

# Strategy for Welsh in Healthcare 2024-2029

## **Incorporating:**

- 1) A five year plan to increase the health board's ability to carry out a clinical consultation in Welsh (Welsh Language Standard 110);
- 2) a targeted Welsh language training and workforce strategy under the *More than Just Words* Framework.

Mae'r ddogfen hon ar gael yn y Gymraeg.

# Contents

Foreword.....	3
Introduction .....	5
Welsh Language Standard 110.....	6
The <i>More than Just Words</i> Framework.....	7
Part I. To what extent is PTHB currently able to offer a clinical consultation in Welsh? .....	8
The Welsh Language in Powys and PTHB: 2021 Census Results.....	12
Part II. Why might a clinical consultation not take place in Welsh: A solution-based model .....	13
Part III. PTHB Strategy for Welsh in Healthcare: Our Action Plan for 2024-29.....	16
Part IV. Monitoring the 2024-29 Action Plan.....	19
Appendix A: Equality Impact Assessment.....	23
Appendix B: Welsh Language Skills Matrix .....	34
Appendix C: Review of the 2019-24 Standard 110 Clinical Consultations Plan.....	36

## Foreword

In a bilingual country it is imperative to recognise and celebrate the uniqueness of our linguistic heritage. Welsh isn't just a language; it's a vital part of who we are, our identity, and our culture.

Our language is a bridge that connects us to our past, our community, and each other. Providing healthcare services in Welsh is a testament to our commitment to preserving our linguistic heritage and ensuring that everyone, regardless of the language they speak, can access healthcare services with dignity and ease.

As a Welsh speaker myself I know how for many of us, accessing healthcare services in Welsh is not just about understanding medical information; it's about feeling heard, valued, and respected. It's about being able to express ourselves in our own language, which is deeply intertwined with our sense of belonging and identity.

By offering healthcare services in Welsh, we not only ensure effective health care but also strengthen the bonds that unite our bilingual community here in Powys. It's about creating a healthcare system that reflects our values of inclusivity, respect, and cultural self-confidence.

### **Hayley Thomas**

*Chief Executive Officer*

Providing healthcare services in Welsh is a crucial element in meeting our statutory compliance duties, but more importantly, it is a part of our wider commitment to communication, patient satisfaction, and overall healthcare outcomes. This strategy seeks to address the growing demand for Welsh language proficiency in healthcare settings, aligning with the Welsh Language Standards and the *More than Just Words* framework and fostering a more inclusive and patient-centred approach to care.

This strategy aims to improve Powys Teaching Health Board's ability to provide our healthcare services in Welsh in a strategic, holistic way. It emphasises the importance of bilingualism as a desirable attribute in recruitment and retention efforts: by reforming our approach to Welsh language competency in job descriptions and selection criteria and utilising new digital tools, we aim to improve our ability to actively recruit individuals with these vital skills. Recognising also that language proficiency is a skill that can be developed over time, ongoing support and professional development opportunities will be provided to existing staff members seeking to enhance their Welsh language skills. Our training initiatives will cater to healthcare professionals at all levels, from frontline staff to senior management, employing a wide variety of learning methods tailored to accommodate diverse learning styles and schedules.

In addition to enhancing the linguistic capabilities of our workforce, our strategy recognises the importance of measuring patient outcomes as a key metric of success. By improving data collection on patient satisfaction, we can gauge the impact of improved Welsh language skills within our workforce on the wellbeing of our patients. These feedback mechanisms will capture the experiences of Welsh-speaking patients and assess their perceptions of care quality and accessibility, allowing us to identify areas for improvement and continuously enhance the delivery of Welsh language services in healthcare.

It will of course take time for this strategy to bear fruit. However, we are confident that the present strategy represents a significant step forward for PTHB in this area. By setting clearly defined targets we are ensuring a degree of accountability and transparency that the importance of our goal demands. We will know we have succeeded when, at the end of the period this strategy covers, we will be able to show that we have a workforce which can better meet the needs of our Welsh speaking population.

**Debra Wood-Lawson**

Executive Director for Workforce and Organisational Development

Executive Lead for Welsh Language and Equality.

## Introduction

PTHB along with other Health Boards and Trusts in Wales must comply with a set of Standards as outlined in [The Welsh Language Standards \(No. 7\) Regulations 2018](#). Although it is the Welsh Ministers who specify the standards, it is for the Commissioner to determine which standards apply to a specific body. In November 2018, the Commissioner issued a compliance notice to PTHB which outlined the standards with which it must comply and the date by when it must be compliant. A copy of PTHB's compliance notice can be found [here](#).

One of the standards with which the health board must comply is to have in place a five-year plan outlining the health board's ability to carry out a clinical consultation in Welsh, and the steps it intends to take to improve its capacity in that regard.

Additionally, the government's *More than Just Words* strategy for the Welsh Language in Health and Social Care places various responsibilities on the health board, including the requirement that organisations to have a workforce plan to improve Welsh language skills.

The overlap between these two sets of requirements is clear, and clearly acknowledged in *More than Just Words*:

This action plan states that 'the enabling actions outlined in the interim action plan sits alongside the Welsh Language Standards and together they aim to deliver further improvements in Welsh language services'.

The aim is to ensure that future *More than just words* actions work hand in hand with the requirements of the standards 'and reinforce, not duplicate' them.

**“[The Standards and the action plan] contribute to the overarching vision set out in the Cymraeg 2050 strategy and are different parts of the same jigsaw which together will help improve the quality of health and care services for Welsh speakers”.**

The Active Offer is the key principle of *More than just words* and is also a crucial element in delivering standard 110.

The Welsh Commissioner's guidance document on Standard 110 also suggests that, when working to improve the organisation's ability to offer a Clinical Consultation, we should concentrate on those clinical areas identified in the *More than Just Words Framework*.

PTHB is therefore of the view that there are significant benefits to efficiency, reduced duplication and clarity achieved in having a single plan. This is particularly beneficial in a small organisation like PTHB, and in a context of

In addition, it is hoped that a combined *Strategy for Welsh in Healthcare* will increase the profile of work in these areas, comparable for example to the Health Board's Strategic Equality Plan.

This document is that plan. It sets out what Powys Teaching Health Board intends to do over the period 2024-2029 in order to improve its ability to deliver its services in Welsh, and to meet the requirements of both the standards and the *More than Just Words Framework*.

## Welsh Language Standard 110

Standard 110 states that:

*"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).*

The primary function of this document is to meet this requirement.

This plan has been produced with reference to the Welsh Commissioner's *Standard 110 - Welsh Language Standards (No. 7) Regulations Good practice advice document*. This document explains that:

*"Standard 110 sets the foundations for a health service in a bilingual country. It embodies the principle that offering clinical consultations through the medium of Welsh to patients is a matter of quality and patient safety, as well as ensuring consistency and creating more opportunities for people to use the Welsh language."*

It further notes that

*"The plan needs to include robust information on the body's capacity to undertake clinical consultations in Welsh, and concrete actions and a timetable to measure and report on progress."*

The guidance on Standard 110 identifies the need to **establish a baseline** to measure the health board's current ability to offer a clinical consultation in Welsh by using available data sources.

Section (a) of Standard 110 is addressed in Part I of this document. Sections (b) and (c) are outlined in the Action Plan in Part III. Standard 110A, which requires PTHB to review its plans produced under Standard 110, is addressed in appendix C which constitutes a review of our previous Plan for the period 2019-2024.

Although the PTHB Strategy for Welsh in Healthcare does not relate to the other standards in the same way, the broad nature of the document's aims means that

the successful implementation of this plan will indirectly improve compliance with all the standards and directly impact on many. Where this is the case, it has been noted alongside the actions (See Part III: Our Action Plan for 2024-29).

### **The *More than Just Words* Framework**

The [\*More than Just Words\*](#) framework represents the Welsh Government's strategy for the Welsh Language in health and social care. Whilst this is a Welsh Government plan it includes a number of objectives and actions for individual health boards; these are reported to WG on an annual basis using a reporting template.

Action 18 in the framework requires PTHB to have a 'targeted Welsh language training and workforce strategy' in place in order to improve the Welsh language skills of its workforce; this document can be considered to meet that requirement.

Where an action in this document feeds into one or more aspects of the *More than Just Words* framework, this has been identified below.

# Part I. To what extent is PTHB currently able to offer a clinical consultation in Welsh?

According to the Welsh Language Standards Regulations:

a “clinical consultation” (“ymgyngoriad clinigol”) means a health provision interaction between one or more individuals and a body;”  
(No. 7 Regulations, 2018)

A clinical consultation could take place in person, over the telephone or online. As acknowledged by the Commissioner’s guidance on Standard 110, hundreds of thousands of clinical consultations take place in Welsh hospitals every day. An inpatient’s stay at a hospital (for example) might include a number of such interactions, the majority of which will not be recorded by the data systems currently available to health boards. Whilst systems like WPAS record the preferred language of a patient, they do not directly record whether or not clinical consultations took place in Welsh nor even how many clinical consultations took place. Radical change to these systems is not within PTHB’s power.

In setting a baseline for the Health Board’s ability to provide a clinical consultation in Welsh, it is therefore necessary to measure the health board’s ability to provide a consultation in Welsh via Patient Reported Outcome Measures and/or to use proxy indicators, such as staff language skills. Whilst these do not directly measure the number of clinical consultations carried out, between them they should provide an indication of the health board’s capacity in this area.

## Patient Reported Outcome Measures

November 2022 saw the introduction of the CIVIA Patient feedback system to PTHB. This system invites patients to complete a survey on various aspects of their treatment. Since its introduction, the system has asked patients to answer the following question in relation to their treatment:

2 Were you able to speak in Welsh to staff if you needed to?

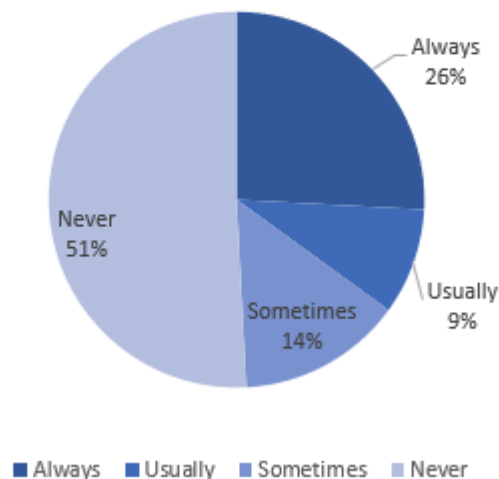
Always     Usually     Sometimes     Never

Not applicable

There are some significant limitations to this measure: the surveys need to be offered to patients by staff and so capture only a small percentage of patients. They may be disproportionately answered by particular demographics, and patients undergoing particular kinds of treatment. Nevertheless, it is a direct measure of whether health board was able to provide clinical consultations in Welsh, and therefore forms a key part of the health board’s measure of its progress in achieving the aims of Standard 110.

In the year ending March 31<sup>st</sup>, 2024, the answers received for this question were as follows (after removing those who did not need or want to use Welsh):

Were you able to Speak Welsh to staff if you needed to?



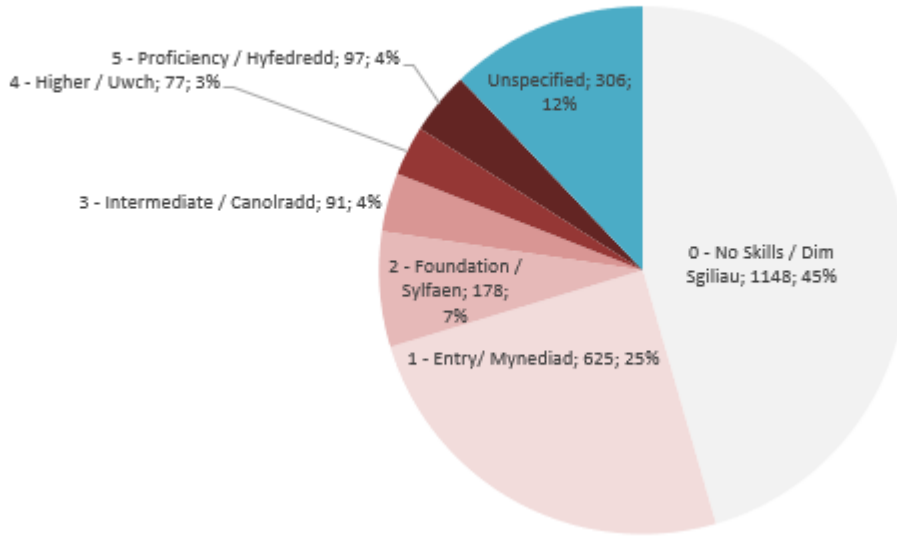
This provides a baseline for measuring success over the 2024-2029 period.

### **Staff Welsh Language Skills**

As well as the Civica survey data described above, the health board collects information on staff Welsh language skills. This information is not a perfect measure of the health board's ability to provide clinical consultations in Welsh – Welsh speaking staff may be in non-patient-facing roles, or may not be providing consultations in Welsh (because they are unaware the patient wants it, they have not provided the Active Offer, they are unwilling to speak Welsh to the patient, or for some other reason). However, it is a reasonable proxy indicator: the ability to speak Welsh is a necessary pre-requisite to providing a service in Welsh, and improving the Welsh skills of our staff would reasonably be expected to increase our ability to provide clinical consultations in Welsh.

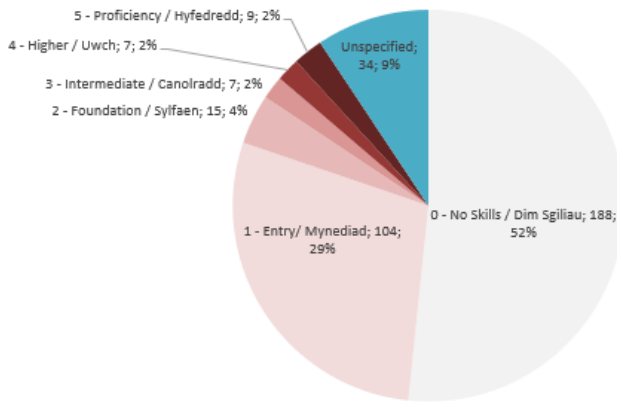
On 31<sup>st</sup> March 2024, the Welsh speaking skills of our staff were as follows:

### Cyfanswm / All Staff

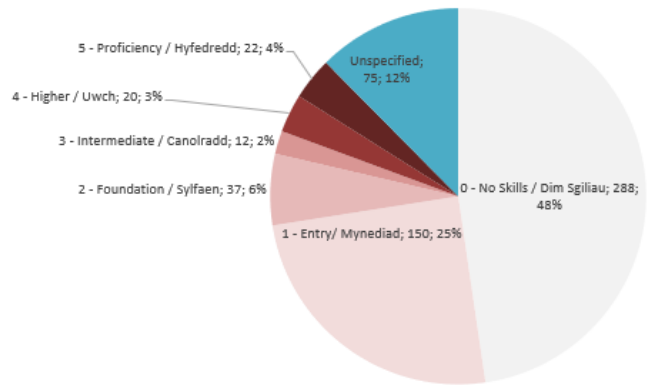


This data can also be broken down by bas, which shows the following statistics for the 9 main hospital sites:

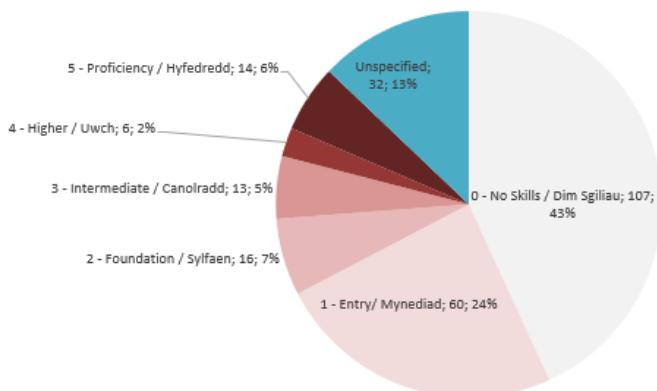
#### Aberhonddu (Brecon)



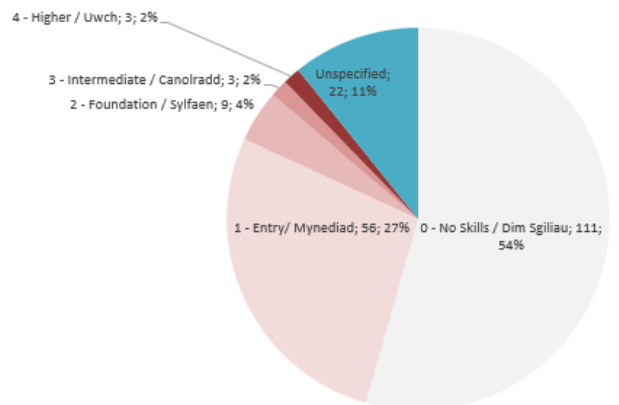
#### Bronllys

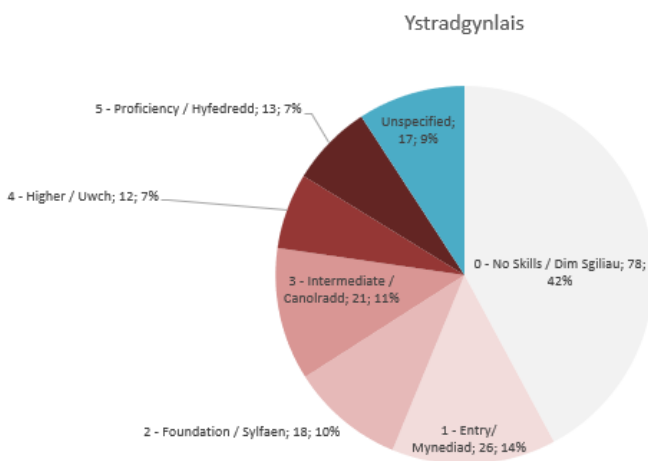
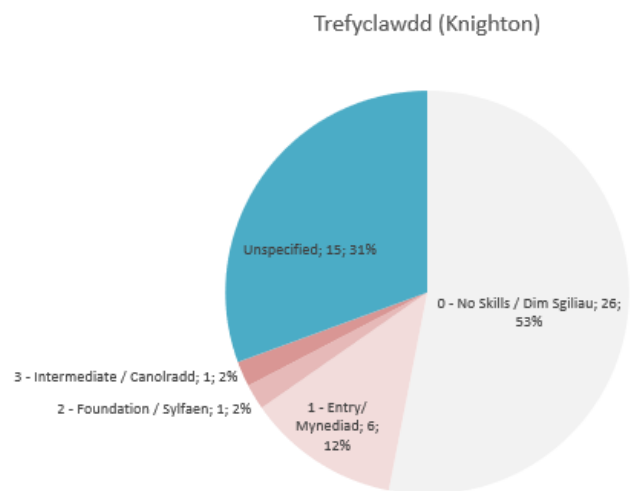
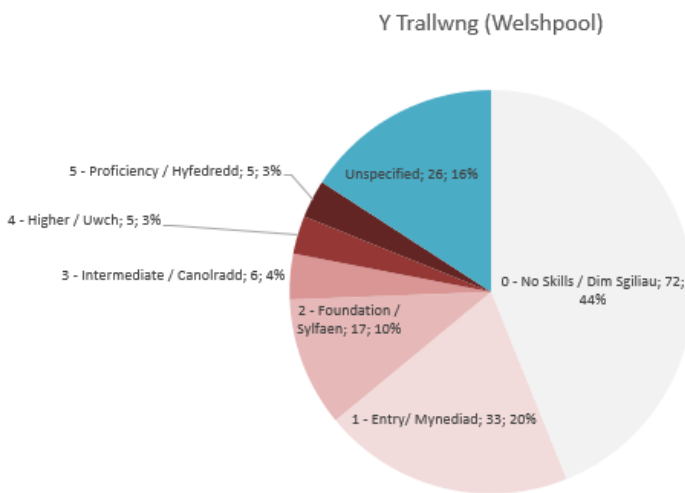
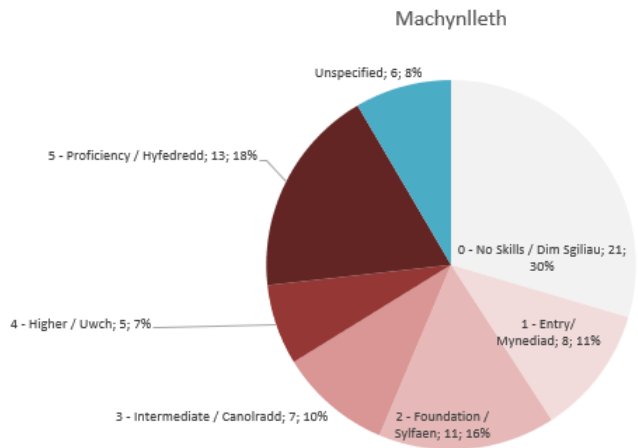
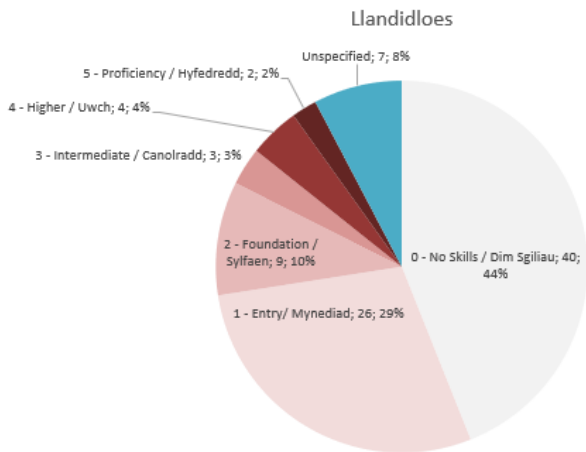


#### Y Drenewydd (Newtown)



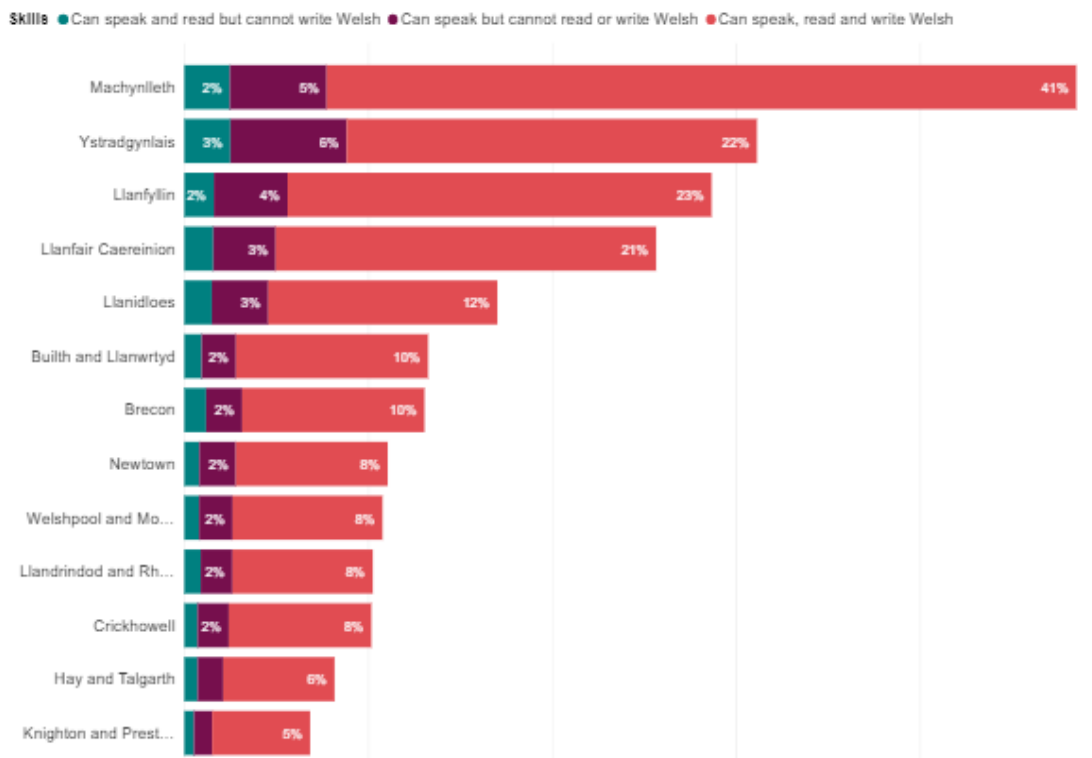
#### Llandrindod





This variation reflects the prevalence of Welsh in the local population, which varies considerably across Powys. Whilst the 2021 census showed that 16.4% of the overall population was able to speak Welsh – slightly below the Wales average of 17.8% - the proportion locally varies from as low as 7% in Knighton and Presteigne to as high as 33% in Ystradgynlais and 48% in Machynlleth.

## The Welsh Language in Powys and PTHB: 2021 Census Results



Whilst not unique to Powys, this degree of variation is not reflected in most other Welsh health boards and represents both a challenge and opportunity for PTHB. Whilst neither the Standards nor *More than Just Words* call for geographic variation\*, under standards 69-71 we must assess our policies for their impact on opportunities to use Welsh, as well as formulating them in such a way that they might have a positive impact.

With this in mind, this strategy has incorporated a degree of geographical variation within Powys, with some interventions targeted at the two sites – Ystradgynlais and Machynlleth – located in the areas with the highest proportion of Welsh speaking residents. Our justification for this approach is outlined in the relevant section of the Impact Assessment (Appendix A).

\* Though there was some geographical variation in the imposition dates of some standards.



### **Three Fundamental Causes**

The model outlined above identifies three fundamental causes as to why a clinical consultation might not be held in Welsh, despite the patient's wish.

- 1) Lack of Welsh skills in the workforce.
- 2) Patterns of staff behaviour and/or internal processes which do not enable consultations to take place in Welsh.
- 3) Systems which do not enable staff to record patient language choice.

Of the three causes outlined above, the current Strategy for Welsh in Healthcare focuses primarily on the first two. Although improving patient data collection systems could also improve PTHB's ability to carry out clinical consultations in Welsh, there are a number of reasons to put less emphasis on this area in 2024-29:

- Most systems in use within PTHB are developed on a Wales-wide level, and PTHB has little or no direct impact on their development. These requirements are similar across all Welsh health boards and are being widely promoted in all-Wales system development processes.
- Upcoming developments e.g. the NHS Wales App are likely to improve the consistency of patient language records even with no further action from PTHB.
- Many existing patient information systems in use by our clinical staff already enable the recording of language choice. This may not necessarily be being carried out consistently by staff in practice, and where this information exists it may not be being shared appropriately – but as the above diagram shows, where this is the case, it is a question of PTHB and/or departmental process and practice, rather than of the systems themselves.
- Even with a complete and accurate record of the language preferences of all patients, a clinical consultation cannot take place in Welsh if staff with the appropriate skills are not available. However, where the relevant staff have the necessary level of Welsh language skills and are consistently acting in line with best practice (especially the Active Offer), the *recording* of patient's preferences is not necessary for a clinical consultation to take place in Welsh. This represents the current situation for English, a language in which all clinicians are able to provide clinical consultations by default.

For this reason, the current strategy will concentrate on addressing the skills, attitudes and behaviour of our staff.

### **Interpretation (Simultaneous Translation)**

The Welsh Language Standards and More than Just Words explicitly allow for the delivery of services in Welsh via the use of interpretation/simultaneous translation (i.e. interpretation from English into Welsh). PTHB makes widespread use of interpreters to deliver services in BSL and foreign languages.

Despite this, we have not incorporated interpretation into our Strategy for Welsh in Healthcare. This is due to the lack of evidence that Welsh speaking patients would rather receive a service through an interpreter than in English. We have also been told by Welsh interpreters that they would not be willing to provide this service, as they offer interpretation *from* Welsh only.

Even assuming that interpretation into Welsh were to be offered, if patients do not actually want this, we would be developing the theoretical *ability* to give a consultation in Welsh without increasing actual *delivery* of services in Welsh.

There therefore the risk that offering greater use of interpretation could come at the expense of more meaningful action to provide services in Welsh.

Future plans produced by PTHB may revisit this position if the situation changes.

## Part III. PTHB Strategy for Welsh in Healthcare:

### Our Action Plan for 2024-29

Action Ref	What is the action?	Rationale	Additional Relevant Welsh Language Standards	Relevant More than Just Words Actions
1	Increase the number of patients asked about their use of Welsh via Civica by encouraging staff to make wider use of the system.	These will not by themselves increase the health board's ability to provide clinical consultation in Welsh; however, they will improve the health board's ability to accurately measure its progress in this area. This is crucial to appropriate targeting of interventions.	23, 23A	5
2	Reduce the percentage of staff whose Welsh skills are unknown by directly contacting these staff and asking them to update their information.		96	8, 9
3	Increase the proportion of PTHB staff who have undertaken the Mandatory ESR Welsh Language Awareness Training course.	Welsh Language Awareness emphasises the importance of language in providing appropriate care and promotes awareness of the principle of the Active Offer. It may serve as a first step to further training.	102	14
4	Increase the number of staff who have undertaken Welsh Language for Managers training.	A course for PTHB managers can be included as part of the existing Managers' Development program; this provides a means of promoting PTHB-specific approaches as well as reinforcing aspects covered in the generic Awareness module.	102, 99	14, 18
4a	Target this training at managers based in Machynlleth and Ystradgynlais.	Targeting this training at priority areas will ensure efficient use of resources as well as increasing the overall uptake.	102, 99	14, 18
4b	Target this training at managers working in the MTJW priority professions.		102, 99	14, 18
5	Directly contact Welsh speaking staff to provide them with a 'Iaith Gwaith' Lanyard.	Current procedure provides these passively e.g. by request and in offer during induction; this relies on the staff themselves to actively seek them out. A more proactive approach should increase the prevalence of Iaith Gwaith throughout PTHB.	105	35
6	Deploy the <i>Academy Careers &amp; Education Enterprise Scheme</i> in Powys secondary schools, including Welsh medium schools and streams, promoting careers in healthcare among those who can already speak Welsh and promoting the importance of Welsh language skills in careers in healthcare.	The Academy Careers & Education Enterprise Scheme will visit Welsh medium settings throughout Powys to emphasise the value of Welsh Language skills for careers in health care.		13, 18, 19
7	Review the way Welsh Language requirements are described in job	There is the potential that the language currently used in advertisements, job descriptions and	106, 107	6, 16

	advertisements and person specifications.	person specifications colours expectations in a way not optimal to recruitment (of Welsh speakers or otherwise). This is also an opportunity to market training.		
8	Ensure all vacancies are correctly assessed for their role requirements through a new assessment system and record the with named individual(s) associated against each individual assessment.	Existing process has limited accountability due to the absence of a record of assessments and their outcomes. A revised process will improve accountability and is likely to increase the number of Welsh essential roles advertised.	106	6, 13, 16
9	Offer Aspiring Nursing Program placements to applicants with Welsh Language skills.	This will entrench the principle that the health board values Welsh language skills and may increase the proportion of Welsh speakers in the staff body.	106, 107	6, 16
10	Begin advertising roles at the health board where Welsh is essential but with the option for non-Welsh speakers to commit to learn Welsh to a certain level on appointment.	This will entrench the principle that the health board values Welsh language skills and should increase the proportion of Welsh speakers in the staff body.	106	13, 16
11	Increase the number of health board roles which are advertised with Welsh language skills as essential and/or where learning to a particular level is required.	This will entrench the principle that the health board values Welsh language skills and should increase the proportion of Welsh speakers in the staff body.	106	13, 16, 18
12	Directly market careers in the health board at Welsh speakers, including via volunteering and work experience opportunities.	Currently the only marketing is the translation of generic materials and occasional individual vacancies. There are many other opportunities e.g. local Papurau Bro, online advertising directly marketed at Welsh speakers., which could increase applications and present the health board as an employer of choice for Welsh speakers.	6	13, 16, 18, 19
13	Roll out 'Courtesy Level' Welsh across the existing staff body (N.B. <i>subject to provision of appropriate training module from WG / HEIW</i> )	This is a MTJW objective. Whilst 'courtesy level' Welsh is not enough to provide a clinical consultation, training to this level may improve language awareness and empathy and can be a first step on a longer-term language journey.	99	17
13	Increase the total number of staff completing Welsh language training (above 'courtesy' level) each year.	Promoting training is a means of improving overall Welsh skills within the staff body and of directly improving our ability to offer clinical consultations in Welsh.	101	18
14	Deploy the confidence raising scheme amongst our staff and, as a minimum, maintain uptake over the five-year period, or as long as the scheme is supported.	Staff who already have Welsh skills but lack the confidence or the habit of using them professionally are 'low hanging fruit' that can be added to the numbers able to offer clinical consultations in Welsh for a fraction of the investment required to teach a clinician Welsh from scratch.	101	13, 18
15	Increase the proportion of PTHB staff reporting their	Improved Welsh skills among the staff body through a combination of	106	5

	Welsh Language skills at level 1+.	increases the prior probability that a consultation will be able to take place in Welsh. This can be achieved through a combination of training existing staff and recruiting new staff with Welsh skills.		
16	Increase the proportion of PTHB staff reporting their Welsh Language skills at level 2+.		106	5
17	Increase the proportion of PTHB staff reporting their Welsh Language skills at level 3+.	Staff with low levels of Welsh skills are unlikely to be able to offer a full clinical consultation in Welsh. However, they may be able to provide a consultation in Welsh with assistance or provide a consultation partially in Welsh; and they are better placed to further develop their skills in the future. It is also plausible that Welsh skills correlate with a greater awareness of the language and that developing skills in the language itself will improve culture, practice, and behaviour around the language.	106	5
18	Increase the proportion of Online CBT courses that can be offered in Welsh, and market this course in Welsh.	Increasing our online offer of healthcare in Welsh needs to be done independently of staff recruitment and retention.	60, 63	13
19	Maintain the health board's current Welsh language capacity on the 111 #2 service.	Existing capacity in this team is sufficient to meet the current level of demand, however this will need to be maintained over the lifetime of the plan.	8, 9, 10	13
20	Increase CIVICA returns of patients saying they were able to use Welsh at least <i>sometimes</i> .	Achieving these aims would show that the Health Board has improved its ability to provide clinical consultations in Welsh.  Setting a target in all three measures will ensure genuine growth is achieved, rather than mere re-distribution.	23, 23A, 110	5
21	Increase CIVICA returns of patients saying they were able to use Welsh at least <i>usually</i> .		23, 23A, 110	5
22	Increase CIVICA returns of patients saying they were able to use Welsh <i>always</i> .		23, 23A, 110	5

## Part IV. Monitoring the 2024-29 Action Plan

Action Ref	What is the action?	Baseline	3 year goal	3 year result	5 year goal	5 year result	Lead Responsibility
<b>Objective 1: Improve local data collection around clinical consultations in Welsh</b>							
1	Increase the number of patients asked about their use of Welsh via Civica by encouraging staff to make wider use of the system.	Total surveyed in 2023-24: 120	200 per year		300 per year		Assistant Director of Quality and Safety
2	Reduce the percentage of staff whose Welsh skills are unknown by directly contacting these staff and asking them to update their information.	12.52%	10%		10%		Service Lead for Welsh
<b>Objective 2: Increased staff awareness and deployment of the Active Offer</b>							
3	Increase the proportion of PTHB staff who have undertaken the Mandatory ESR Welsh Language Awareness Training course.	90%	92%		92%		Head of Organisational Development
4	Increase the number of staff who have undertaken Welsh Language for Managers training.	Zero – Training has been developed but not yet delivered.	Cumulative total of 100 individuals.		Cumulative total of 200 individuals.		Service Lead for Welsh
4a	Target this training at managers based in Machynlleth and Ystradgynlais.	Training not yet developed or targeted.	Evidence of direct targeting.		Further evidence of direct targeting.		Service Lead for Welsh
4b	Target this training at managers working in the MTJW priority professions.	Training not yet developed or targeted.	Evidence of direct targeting.		Further evidence of direct targeting.		Service Lead for Welsh
5	Directly contact Welsh speaking staff to provide them with a 'Iaith Gwaith' lanyard.	Current procedure provides these passively e.g. by request and in offer during induction.	Evidence of direct targeting.		Further evidence of direct targeting.		Service Lead for Welsh
<b>Objective 3: Increase the emphasis on Welsh Language skills in our attraction and recruitment processes</b>							
6	Deploy the <i>Dyfodol y Gweithlu</i> scheme in Powys secondary schools, including Welsh medium schools, promoting careers in healthcare among those who can already speak Welsh and promoting the importance of Welsh language skills in careers in healthcare.	The Academy Careers & Education Enterprise Scheme will visit Welsh medium settings throughout Powys to emphasise the value of Welsh Language skills for careers in health care.	X/Y sessions delivered to X/ Y of pupils in WM/EM schools.		X/Y sessions delivered to of pupils in WM/EM schools.		Strategic Workforce Lead for Health, Care and Partnership

7	Review the way Welsh Language requirements are described in job advertisements and person specifications.	Current description: "The ability to speak Welsh is desirable for this post; English and/or Welsh speakers are equally welcome to apply."	Review carried out and approach changed.		Review carried out and approach changed.		Service Lead for Welsh
8	Ensure all vacancies are correctly assessed for their role requirements through a new assessment system and record the with named individual(s) associated against each individual assessment.	Existing process has limited accountability due to the absence of a record of assessments and their outcomes.	100% of vacancies assessed and recorded.		100% of vacancies assessed and recorded.		Service Lead for Welsh
9	Offer Aspiring Nursing Program placements to applicants with Welsh Language skills.	0 places on the 2023 program were specifically for individuals with Welsh speaking skills.	2 places each year		3 places each year		Head of Workforce Transformation
10	Begin advertising roles at the health board where Welsh is essential but with the option for non-Welsh speakers to commit to learn Welsh to a certain level on appointment.	0 roles advertised on this basis in 2023-24.	3 roles advertised on this basis in 2026-27.		5 roles advertised on this basis in 2028-29.		Deputy Director Workforce & Development
11	Increase the number of health board roles which are advertised with Welsh language skills as essential and/or where learning to a particular level is required.	1 role advertised on this basis in 2023-24.	10 roles advertised on this basis in 2026-27.		20 roles advertised on this basis in 2028-29.		Deputy Director Workforce & Development
12	Directly market careers in the health board at Welsh speakers.	The health board does not currently directly market its roles to Welsh speakers.	Evidence of direct marketing.		Further evidence of direct marketing.		Assistant Director: Communications & Engagement
Objective 4: Develop the Welsh skills of our existing staff through Training and Confidence Raising courses							
13	Roll out 'Courtesy Level' Welsh across the existing staff body (N.B. <i>subject to provision of appropriate training module from WG / HEIW</i> )	48% (it is assumed courtesy = < 1, so all staff at level 1+ currently meet this level)	75% of staff record at least courtesy level Welsh.		90% of staff record at least courtesy level Welsh.		Head of Organisational Development
14	Increase the total number of staff completing Welsh language training each year.	Baseline in 2023-24: 20 individuals trained.	30 trained per year		35 trained per year		Service Lead for Welsh
15	Deploy the confidence raising scheme amongst our staff and ensure that it is widely attended. (N.B. We have based our target on a diminishing cumulative total because it is anticipated that this is targeted to a	None trained; course is new.	Cumulative total of 100 staff		Cumulative total of 150 staff		Service Lead for Welsh

	relatively small proportion of the staff body; annual numbers are likely to reduce as a growing proportion of those staff have already attended the training).		completing the course.		completing the		
<i>Additional Supplementary Targets in relation to Objectives 3 &amp; 4:</i>							
16	Increase the proportion of PTHB staff reporting their Welsh Language skills at level 1+.	48.19%	51.5%		55%		Service Lead for Welsh
17	Increase the proportion of PTHB staff reporting their Welsh Language skills at level 2+.	19.99%	21.5%		22.5%		Service Lead for Welsh
18	Increase the proportion of PTHB staff reporting their Welsh Language skills at level 3+.	11.96%	13%		14%		Service Lead for Welsh
<b>Objective 5: Ensure new ways of providing healthcare services can be accessed in Welsh.</b>							
19	Increase the proportion of Online CBT courses that can be offered in Welsh.	Current: 2 of 25 courses	10 of 25		20 of 25		Director of Community & Mental Health Services
20	Maintain the health board's current Welsh language capacity on the 111 #2 service.	2 of 5 providers able to consult in Welsh.	2/5		2/5		Director of Community & Mental Health Services
<b>Objective 6: Deliver more clinical consultations in Welsh</b>							
21	Increase CIVICA returns of patients saying they were able to use Welsh at least <i>sometimes</i> .	<i>Baseline</i> (end 2023-24)	Year 1 (end 2024-25)	Year 2 (end 2025-26)	Year 3 (end 2026-27)	Year 4 (end 2027-28)	Year 5 (end 2028-29)
		49%	50%	52%	54%	56%	58%
22	Increase CIVICA returns of patients saying they were able to use Welsh at least <i>usually</i> .	35%	35%	36%	36%	36%	37%
23	Increase CIVICA returns of patients saying they were able to use Welsh <i>always</i> .	26%	26%	26%	27%	27%	28%



## Appendix A: Equality Impact Assessment

Please indicate overleaf that you have considered the impact of the proposal on the protected characteristics for all those that might be impacted (service users, patients, staff, patients' relatives and carers etc.).

How will the strategy, policy, plan, procedure and/or service impact on:-	Potential positive and/or negative impacts	Recommendations for improvement/ mitigation	Action taken
<p><b>Age</b></p> <p>For most purposes, the main categories are:</p> <ul style="list-style-type: none"> <li>• under 18;</li> <li>• between 18 and 65; and</li> <li>• over 65</li> </ul>	<p>The More than Just Words framework identifies both older people (65+) and young children as priority areas for Welsh language provision.</p> <p>Staff analyses have suggested that younger staff members are more likely to report higher levels of Welsh language skills (both higher levels and lower levels of skills) when compared to their older colleagues. This is likely due to the greater emphasis on Welsh language skills in schools, and the expansion of Welsh medium education compared to the past.</p>	<p>Opportunities for learning and development are available to all staff irrespective of the protected characteristics.</p> <p>The plan does not mandate that staff undergo training (beyond the minimum 'courtesy' level) where this has not been agreed as part of an appointment process. Roles where Welsh is required to be learned could allow internal staff to develop their skills.</p>	<p>Make reference to where the mitigation is included in the document, as appropriate</p> <p>The plan does not mandate that staff undergo training (beyond the minimum 'courtesy' level) where this has not been agreed as part of an appointment process. Roles where Welsh is required to be learned could allow internal staff to develop their skills.</p>
<p><b>Persons with a disability as defined in the Equality Act 2010</b></p>	<p>Workforce data suggests staff with disabilities are slightly less likely than average to have Welsh language skills.</p>	<p>Opportunities for learning and development are available to</p>	<p>Monitor Annual Reports and other channels for changes in</p>

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken</b> Make reference to where the mitigation is included in the document, as appropriate
Those with physical impairments, learning disability, sensory loss or impairment, mental health conditions, long-term medical conditions such as diabetes	However, it should be emphasised that the data for disability is very different from that in other sources e.g. census, so it is unclear how reliable this is.	all staff irrespective of the protected characteristics.	trends to identify any increased impacts.
<p><b>People of different genders:</b></p> <p>Consider men, women, people undergoing gender reassignment.</p> <p><b>NB</b> Gender-reassignment is anyone who proposes to, starts, is going through or who has completed a process to change his or her gender with or without going through any medical procedures. Sometimes referred to as Trans or Transgender.</p>	No significant impact was identified for Gender reassignment.	Opportunities for learning and development are available to all staff irrespective of the protected characteristics.	
<p><b>People who are married or who have a civil partner.</b></p>	No impact identified.	None required.	None required.
<p><b>Women who are expecting a baby, who are on a break from work after having a baby, or who are breastfeeding.</b> They are protected for 26 weeks after</p>	Staff may reasonably be expected to pause any Welsh lessons whilst on maternity leave. This is already	None required.	None required.

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken</b>
having a baby whether or not they are on maternity leave.	accounted for in existing PTHB policies.		Make reference to where the mitigation is included in the document, as appropriate
<b>People of a minority race, nationality, colour, culture or ethnic origin including non-English speakers, gypsies/travellers, migrant workers</b>	<p>The 2021 census shows that whilst individuals from ethnic backgrounds other than White are less likely to speak Welsh, the differences are relatively small once allowing for country of birth, with 22% of Welsh-born individuals reporting being able to speak Welsh within White ethnic groups compared to 15% in Asian and 14% in Black. Within our workforce there is a strong correlation between White ethnicities (particularly Welsh) and Welsh language skills; however as non-white staff are mainly in nursing and medical roles this strategy would not be anticipated to impact on them significantly at this stage.</p> <p>The 2021 census showed that, in Powys, individuals belonging to Gypsy and Irish</p>	Opportunities for learning and development are available to all staff irrespective of the protected characteristics.	Monitor Annual Reports and other channels for changes in trends to identify any increased impacts.

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken</b> Make reference to where the mitigation is included in the document, as appropriate
	Traveller ethnic groups were similarly likely to speak Welsh as the general population,		
<p><b>People with a religion or belief or with no religion or belief.</b></p> <p>The term 'religion' includes a religious or philosophical belief</p>	Workforce data suggests that adherents of minority religions such as Islam, Hinduism and Buddhism are significantly less likely than Christians or Atheists to have Welsh language skills. This is likely because these are mainly staff from overseas; as they are primarily in nursing and medical roles this strategy would not be anticipated to impact on them significantly at this stage.	Opportunities for learning and development are available to all staff irrespective of the protected characteristics.	Monitor Annual Reports and other channels for changes in trends to identify any increased impacts.
<p><b>People who are attracted to other people of:</b></p> <ul style="list-style-type: none"> <li>• the opposite sex (heterosexual);</li> <li>• the same sex (lesbian or gay);</li> <li>• both sexes (bisexual)</li> </ul>	Workforce data does not show sexual orientation impacts on the ability to speak Welsh. However, it should be emphasised that only small numbers of staff identify as other than heterosexual, so a small number of individuals may significantly impact this.	Opportunities for learning and development are available to all staff irrespective of the protected characteristics.	Monitor Annual Reports and other channels for changes in trends to identify any increased impacts.

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken</b> Make reference to where the mitigation is included in the document, as appropriate
<p><b>People who communicate using the Welsh language in terms of</b></p> <p>(a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language.</p> <p>Well-being Goal – A Wales of vibrant culture and thriving Welsh language.</p> <p>Welsh Language Standards 69-71</p>	<p>The core purpose of this strategy is to improve the ability of the health board to carry out clinical consultations in Welsh, activity which represents an opportunity for persons to use the Welsh Language. Clinical consultations can currently be offered in English in all health board contexts; therefore, the actions in this plan therefore represent efforts to improve the provision for the Welsh language relative to English.</p>	<p>A focus on geographical priority areas where Welsh is more widely spoken will ensure that interventions have the highest possible positive impact. This is because the demand for services in Welsh is highest in these areas, meaning we are focusing resources where Welsh language services are most likely to be used. This will increase opportunities to use Welsh between staff and patients/visitors. It is also likely to be a more tractable way of achieving results in terms of training and recruitment due to the perception of a greater demand for Welsh in these areas, and thus a more efficient use of limited time and resources.</p> <p>Additionally, because a greater proportion of the workforce already present in these areas speaks Welsh, improving the</p>	<p>The action plan allows for differentiation based on different PTHB sites.</p>

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken</b> Make reference to where the mitigation is included in the document, as appropriate
		Welsh language skills of the remainder of the workforce will increase opportunities to use Welsh between staff whether these are newly recruited Welsh speakers or existing staff who develop their skills further through training.	
<p><b>People according to their income related group:</b></p> <p>Consider people on low income, economically inactive, unemployed/workless, people who are unable to work due to ill-health</p>	<p>An increased need to develop Welsh skills may disadvantage individuals who might struggle to afford training sessions. However, currently PTHB fully pays for any Welsh language training requested by its staff.</p>	<p>Opportunities for learning and development are provided free to all staff, so personal financial situation should not be a factor in accessing these opportunities.</p>	<p>Maintain the existing commitment to financially support all staff wishing to learn Welsh.</p>
<p><b>People according to where they live:</b> Consider people living in areas known to exhibit poor economic and/or health indicators, people unable to access services and facilities. This also may include wifi poverty, travel poverty and fuel poverty.</p>	<p>The geographical differentiation in the plan could impact some areas e.g. Ystradgynlais which have higher than average levels of economic deprivation. However, these are also areas with higher levels of Welsh</p>	<p>Opportunities for learning and development are available to all staff irrespective of location. Many training opportunities are hosted online allowing for easy access across the health board.</p>	<p>Monitor Annual Reports and other channels for changes in trends to identify any increased impacts.</p>

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken</b> Make reference to where the mitigation is included in the document, as appropriate
	language skills among the background population.		
<b>Consider any other groups and risk factors relevant to this strategy, policy, plan, procedure and/ or service</b>	None identified.	None identified.	None identified.

**How will the strategy, policy, plan, procedure and/or service impact on the health and well-being of our population and help address inequalities in health?**

Questions in this section relate to the impact on the overall health of individual people and on the impact on our population. Specific alignment with the 7 goals of the Well-being of Future Generations (Wales) Act 2015 is included against the relevant sections.

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts and any particular groups affected</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken by Clinical Board / Corporate Directorate</b> Make reference to where the mitigation is included in the document, as appropriate
<b>People being able to access the service offered:</b>  Consider access for those living in areas of deprivation and/or	None identified.	None identified.	None identified.

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts and any particular groups affected</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken by Clinical Board / Corporate Directorate</b> Make reference to where the mitigation is included in the document, as appropriate
those experiencing health inequalities.  Well-being Goal - A more equal Wales			
<b>People being able to improve /maintain healthy lifestyles:</b>  Consider the impact on healthy lifestyles, including healthy eating, being active, no smoking /smoking cessation, reducing the harm caused by alcohol and /or non-prescribed drugs plus access to services that support disease prevention (eg immunisation and vaccination, falls prevention). Also consider impact on access to supportive services including smoking cessation services, weight management services etc  Well-being Goal – A healthier Wales	Research suggests that better health outcomes are achieved where healthcare is provided in accordance with the language preferences of the patient.	None identified.	None identified.

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts and any particular groups affected</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken by Clinical Board / Corporate Directorate</b> Make reference to where the mitigation is included in the document, as appropriate
<p><b>People in terms of their income and employment status:</b></p> <p>Consider the impact on the availability and accessibility of work, paid/ unpaid employment, wage levels, job security, working conditions.</p> <p>Well-being Goal – A prosperous Wales</p>	<p>Adding Welsh language requirements may make it more difficult for individuals without Welsh language skills to apply for specific roles, though this would not be expected to materially impact local employment levels as a whole and there is no change in the number and kind of vacancies available. Under the current plan the number of vacancies advertised as Welsh essential is anticipated to be &lt;5% of the total vacancies advertised by the health board, meaning that a lack of Welsh language skills should not be a meaningful barrier to employment at the health board.</p>	<p>None required.</p>	<p>Monitor Annual Reports and other channels for changes in trends to identify any increased impacts.</p>
<p><b>People in terms of their use of the physical environment:</b></p> <p>Consider the impact on the availability and accessibility of transport, healthy food, leisure activities, green spaces; of the</p>	<p>None anticipated.</p>	<p>None required.</p>	<p>None required.</p>

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts and any particular groups affected</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken by Clinical Board / Corporate Directorate</b> Make reference to where the mitigation is included in the document, as appropriate
<p>design of the built environment on the physical and mental health of patients, staff and visitors; on air quality, exposure to pollutants; safety of neighbourhoods, exposure to crime; road safety and preventing injuries/accidents; quality and safety of play areas and open spaces</p> <p>Well-being Goal – A resilient Wales</p>			
<p><b>People in terms of social and community influences on their health:</b></p> <p>Consider the impact on family organisation and roles; social support and social networks; neighbourliness and sense of belonging; social isolation; peer pressure; community identity; cultural and spiritual ethos</p> <p>Well-being Goal – A Wales of cohesive communities</p>	<p>A greater emphasis on bilingualism within the health board could foster a greater sense of community within the local area.</p>	<p>None required.</p>	<p>None required.</p>

<b>How will the strategy, policy, plan, procedure and/or service impact on:-</b>	<b>Potential positive and/or negative impacts and any particular groups affected</b>	<b>Recommendations for improvement/ mitigation</b>	<b>Action taken by Clinical Board / Corporate Directorate</b> Make reference to where the mitigation is included in the document, as appropriate
<p><b>People in terms of macro-economic, environmental and sustainability factors:</b>            Consider the impact of government policies; gross domestic product; economic development; biological diversity; climate</p> <p>Well-being Goal – A globally responsible Wales</p>	<p>None anticipated.</p>	<p>None required.</p>	<p>None required.</p>

## Appendix B: Welsh Language Skills Matrix

References to Levels of ability in Welsh are explained in the following NHS Wales matrix.

WELSH LANGUAGE SKILLS MATRIX			
	LISTENING / SPEAKING	READING / UNDERSTANDING	WRITING
<b>LEVEL 0</b>	<ul style="list-style-type: none"> <li>• No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>• No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>• No appreciable ability</li> </ul>
<b>LEVEL 1</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Pronounce Welsh words, place names, department names, etc.</li> <li>• Greet and understand a greeting.</li> <li>• Use basic every day words and phrases, e.g. thank you, please, excuse me, etc.</li> <li>• Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'</li> <li>• State simple requests and follow up with extra questions / requests in a limited way</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters.</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.</li> </ul>
<b>LEVEL 2</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Understand the gist of Welsh conversations in work</li> <li>• Respond to simple job-related requests and requests for factual information</li> <li>• Ask simple questions and understand simple responses</li> <li>• Express opinions in a limited way as long as the topic is familiar</li> <li>• Understand instructions when simple language is used</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area, e.g. in standard letters, leaflets, etc.</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area</li> </ul>
<b>LEVEL 3</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Understand much of what is said in an office, meeting, etc.</li> <li>• Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information</li> <li>• Answer predictable or factual questions</li> <li>• Take and pass on most messages that are likely to require attention</li> <li>• Offer advice on simple job-related matters</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Scan texts for relevant information</li> <li>• Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used.</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>• Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker</li> <li>• Make reasonably accurate notes while someone is talking</li> </ul>

	<b>LISTENING / SPEAKING</b>	<b>READING / UNDERSTANDING</b>	<b>WRITING</b>
<b>LEVEL 4</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information</li> <li>● Contribute effectively to meetings and seminars within own area of work</li> <li>● Argue for/against a case</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Prepare formal letters of many familiar types such as enquiry, complaint, request and application</li> <li>● Take reasonably accurate notes in meetings or straightforward dictation</li> <li>● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker</li> </ul>
<b>LEVEL 5</b>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences</li> <li>● Give a presentation/demonstration</li> <li>● Deal confidently with hostile or unpredictable questions</li> <li>● Carry out negotiations using complex / technical terms</li> <li>● Give media interviews</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc.</li> </ul>	<p><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write letters on any subject</li> <li>● Write full / accurate notes of meetings while continuing to follow discussions and participate in them</li> <li>● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar</li> </ul>

# Appendix C: Review of the 2019-24 Standard 110 Clinical Consultations Plan

## Staff Welsh Language Skills

<b>Objective</b>	Increase the number of staff with Welsh language skills able to offer clinical consultations in Welsh.
<b>Actions</b>	<b>Progress</b>
Monitor the number of staff able to deal with the public in Welsh.	<p><b>January 2021</b> - 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><b>March 2022</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>

- 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.

### **March 2024 Review**

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.

	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
Unknown	333	911*	408	360	318	
Level 0	1023	1077	1134	1136	1141	
Level 1	506	565	574	598	655	
Level 2	126	151	153	162	161	
Level 3	58	65	73	66	79	
Level 4	48	58	62	64	70	
Level 5	87	107	102	108	115	

*\*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.*

	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
Level 0	55.36%	53.24%	54.05%	53.23%	51.37%	
Level 1	27.38%	27.93%	27.36%	28.02%	29.49%	
Level 2	6.82%	7.46%	7.29%	7.59%	7.25%	
Level 3	3.14%	3.21%	3.48%	3.09%	3.56%	

Level 4	2.60%	2.87%	2.96%	3.00%	3.15%	
Level 5	4.71%	5.29%	4.86%	5.06%	5.18%	

The above statistics suggest that the health board has made progress over time in terms of recording the skills of its staff, and that over the five-year period of the plan there has been some growth in the Welsh language skills of the workforce.

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.

**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.

**March 2022**

- 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 speaker’s 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.

**January 2023**

- The Welsh speaker’s 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 teamwork 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 1<sup>st</sup> the first NHS Eisteddfod will be held.

<p>Record staff with Welsh speaking and listening skills at levels 1 and 2 and offering them training opportunities to improve levels that already exist.</p>	<p><b>Jan 2021</b> – See above</p> <p><b>March 2022</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• On March 1<sup>st</sup> 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.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• The Welsh learner’s 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.</li> <li>• 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.</li> <li>• Posters to encourage use of Welsh in the workplace ‘Rho gynnig arni’ have been offered and distributed to staff across all health board sites.</li> <li>• 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.</li> <li>• 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 1<sup>st</sup> the first NHS Eisteddfod will be held.</li> </ul>
<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><b>Jan 2021</b> – 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</p>

	<p>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><b>March 2022</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• We have a dedicated page on SharePoint on opportunities to learn Welsh, which includes direct links to the 10 hr online courses.</li> </ul>
<p><b><u>March 2024 Review</u></b></p> <p>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.</p> <p>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. A second course offered during 2023-24 received 46 expressions of interest, however. Training will remain to be a focus of future planning.</p>	
<p>Promote and use translation and interpretation techniques appropriately to support Welsh speaking service users during clinical consultations.</p>	<p><b>Jan 2021</b> – 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><b>March 2022</b></p>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Our Welsh Language Awareness training and resources have been updated to include clear information on the Active Offer and the clinical need for Welsh.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<p><b>March 2024 Review</b>  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 wish to receive services through interpretation (that is, that they would rather do so than receive them in English).</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><b>Jan 2021</b> – 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><b>March 2022</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• The language skills toolkit has been discussed at a service leads meeting and will be revisited to ensure its fit for purpose over the next year.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• The Welsh language guidance for managers was updated in August 2022, in line with the launch of the new SharePoint Welsh language pages.</li> <li>• Welsh language advice for Managers is offered in the monthly corporate induction sessions.</li> <li>• The recruitment policy has been updated to improve this element.</li> </ul>

	<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><b>Jan 2021</b> – 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><b>March 2022</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The Welsh language skills assessment toolkit is also used as part of the recruitment process for all roles advertised (as detailed above)</li> <li>• The toolkit was discussed at a service leads meeting and will be revisited to ensure it’s fit for purpose over the next year.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• In December 2022, a new toolkit was developed for managers to assess the Welsh skills needed for new and replacement posts.</li> <li>• The training mentioned in the above action, will include guidance for managers to how to properly assess the language skills needed when recruiting.</li> </ul>																			
<p><b>March 2024 Review</b></p>																				
<table border="1"> <thead> <tr> <th>Year</th> <th>2018-19</th> <th>2019-20</th> <th>2020-21</th> <th>2021-22</th> <th>2022-23</th> <th>2023-24</th> </tr> </thead> <tbody> <tr> <td>Number of 'Welsh Essential' roles advertised</td> <td>2</td> <td>0</td> <td>2</td> <td>3</td> <td>2</td> <td style="background-color: yellow;">?</td> </tr> </tbody> </table>	Year	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	Number of 'Welsh Essential' roles advertised	2	0	2	3	2	?	2	0	2	3	2	?
Year	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24														
Number of 'Welsh Essential' roles advertised	2	0	2	3	2	?														
<p>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.</p>																				

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; sadly, this has not led to an increase which has led to plan to introduce more stringent vacancy approval requirements around Welsh language skills in the 2024-29 strategy

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

**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.

**March 2022**

- Update from the Jan 2021 – a session was delivered in Welsh for the Virtual Careers event 2021 looking at Apprenticeship 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.

**January 2023**

- 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.

**March 2024 Review**

To the extent that this objective relates only to promotion and facilitation, PTHB has continued to work on this successfully and effectively. The 2023 Academy Careers Enterprise scheme has been designed to be fully bilingual and include an emphasis on Welsh language skills in the NHS workforce.

Find Welsh speaking mentors across PTHB who are able to support others and promote the use of Welsh in the workplace.

**March 2022**

- 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.

	<ul style="list-style-type: none"> <li>Initial discussions have taken place regarding taking part in the national 'Siarad' scheme and we will look at this further.</li> </ul> <p><b>January 2023</b> – no further update on this</p>
<p><b><u>May 2024 Review</u></b></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. 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

<b>Objective</b>	Improve mechanisms for recording patient language choice in order to provide a bilingual service to those who need it.
<b>Actions</b>	<b>Progress</b>
<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><b>Jan 2021</b> – 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><b>January 2023</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Memory Assessment appointment letters have been updated to ensure patients and family members know how to tell us of their language choice.</li> <li>We will continue to work with departments on updating patient correspondence to ensure language choice for clinical consultations are clear.</li> <li>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.</li> </ul>

<p>Monitor patient administration systems within Patient Services to ensure that patient language choice is recorded and that clinical teams' attention is drawn to this when arranging appointments.</p>	<p><b>Jan 2021</b> – WPAS can record language choice and communication needs. Need to explore further options for flagging information to clinical departments.</p> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• Patients' language choice can be recorded on WPAS and WCCIS</li> <li>• 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.</li> </ul>
<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><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• We hope a system will be put in place nationally to support this work.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<p>Review staff rotas to record when Welsh speaking staff are available and can carry out or support clinical consultations in Welsh.</p>	<p><b>Jan 2021</b> – 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><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• Staff are encouraged and advised to 'match' Welsh speaking patients and staff, where this is possible.</li> <li>• 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.</li> <li>• We have requested 'Cymraeg' stickers for our ward staff to use for patients beds or records, but are waiting to receive a stock from Welsh Government.</li> </ul>
<p><b><u>March 2024 Review</u></b></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>The introduction of CIVICA has meant that for the first time patients are being asked systematically and over a period of time whether they were able to use Welsh in the course of their treatment by PTHB. This has provided a baseline and a method of measuring the health board's ability to provide consultations in Welsh; CIVICA surveys are therefore a core part of the 2024-2029 plan.</p>	

## Cultural Awareness

<b>Objective</b>	Improve awareness of Welsh at work
<b>Actions</b>	<b>Progress</b>
Raising awareness of the principle of the 'Active Offer' in order to encourage clinical consultations in Welsh	<p><b>Jan 2021</b> – this is covered in the Welsh Language Awareness session delivered to staff groups, and within the Managers' Resource and Guidance Documents.</p> <p><b>March 2022</b></p> <ul style="list-style-type: none"> <li>• Welsh language awareness training slides have been updated in 2022 to be rolled out to staff teams.</li> <li>• 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.</li> <li>• PTHB Teams backgrounds now include the 'Cymraeg' logo and 'Dwi'n Dysgu Cymraeg' for staff to use in meetings.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
Promote the use of Welsh at work and increase cultural awareness of the language amongst staff and service users	<p><b>January 2021 - Continually</b> promote Welsh events e.g. Eisteddfod, Welsh Language Rights Day, St David's Day, Welsh language phrases for the workplace, etc.</p> <p><b>March 2022</b></p>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• On March 1<sup>st</sup> 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.</li> <li>• Additional slides have been included within the corporate induction session to increase Welsh language and cultural awareness for new staff.</li> <li>• Welsh Words of the month are included in Powys Announcements.</li> <li>• Staff reminded about the need to answer the phone bilingually and bespoke phonetic cards offered to support this.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>• Welsh language culture is promoted across the organisation and national days such as Diwrnod Shw’mae, Su’mae are promoted and celebrated.</li> <li>• Welsh language is included in the monthly corporate induction sessions for all new staff.</li> <li>• Welsh language awareness training is given to staff across the organisation.</li> <li>• Welsh newsletter is published every quarter.</li> <li>• 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.</li> <li>• 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.</li> <li>• On March 1<sup>st</sup> the first NHS Eisteddfod for staff will be held online</li> </ul>
<p>Encourage people to take place in Welsh language initiatives to promote an inclusive attitude towards providing bilingual services</p>	<p><b>March 2022</b></p> <ul style="list-style-type: none"> <li>• On March 1<sup>st</sup> 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.</li> <li>• Local opportunities to use Welsh socially across Powys (such as activities held by the Mentrau Iaith) are shared on Powys Announcements.</li> <li>• 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.</li> </ul> <p><b>January 2023</b></p>

	<ul style="list-style-type: none"> <li>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</li> </ul>
<p><b>March 2024 Review</b></p> <p>To the degree that these aims are all regarding promotion and encouragement, they can be considered a success. The NHS Wales mandatory Welsh Language Awareness ESR Online module was introduced in 2022 and has makes it mandatory for all staff to complete this course; the course includes raising awareness of the Active Offer and developing participants’ cultural understanding. Reporting on completion rates for this course is a part of the 2024-29 plan.</p>	

**Monitoring Procedures**

<b>Objective</b>	Monitor the provision of bilingual consultations
<b>Actions</b>	<b>Progress</b>
<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><b>March 2022</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>We hope a system will be put in place nationally to support this work.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>One of the standard questions for all questionnaire is regarding whether a Welsh service was provided if it was wanted / needed.</li> </ul> <div data-bbox="869 1134 1675 1305" style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>2 Were you able to speak in Welsh to staff if you needed to?</p> <p> <input type="radio"/> Always    <input type="radio"/> Usually    <input type="radio"/> Sometimes    <input type="radio"/> Never </p> <p> <input type="radio"/> Not applicable </p> </div> <ul style="list-style-type: none"> <li>Over time, CIVICA will give us the data we need on how many clinical consultations take place in Welsh</li> </ul>

<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><b>March 2022</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>We hope a system will be put in place nationally to support this work.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>One of the standard questions for all questionnaire is regarding whether a Welsh service was provided if it was wanted / needed.</li> </ul> <div data-bbox="869 788 1675 954" style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p>2 Were you able to speak in Welsh to staff if you needed to?</p> <p> <input type="radio"/> Always    <input type="radio"/> Usually    <input type="radio"/> Sometimes    <input type="radio"/> Never </p> <p> <input type="radio"/> Not applicable </p> </div> <ul style="list-style-type: none"> <li>Over time, CIVICA will give us the data we need on how many clinical consultations take place in Welsh.</li> </ul>
<p>Welsh Language Service Leads to monitor compliance with Standard 110</p>	<p><b>March 2022</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p><b>January 2023</b></p>

	<ul style="list-style-type: none"> <li>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.</li> </ul>
<p>Collect and analyse Welsh speaking service users' feedback regarding their experience as patients.</p>	<p><b>March 2022</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>We are working with external organisations such as PAVO and the CHC to ensure that the voice of Welsh speaking patients are heard.</li> </ul> <p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>Our first bilingual patient story went to the Board meeting in December in the form of a poem written by a patient.</li> </ul>
<p>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>	<p><b>January 2023</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>We hope a system will be put in place nationally to support this work.</li> <li>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.</li> </ul>
<p><b><u>March 2024 Review</u></b></p> <p>The CIVICA system means that PTHB is now able to record whether patients who wanted to be were able to use Welsh during their interaction with PTHB.</p>	

