difficulties relating to allowing staff to take time off work to take part in mentoring sessions.</p> <p>This objective is very difficult to achieve due to the above, as well as other factors such as the geographically dispersed nature of PTHB as an employer, a lack of clear duties / role profile for a mentor and lack of resources within the Welsh team to establish such a system.</p> <p>However, more success has been achieved in promoting learners and learning on-line e.g. through the Welsh Learners Yammer group, one of the most active of staff groups. The 2024 plan will concentrate on these less formal techniques.</p>	

Recording Patient Language Choice

Objective	Improve mechanisms for recording patient language choice in order to provide a bilingual service to those who need it.
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Actions	Progress
<p>Welsh Language Service Leads to monitor existing procedures for recording patient language preference and work with key staff within their fields to record any improvements.</p>	<p>Jan 2021 – Advice has been provided to individual Service Leads to implement and monitor local mechanism for recording patient language choice. Example – Physiotherapy self-referral form amended to reflect this.</p> <p>January 2023</p> <ul style="list-style-type: none"> • MSK Physiotherapy self referral form was recently updated to make it clearer for patients and for staff that a consultation in Welsh (and other languages) is offered and provided, so that we can ensure language needs are met. • Memory Assessment appointment letters have been updated to ensure patients and family members know how to tell us of their language choice • We will continue to work with departments on updating patient correspondence to ensure language choice for clinical consultations are clear. • In January 2023 CIVICA was launched across the health board which will give us data and feedback on when a Welsh service was requested and provided.
<p>Monitor patient administration systems within Patien Services to ensure that patient language choice is recorded and that clinical teams’ attention is drawn to this when arranging appointments.</p>	<p>Jan 2021 – WPAS can record language choice and communication needs. Need to explore further options for flagging information to clinical departments.</p> <p>January 2023</p> <ul style="list-style-type: none"> • Patients language choice can be recorded on WPAS and WCCIS • There is more work to do to ensure patient letters and referral forms across all services include a question on preferred language so that data is available to record.
<p>Working with other Trusts and Health Boards to share examples of best practice when recording language choice and using this information to provide clinical consultations in Welsh.</p>	<p>January 2023</p> <ul style="list-style-type: none"> • As our systems that record this type of information is procured and managed centrally on behalf of health boards, it is out of our hands to make the developments needed to record the data on number of clinical consultations undertaken in Welsh at present. • We hope a system will be put in place nationally to support this work. • As we work closely with the other health organisations to promote opportunities to use Welsh across NHS Wales, we are similarly working closely and collaborating on compliance with the Welsh language standards. • In January 2023 CIVICA was launched across the health board which will give us data and feedback on when a Welsh service was requested and provided.

Review staff rotas to record when Welsh speaking staff are available and can carry out or support clinical consultations in Welsh.	<p>Jan 2021 – policy on e-rostering reviewed in September 2019 to include advice and information on rostering staff with Welsh language skills to evenly cover shift patterns, where possible.</p> <p>January 2023</p> <ul style="list-style-type: none"> • Staff are encouraged and advised to 'match' Welsh speaking patients and staff, where this is possible. • Non Welsh speaking staff are encouraged in corporate induction sessions and in general Welsh language awareness sessions to ask who in their team does speak Welsh so that they can refer patients to them for correspondence and 'match' patients and staff for consultations. • We have requested 'Cymraeg' stickers for our ward staff to use for patients beds or records, but are waiting to received a stock from Welsh Government.
<p><u>May 2023 Review</u></p> <p>The steps above which have been completed have significantly improved the health board's procedures for asking and recording patient language choice. This should make it easier for clinicians to identify Welsh speakers and improve their ability to provide the Active Offer.</p> <p>However, a clear weakness remains, namely the fact that systems which record this information (often on paper) do not then allow this information to be collected together and monitored centrally, regardless of how diligently staff collect it.</p> <p>CIVICA will change this because for the first time patients will be asked, in large numbers, systematically and over a period of time, whether they were able to use Welsh in the course of their treatment by PTHB. This will provide a baseline and a method of measuring the health board's ability to provide consultations in Welsh; CIVICA surveys will therefore be a core part of the 2024-2029 plan.</p>	

Cultural Awareness

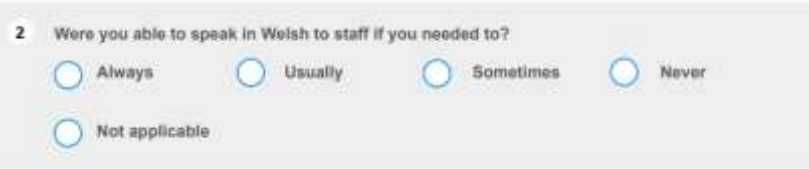
Objective	Improve awareness of Welsh at work
Actions	Progress
Raising awareness of the principle of the 'Active Offer' in order to encourage clinical consultations in Welsh	<p>Jan 2021 – this is covered in the Welsh Language Awareness session delivered to staff groups, and within the Managers' Resource and Guidance Documents.</p> <p>March 2022</p> <ul style="list-style-type: none"> • Welsh language awareness training slides have been updated in 2022 to be rolled out to staff teams. • Working Welsh lanyards and badges offered and delivered to staff in various departments within the health board and Primary Care to ensure that patients know where a Welsh service is available.

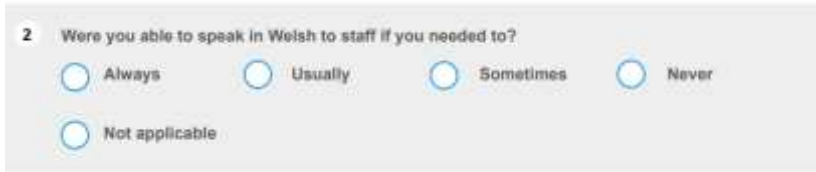
	<ul style="list-style-type: none"> PTHB Teams backgrounds now include the 'Cymraeg' logo and 'Dwi'n Dysgu Cymraeg' for staff to use in meetings <p>January 2023</p> <ul style="list-style-type: none"> More Than Just Words and the importance of giving the Active Offer are included in our Welsh language session as part of the corporate induction as well as in general and departmental Welsh Language awareness sessions Staff are encouraged to wear the Working Welsh logo and details of where to get these, including the uniforms with the sewn-on logo for clinical staff, is shared in staff sessions and on Sharepoint. Working Welsh merchandise has been promoted to primary care providers also and many GP's and Dentist have requested these for their Welsh speaking clinical staff We are currently working closely with the primary care team to meet Standards 65 so that primary care providers such as GP's, who can hold clinical consultations in Welsh with patients, are promoted on our website.
Promote the use of Welsh at work and increase cultural awareness of the language amongst staff and service users	<p>January 2021 - Continually promote Welsh events e.g. Eisteddfod, Welsh Language Rights Day, St David's Day, Welsh language phrases for the workplace, etc</p> <p>March 2022</p> <ul style="list-style-type: none"> Welsh language events and days such as Welsh Language Rights Day, Welsh language Music Day, St David's Day are promoted via Powys Announcements and on both the teams networks for Welsh speakers and learners. On March 1st Menter Iaith Maldwyn held a St David's Quiz for Health Board and PCC staff who are either learning Welsh or want to improve their skills and we hope to hold more activities like this over the next year. Additional slides have been included within the corporate induction session to increase Welsh language and cultural awareness for new staff. Welsh Words of the month are included in Powys Announcements. Staff reminded about the need to answer the phone bilingually and bespoke phonetic cards offered to support this. <p>January 2023</p> <ul style="list-style-type: none"> Welsh language culture is promoted across the organisation and national days such as Diwrnod Shw'mae, Su'mae are promoted and celebrated. Welsh language is included in the monthly corporate induction sessions for all new staff Welsh language awareness training is given to staff across the organisation Welsh newsletter is published every quarter

	<ul style="list-style-type: none"> • We have 2 Yammer pages, 1 for Welsh speakers and 1 for Welsh learners where general information about Welsh, local activities and 'top tips' are shared • Events are being held in partnership with other health organisations to promote the use of Welsh naturally and Welsh culture e.g a quiz was held to celebrate Diwrnod Shw'mae, Su'mae and an information session on the 'Fari Lwyd', which is a uniquely Welsh tradition was held before Christmas • On March 1st the first NHS Eisteddfod for staff will be held online
Encourage people to take place in Welsh language initiatives to promote an inclusive attitude towards providing bilingual services	<p>March 2022</p> <ul style="list-style-type: none"> • On March 1st Menter Iaith Maldwyn held a St David's Quiz for Health Board and PCC staff who are either learning Welsh or want to improve their skills. The event was open for all members of staff and advertised on Powys Announcements. • Local opportunities to use Welsh socially across Powys (such as activities held by the Mentrau Iaith) are shared on Powys Announcements. • We have encouraged our staff to attend events on the Welsh language, such as Welsh language and dementia, Welsh and Deaf Culture, that are held by other health boards and organisations. <p>January 2023</p> <ul style="list-style-type: none"> • All events to promote the use of Welsh, held either by NHS Wales organisations or by community organisations, such as the Mentrau Iaith and the Urdd, are promoted on our Sharepoint news page, on Yammer and on our staff facebook page
<p><u>May 2023 Review</u></p> <p>To the degree that these aims are all regarding promotion and encouragement, they can be considered a success.</p> <p>The NHS Wales mandatory Welsh Language Awareness ESR Online module was introduced in 2022 and makes it mandatory for all staff to complete this course; reporting on outcomes will be a part of the 2024-29 plan.</p>	

Monitoring Procedures

Objective	Monitor the provision of bilingual consultations
Actions	Progress

<p>Develop a mechanism for recording the number of clinical consultations which take place in Welsh (including those supported by Welsh speaking staff).</p>	<p>March 2022</p> <ul style="list-style-type: none"> As our systems that record this type of information is procured and managed centrally on behalf of health boards, it is out of our hands to make the developments needed to record the data on number of clinical consultations undertaken in Welsh at present. We hope a system will be put in place nationally to support this work. <p>January 2023</p> <ul style="list-style-type: none"> In January 2023, the health board launched its patient experience feedback platform CIVICA. CIVICA allows us to upload questionnaires onto the system that can be either sent out to patients following a consultation or can be filled in during an appointment or while on a ward. One of the standard questions for all questionnaire is regarding whether a Welsh service was provided if it was wanted / needed.  <ul style="list-style-type: none"> Over time, CIVICA will give us the data we need on how many clinical consultations take place in Welsh
<p>Analyse the data which is available about clinical consultations taking place in Welsh and include these details in the Annual Monitoring reports.</p>	<p>March 2022</p> <ul style="list-style-type: none"> As our systems that record this type of information is procured and managed centrally on behalf of health boards, it is out of our hands to make the developments needed to record the data on number of clinical consultations undertaken in Welsh at present. We hope a system will be put in place nationally to support this work. <p>January 2023</p> <ul style="list-style-type: none"> In January 2023, the health board launched its patient experience feedback platform CIVICA. CIVICA allows us to upload questionnaires onto the system that can be either sent out to patients following a consultation or can be filled in during an appointment or while on a ward.

	<ul style="list-style-type: none"> One of the standard questions for all questionnaire is regarding whether a Welsh service was provided if it was wanted / needed.  <ul style="list-style-type: none"> Over time, CIVICA will give us the data we need on how many clinical consultations take place in Welsh
Welsh Language Service Leads to monitor compliance with Standard 110	<p>March 2022</p> <ul style="list-style-type: none"> Welsh Language Service Leads are aware of the need to comply with Standard 110 and take actions, where possible, to increase the number of clinical consultations carried out in Welsh. <p>January 2023</p> <ul style="list-style-type: none"> As above. The Welsh language team will work with Welsh Language Service Leads over the next year to publish a new 5 year plan for Powys between 2024-2029, that will include mechanism for monitoring progress.
Collect and analyse Welsh speaking service users' feedback regarding their experience as patients.	<p>March 2022</p> <ul style="list-style-type: none"> Since late 2021, the Welsh language and Equality team now lead on patient experience and patient story work across the health board and are actively seeking Welsh speaking patients to share their experiences. The team are working with departments across the health board to identify potential patient stories and are developing a library of documents that will be used for this work. We are working with external organisations such as PAVO and the CHC to ensure that the voice of Welsh speaking patients are heard. <p>January 2023</p> <ul style="list-style-type: none"> We have actively promoted our patient story work within the Welsh language team to Welsh communities across Powys by publishing information about the work in the local Papurau Bro and in PAVO's Health and Well Being newsletter. We have also shared information with local organisations such as the Mentrau Iaith.

	<ul style="list-style-type: none"> • Our first bilingual patient story went to the Board meeting in December in the form of a poem written by a patient.
Work with other Trusts and Health Boards to share best practice around clinical consultations and endeavour to achieve consistency in compliance with standard 110.	<p>January 2023</p> <ul style="list-style-type: none"> • As our systems that record this type of information is procured and managed centrally on behalf of health boards, it is out of our hands to make the developments needed to record the data on number of clinical consultations undertaken in Welsh at present. • We hope a system will be put in place nationally to support this work. • As we work closely with the other health organisations to promote opportunities to use Welsh across NHS Wales, we are similarly working closely and collaborating on compliance with the Welsh language standards.
<p><u>May 2023 Review</u></p> <p>The steps above which have been completed have significantly improved the health board's procedures for asking and recording patient language choice. This should make it easier for clinicians to identify Welsh speakers and improve their ability to provide the Active Offer.</p> <p>However, a clear weakness remains, namely the fact that systems which record this information (often on paper) do not then allow this information to be collected together and monitored centrally, regardless of how diligently staff collect it.</p> <p>CIVICA will change this because for the first time patients will be asked, in large numbers, systematically and over a period of time, whether they were able to use Welsh in the course of their treatment by PTHB. This will provide a baseline and a method of measuring the health board's ability to provide consultations in Welsh; CIVICA surveys will therefore be a core part of the 2024-2029 plan.</p>	

Conclusions

Powys Teaching Health Board (hereafter 'PTHB')'s original plan was published within the original compliance date for the standard, namely 30th November 2019.

Guidelines on this standard were not published by the Welsh Language Commissioner until some years later (March 2022). It is therefore important to acknowledge that these guidelines were not in place when PTHB's plan under Standard 110 was prepared and approved, and that as a result the plan does not conform with those guidelines.

According to the Welsh Language Standards (No.7) Regulations 2018, a clinical consultation is defined as "interaction between one or more individuals and a body regarding healthcare provision."

This definition is extremely broad and, by its nature, very difficult to measure. When a patient visits (for example) a hospital they may interact with a large number of staff members as individuals or in a group context. These individual instances of interaction are not recorded and it would be impractical and unreasonable to record every instance of interaction between an individual and a member of staff purely to measure language use.

This should be acknowledged and it should be noted that PTHB is therefore only able to measure its ability to provide a clinical consultation in Welsh, through measuring things like:

- The Welsh skills of its workforce
- Patient experiences (polls and surveys)
- Complaints (for example, that a service was not available in Welsh)
- The demand for Welsh language skills in PTHB job descriptions.

These statistics will form the basis of the health board's next 5 year plan under Standard 110.

Limitations of the Current Plan

PTHB acknowledges that there are some limitations with the plan developed in 2019 when compared with the Commissioner's subsequent guidelines; chiefly:

- A lack of data to form a baseline for measuring progress
- Vague objectives e.g. 'monitor' or 'offer opportunities' that are not, in and of themselves, likely to increase the board's ability to offer clinical consultations.

However, we note that the original plan was approved by the board in 2019, and its five year period comes to an end in 2024. We note also that at present, in early 2023, we are undergoing period of difficulty of historic proportions in terms of staff recruitment and retention, with the number of posts unfilled at its highest ever level. This is especially the case for clinical staff. This directly impacts our ability to fulfil our core purpose of providing healthcare services (in any language). For example, it has proven impossible to reopen the ward in Knighton hospital because

it has proven impossible to recruit enough registered nurses to the area to do so safely.

Under such conditions, although we appreciate the issues with the existing plan, rather than changing it now it is our intention to wait until the end of the initial 5 year period before producing a new plan for 2024-29 by the summer of 2024.