



Cardiff and Vale University Health Board

Shaping Our Future Clinical Services

2020/2030



GIG
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NHS
WALES

Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

Foreword

Cardiff and Vale University Health Board provides local healthcare services for people in Cardiff and the Vale of Glamorgan and is the main provider of specialist services for the people of south Wales - and for some services, the whole of Wales and the wider UK. We are also a major teaching and research organisation and play a significant role in the Welsh economy. We are very proud of the role that we play within the NHS. As one of the largest and most complex NHS organisations in the UK, we face unique challenges in the way we develop our services, our staff and our buildings to deliver on our ambitions for the future.

There are a number of challenges facing our modern NHS. With a growing and ageing population, staff shortages and outdated hospital buildings, we must change the way we deliver care if we want to provide high-quality, safe and sustainable care for the future. More recently, the impact of the COVID-19 pandemic has placed substantial pressure on our services and significantly increased demand across the NHS. Throughout the pandemic we have seen the best of our NHS, our staff have risen to the challenge to provide the best care to our patients despite demands. It has also meant some practical changes to the way we treat our patients and has provided us with opportunities to rethink how we could deliver care using modern technology and accelerate service improvements. To deliver the improvements we need to make, it is imperative that we canvas a wide range of views, particularly from our community.

Our **Shaping Our Future Wellbeing** strategy provides the context for everything we do: for healthcare to be increasingly provided away from traditional hospitals and nearer to people's homes; delivering outcomes that are important to the person; providing standardised treatment, delivered efficiently; and finally, supporting our population to lead healthy lifestyles and empower them to self-manage conditions where appropriate. Improving public health and wellbeing is something we cannot do alone and we are committed to working closely with a wide range of partners across our Regional Partnership Board and Public Services Board.

In order to support the delivery of our strategy and ensure we are fit for the future, the next step for our Health Board is to deliver a plan for the redesign of our clinical services. The **Shaping Our Future Clinical Services** programme will help to transform the way people access our clinical services in their homes, communities and in hospital. It will facilitate, develop and deliver a plan for redesign over the next 10 years and will be focused on supporting the delivery of our Health Board strategy by transforming services to ensure that where possible, they are delivered closer to home. We will work closely with our Local Authority and third sector partners to achieve joined-up care wrapped around the person and their family.

This work will provide a foundation for a **renewed University Hospital of Wales** – a state-of-the-art hospital that will be more sustainable and energy efficient and offer outstanding care in an environment suitable for the mid-21st Century.

We believe that we need to respond positively to the challenges we face to deliver better patient outcomes, better patient experience, better value, better satisfaction for the teams of people working for the Health Board and a better deal for Wales.

This document describes the current challenges and principles which will underpin the redesign of our clinical services and asks for feedback on what is important to you, in both the redesign of our clinical services, and the redevelopment of University Hospital of Wales.

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Chief Executive

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Interim Chair

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Who are we?

We plan, organise and provide health services for our local population of approximately 500,000 people in Cardiff and the Vale of Glamorgan. We also provide over 100 specialist services for our region, some of which are provided for the whole of Wales and wider UK.

We employ around 14,000 staff who work across a range of hospital sites and deliver care in people's homes and other community settings. We are a large teaching organisation with close links to the Universities, and together we are training the next generation of our workforce.

We also deliver a large proportion of the research activity in Wales and are proud to be at the forefront of cutting-edge new and innovative treatments and therapies.

The cost of delivering our extensive range of services is around £1.4 billion annually.

Our services

We manage and deliver the care and treatment that people receive in hospitals, health centres and surgeries, GPs, dentists, pharmacists, opticians and other places, including care within the community. We are also responsible for health promotion and public health.

- **Public health:** Improving the health of our population and reducing inequalities. Providing preventative health care information and advice including access to health and wellbeing services.
- **In Primary Care:** This is the 'front door' of our organisation and often the first point of contact for our patients with the NHS. These include GP surgeries, pharmacies, dentists, opticians and sexual health clinics. Locally, our Primary Care services are provided across the whole of Cardiff and the Vale of Glamorgan within three localities: Cardiff North and West, Cardiff South and East, and the Vale of Glamorgan.
- **In the community:** We deliver a wide range of clinical services directly into people's homes (district nursing, podiatry, health visiting, and children's community nursing services). We offer clinic assessments and treatments in our local health centres and in community hospitals such as St David's and Barry. We provide mental health and learning disability services alongside our Local Authority partners and we work closely with voluntary and community, or Third Sector, services.
- **In our specialist hospitals:** University Hospital Llandough (UHL), University Hospital of Wales (UHW) and Noah's Ark Children's Hospital for Wales provide a broad range of inpatient (on our wards) and outpatient (in clinic) medical and surgical treatments and interventions. We serve a wider population across Wales and often the UK, with specialist treatment and complex services such as neurosurgery and cardiac services.

What is our vision?

Our vision as a Health Board is simple; a person's chance of leading a healthy life should be the same no matter who they are or where they live. To make this happen and achieve better outcomes for people, we need to improve our current health system and work with our partners to ensure that it is sustainable for the future.



We want to achieve joined-up care based upon a 'home first' approach.



We want to avoid harm, waste and variation in our services to make them more efficient and sustainable for the future.



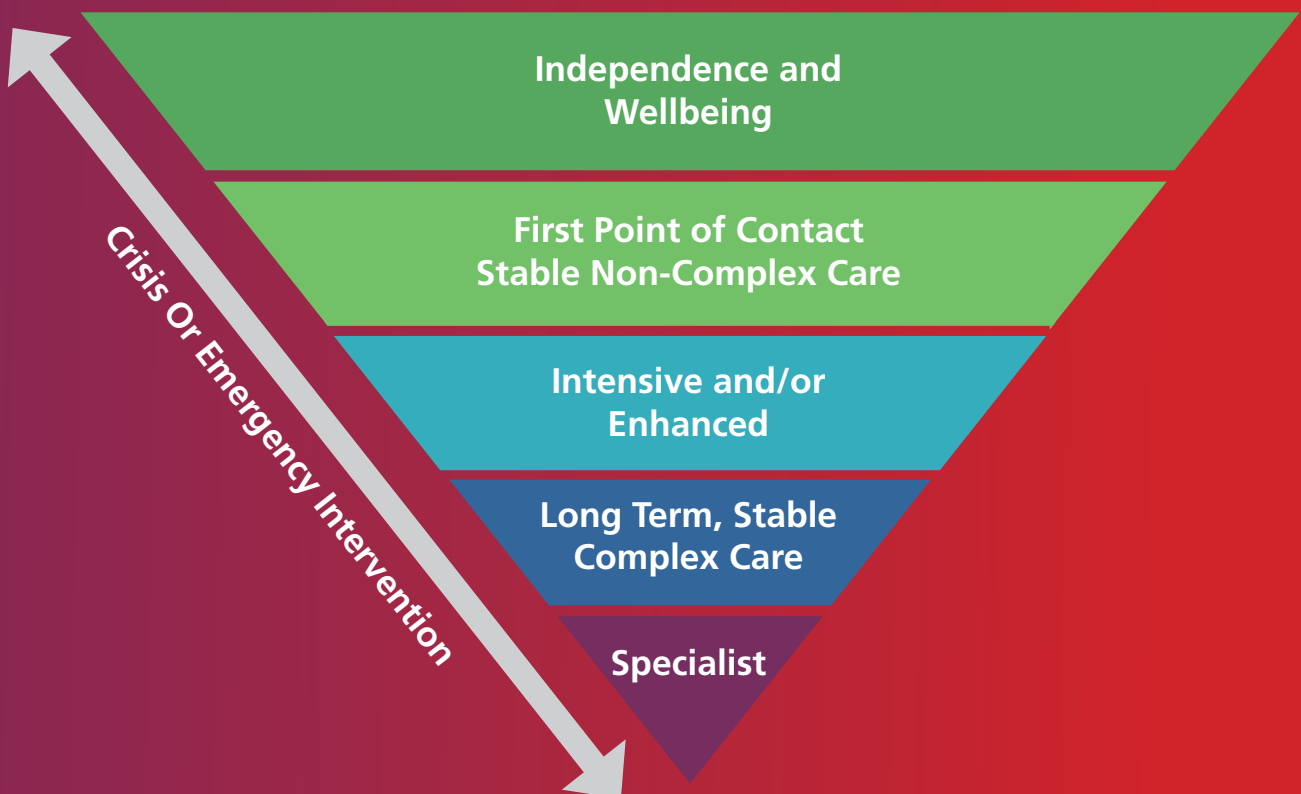
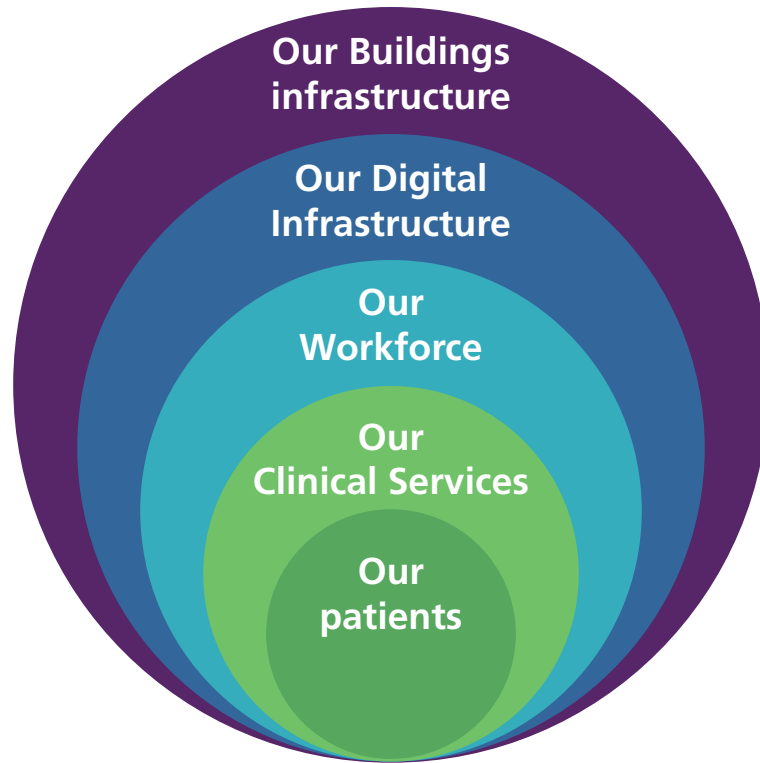
We want to deliver outcomes that really matter to patients and the public, ensuring that we all work together to create a health system that we're proud of.

Our strategy for achieving these aims is Shaping Our Future Wellbeing, a 10-year, system-wide plan that is set to transform our services for the better. In the last 5 years we have taken a number of key steps to deliver this strategy:

- **Community services** - Phase 1 of enhancing our community services is underway with plans to develop a number of Health and Wellbeing Centres and Wellbeing Hubs, which will enable more people to receive care closer to home.
- **Right place, first time** - We have launched Primary Choice, a service that helps people find the right health advice, care and treatment for their needs, so that they see the right person, first time in their local communities, or in the Emergency Unit if it is the right place for their care. This reduces waiting times whilst ensuring people get the best care.
- **Regional specialist services** - In 2020, working in partnership with a number of organisations in South Wales, we launched the Major Trauma Centre as a part of a regional network in South Wales. The new network will improve outcomes for seriously injured patients and the Major Trauma Centre based at UHW provides a centre for specialist treatment.

The transformation of our clinical services will be key in delivering our vision. Working with our patients and stakeholders we will identify 'what good looks like' and transform and develop our services and ensure exceptional care within our hospitals, in our communities and at home.

A number of elements shape our services...



Why do we need to transform our clinical services?



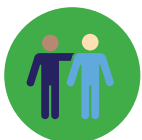
Our population

Population growth - Cardiff is one of the fastest growing cities in the UK. While overall numbers in the Vale of Glamorgan are relatively static, the total population of Cardiff and Vale has now exceeded 500,000 for the first time. By 2029, it is predicted our population will increase by 20%.

An ageing population - Across Wales the population is ageing, with many areas seeing an accelerated increase in the number of older people. The average age of people in both Cardiff and the Vale of Glamorgan is increasing steadily, with those aged 85 and over in the Vale of Glamorgan predicted to increase by 40% in the next 10 years. Older people tend to be the greatest users of healthcare associated with age-related issues, such as dementia, and the impacts of multiple long-term conditions.

An increase in long-term illness and mental ill health - The number of people within Wales with more than one long-term illness is increasing. Mental ill health accounts for a substantial burden of ill health and disability in Wales with high costs not only to the NHS, but to our society and the economy. It is also associated with worse physical health, poor education and unemployment.

A lonelier population - Around a quarter of vulnerable people in our area report being lonely some or all of the time. Social isolation is associated with reduced mental wellbeing and life expectancy.



Our partners

We want to get better at supporting the people of Cardiff and the Vale of Glamorgan to keep well and stay healthy, as well as treating people if and when they become ill. We know that we cannot do this alone and that health services only have a relatively small part to play in that. Good housing, transport, employment and economic wellbeing, education and a thriving art and cultural scene are equally important, if not more so. To help keep our population healthy, well

and independent, we work closely with our partners in Cardiff Council, the Vale of Glamorgan Council and Third Sector (voluntary sector organisations) to plan and deliver joined-up services. As we plan the delivery of more care and treatment closer to home, these partnerships will become even more important and we will continue to strengthen the partnership.



Our population's health

Premature death and unhealthy lifestyles - In adults, the main causes of premature death and disability remain cancer and circulatory diseases, conditions where an unhealthy lifestyle has a significant impact. These include smoking, poor diet and lack of physical activity. Survival rates for cancer in Wales remain amongst the worst in Europe.

Health Inequalities - There is a clear link between social inequalities and health inequalities. Health inequalities may also be associated with other characteristics, e.g. ethnicity. Cardiff and Vale includes some of the most and least deprived areas in Wales. Reducing health inequalities benefits people as it results in longer, healthier lives and reduces costs associated with poor health.

Novel diseases - With the emergence of viruses such as COVID-19, we need to be able to respond quickly in the future and continue to work through what the long-term legacy of the current pandemic means for the way we work going forward.



Our people

Securing the workforce of the future will be one of the biggest challenges facing the Health Board. We recognise that in order to provide sustainable services, staff must be able to work and train within a professional environment which is compliant with national standards – this is absolutely critical to providing the best outcomes for patients and key to recruiting and retaining our staff. We must also give our staff educational and learning opportunities to further improve their ability to provide good care.



Our treatments and technology

Healthcare is a rapidly developing and evolving industry with huge investments worldwide in healthcare research and innovation as well as digital technology. Our research and innovation activities and the services we provide keep us at the forefront of these developments and include advances such as:

Precision medicine and precision prevention

- As our understanding of genetic information improves, our ability to tailor treatments gets better but also allows us to help to prevent diseases such as cancer.

Point-of-care testing - Bringing testing and diagnostics closer to patients and care providers reduces the need for patients to travel to hospital.

Digital technology - Digital systems that allow patients to choose care closer to home such as video consultations, empowering patients with their own information and resources to help them manage their conditions and communicate securely with their clinical teams. Improved communication between NHS care providers such as shared care records and digital tools and solutions that free up staff time to deliver care.

Our clinical services will be designed to ensure that they can make full use of these developments in order to improve outcomes that matter to people.



Our buildings

- There is considerable evidence that the physical environment within healthcare buildings has a significant impact on patient outcomes and wellbeing. Modern hospital building standards dictate access to natural light, privacy, quietness, access to fresh air, minimal environmental impact and the right facilities to ensure modern infection control requirements with sufficient space to allow people to be active and speed up recovery or prepare better for surgery.

- Hospitals can also have a significant environmental impact including land use, energy consumption, waste management, noise, and the use of hazardous substances.
- In redesigning our facilities we need to aim to be world leaders in sustainability, minimising our ecological footprint and developing facilities that are sympathetic to the residential settings in which our main sites currently sit.

The University Hospital of Wales is the largest hospital in Wales. Planned in the 1950s, it is no longer fit for purpose and does not have the right infrastructure or capacity within its buildings to deliver modern clinical services.



Our economy

- It has been clearly evidenced that a healthy population leads to a healthy and productive economy.
- The life science sector is a key contributor to the economy in Wales and has the potential to grow significantly over the next decade. Welsh Government has prioritised the development of this sector. As a Health Board, we will have a key role to play in realising this potential.
- As one of the largest NHS organisations in Europe the Health Board plays a big role in the local economy and labour market. Cardiff and Vale University Health Board is one of the biggest employers in the region with over 14,000 staff. We also work closely with a number of local partner organisations. The Health Board is committed to paying the living wage and offering development opportunities to staff wherever possible.
- We know that poor health has a substantial impact on the economy worldwide. By living healthier lifestyles and making services more accessible we can reduce the financial burden of poor health on everyone.

What is our approach to transforming clinical services?

The transformation and development of clinical services will be supported and overseen by a transformational programme of change, our **Shaping our Future Clinical Services** programme.

The programme will:

- Consider how our clinical services should respond to future challenges and maximise opportunities to improve care, this will include where they should be located as well as the infrastructure and resources that should support them.
- Develop models of care that will include the redesign of how services are delivered in our hospitals, in our communities and at home.
- Oversee the development of plans for how patients will access information, diagnosis and treatment, ensuring that, where possible, care is provided close to home.
- Engage and work with our partners in the region to jointly agree our clinical strategy that fits with the direction of travel for Wales as a whole.
- Prioritise the transformation of these services using specific criteria including patient safety, patient outcomes, sustainability and cost.

This will enable us to:

- Meet the needs of our population now and in the future
- Deliver the best outcomes for our patients
- Create and maximise an agile workforce
- Enhance our specialist equipment and technology provision
- Reduce duplication and variation, giving patients a better experience
- Modernise and improve how patients move through services to use our hospitals to best effect
- Support the future healthcare service needs within modern and fit-for-purpose buildings
- Provide timely access to both emergency and planned hospital treatment
- Be a better partner
- Be part of a system focused on keeping well

We will deliver this programme with the following principles:

- Have our patients at its heart
- Be clinically-led
- Be developed collaboratively with staff, patients and partners
- Integrated
- Work across whole care pathways for conditions, illnesses and injuries
- Involve primary, secondary, tertiary services, and social care services
- Cover all ages – start well, live well, age well
- Connected
- Drive the requirements for transformation programmes, e.g. digital, workforce and infrastructure
- Learn from, incorporate, and build-on prior innovation
- Be closely linked with service plans for the development of services such as public health, mental health and regional services for Wales
- Sustainable
- Support the delivery of future clinical services that are environmentally and economically sustainable

Which clinical services should we consider?

We deliver a wide range of clinical services that provide for patients with emergency, urgent and less time critical care needs. Some of these care needs are routine and common, and others are highly specialised and rare.

This section sets out some areas for consideration based on these needs and some principles and examples of the way in which we might transform care based on opportunities and challenges.

Emergency and urgent care

Emergency care is provided for patients with serious life-threatening or life-changing conditions that require immediate and intensive treatment. Urgent care is provided for patients who have a problem that needs attention the same day but is not life threatening.

Emergency care is not only provided in an emergency unit or department, but in many other areas too, such as critical care, acute medicine and surgery.

This area of our health service is under intense, growing and unsustainable pressure driven by many of the challenges we have described. We know that our patients often have long waits for these services or find they are unable to access them when they are needed. However, it is also an area which could benefit from some of the opportunities we have described, including improved digital technology and access to new treatments and point of care testing. Our aim is to ensure that people have timely access to care and have an optimal clinical journey that diagnoses, treats and gets people home as quickly and safely as possible.



Therefore we could:

- Continue to develop systems which can effectively direct patients to the right service, at the right time and in the right place.
- Continue to develop our services alongside our partners across whole care pathways to collectively reduce pressure across our services.
- Offer some urgent services closer to home in a community setting.
- Consider different ways of organising our workforce to ensure that this care can be delivered safely 24 hours a day, 7 days a week.
- Consider where our services are delivered to maximise opportunities for making the best use of our resources.



What could it mean for me?

- This may mean time and expenses saved in travel where treatments and testing, investigations such as x-rays, CT scans and even some treatments in your local community (at a Health and Wellbeing Centre).
- This may mean attending a different location to your local hospital in order to receive emergency or urgent treatment.
- This may mean calling ahead of a visit to the hospital to ensure any waiting time is reduced or completing assessments online in advance so your clinical team have all the information they need to focus on you during your appointment.

Elective Clinical services

Elective care is provided for patients whose care can be arranged and planned well in advance of treatment – for example, a series of planned treatments for a long-term or acute condition or illness or surgery planned ahead such as a hip or knee replacement. These services often compete with emergency and urgent services, which in some instances can lead to cancellations and delays. The COVID-19 pandemic has significantly impacted the NHS's ability to deliver elective services with many treatments and operations paused.

There are opportunities to look at the way in which these services are delivered including ways in which we can prevent some patients need for these services and reducing time spent in hospital.



Therefore we could:

- Better manage the rising demand for these services by ensuring our clinical services focus on improving the health of our population.
- Engage and communicate with our community and GPs to ensure we treat patients with most need.
- Design simple but effective health and condition pathways that inform all parties of how the clinical journey will be shaped through the health system.
- Create a safe environment for our planned care that can deliver the best experience possible.
- Organise our services more effectively, ensuring patients have access to the right people to treat their needs earlier in their care pathway.
- Consider separating these services from emergency care services, which may mean locating more of the services away from where they are currently delivered in order to minimise the risk of cancellations or delays.
- Offer some elective services at home or within a person's local community.



What could it mean for me?

- It could mean we provide more certainty of planned treatments and operations.
- This may mean you will be offered appointments with a doctor or healthcare practitioner virtually, at home or in your local community rather than coming into hospital, saving both time and money.

- It could mean you will be able to have testing, investigations such as x-rays and even some treatments in your local community (at a Health and Wellbeing Centre).
- This may mean that when you do need to come to hospital, you will have the specialists and services that you need to ensure your hospital stay is no longer than it needs to be.
- This may mean these services are not all located within your local hospital.

Specialised clinical services

Some clinical services provide care for complex, uncommon or rare conditions, illness or injury. They often involve treatments for patients with rare cancers, genetic disorders or who have complex medical or surgical needs. These services are growing as we develop new technologies and treatments.

These services are typically provided at a single hospital location within a region, following referral from a local GP or local hospital consultant. For most patients accessing a specialised service, the majority of their care will be delivered within their local hospital, and their contact with the specialised service may only form a very small, albeit critical part, of their care pathway. A smaller but significant number of patients with long term conditions will have an ongoing relationship with the specialised service.

Where services are specialised, there is a need to ensure that they are sustainable and have appropriately trained staff that can treat injuries, illnesses and conditions regularly - maintaining expert knowledge and skills.



Therefore we could:

- Work with our partners across Wales to develop a clear, compelling, and coherent vision for these types of services.
- Create specifications for the delivery of these services across different services and organisations.
- Develop and deliver plans for providing these services for our population across Wales to ensure; improved quality and safety, service sustainability and improved delivery and performance.



What could it mean for me?

- This may mean that when you do need to come to hospital, you will have the specialists and services that you need to ensure your hospital stay is no longer than it needs to be.
- It may mean that outpatient clinic appointments are offered at a local hospital, virtually at home, or in local communities - preventing unnecessary travel, time and expense.
- It may mean that you will need to travel further to see a specialist - for some specific elements of your treatment.

Where might clinical services be delivered in the future?

At home

As a part of our strategy to deliver care in or as close to home as possible we want to be able to design our clinical services to ensure that care can be delivered in the place where most of us want to be, by increasing home-based treatments.

During the COVID-19 pandemic, our healthcare system has had to adapt to deliver access to services safely and closer to home and we would like to develop these services further.

As technology continues to develop, access to services may be available from alternative sites to main hospital bases. This includes outpatient appointments and reviews that could be undertaken virtually, with test results and monitoring via apps or smartphone technology if this suits our patients' needs.

We recognise that not everyone will have the equipment, knowledge or ability to use the latest technology. We will ensure that we continue to provide access to face-to-face services where that is better for the individual patient.



In the community

We are already several years into our **Shaping our Future Wellbeing: In Our Community** programme which is developing detailed plans for a number of new community buildings to give easier access to health and wellbeing services closer to home. Engagement with local communities and clinicians who will be delivering services in our Health and Wellbeing Centres and Wellbeing Hubs has informed our service model, which will be tailored to the needs of each locality and primary care cluster. In addition to clinical services, services provided by Local Authorities and the Third Sector (voluntary and not for profit) might be delivered by them, these include; peer support groups, support to access services and skills development.

Health and Wellbeing Centres

Our plan is to develop a Health and Wellbeing Centre in each of the three localities (Cardiff Royal Infirmary, Barry and North Cardiff). These will provide the infrastructure to support the services for the locality that cannot be provided in our Wellbeing Hubs due to the dependence on equipment, facilities or critical mass. People will be able to access a range of services including:

- Ambulatory care for rapid assessment of patients with specific conditions without the need for emergency admission
- Range of point of care testing services, such plain film x-ray, CT and ultrasound
- Enhanced enablement and reablement services
- Range of outpatient services including joint primary and secondary care clinics where a virtual clinic may not be appropriate for the patient
- Primary Care (GP) out-of-hours services
- Community Mental Health Teams
- Community Children's Services
- Access to non-medical support and advice, e.g. for carers
- Opportunities for community groups

Wellbeing Hubs

Our plan is to develop a Wellbeing Hub in each of our nine Primary Care Clusters. These will be focused on delivering a social model of health and wellbeing, either through the development of existing places such as health centres, leisure centres, and Local Authority community hubs, or through new builds in areas of extensive new residential development or in newly developed facilities such as those under development at Maelfa. These will deliver services such as:

- GP services
- Community midwifery
- Children's services
- Primary mental health
- Community and independent living services

We envisage that there will be a number of beds within our community for those patients who do not need hospital care but have needs that cannot be met within their home or our Centres and Hubs. This could be in a community hospital bed, a residential or nursing home bed commissioned with the Local Authorities specifically for this purpose. These beds may be used to support those patients continuing their recovery after a stay in hospital, or by our Primary and Community teams to support patients for whom care would be best closer to home rather than a hospital setting.



In hospital

The ambition for two of our major hospital sites is that they continue to develop as two centres of excellence with clearly defined future roles. This will ensure that patients are admitted for the shortest time for the provision of care that can only be delivered in a hospital environment.

University Hospital of Wales (UHW)

As a large acute teaching hospital providing services for our local population but also a specialist facility serving the whole of Wales, UHW provides a range of clinical services including: Critical Care, Emergency Surgery, Neurosurgery, Neurology, Urology, Acute Stroke, Major Trauma, Transplant, Radiology, Cardiology, Obstetrics, Gynaecology, Cancer surgery, General Medicine and Care of the Elderly.

Our vision is to continue to develop clinical services for this hospital site that are:

- Highly specialised (tertiary)
- For the sickest patients who have complex, specialist needs
- For patients who need emergency 24/7 care
- A focus for research and innovation

The opportunity for a new state-of-the-art facility

UHW's current buildings are nearing the end of their design life and the hospital is no longer able to provide the space and facilities required by modern medicine.

We are developing a case for a new hospital facility that we envisage will provide:

- An improved environment for our patients and our staff
- An environment for research and teaching to continue to flourish
- A more sustainable and energy efficient facility

A new facility would enable us to:

- Continue to develop our services to deliver exceptional 24/7 care for the sickest patients
- Continue to deliver exceptional specialised clinical services for Wales

University Hospital Llandough (UHL)

As a large hospital site delivering care for the population of Cardiff and the Vale of Glamorgan, UHL provides services including; Inpatient Mental Health, Adult Orthopaedic and Spinal Surgery, Care of the Elderly, General Medicine, Radiology, Breast Surgery, Stroke Rehabilitation, Cystic Fibrosis services.

We envisage that UHL will continue to be a thriving hospital site specialising in care for ill but stable individuals who are not dependent on critical care for their admission or inpatient stay.

Our vision is to develop exceptional clinical services for this hospital site that are:

- For patients who need hospital care but are stable
- For patients who may need elective surgery that is and planned ahead
- For patients who need specialist rehabilitation
- For patients requiring inpatient mental health services

Important considerations

As we develop and transform how and where we deliver clinical services, there are important considerations to take into account that will enable us to deliver exceptional care for our population.



Our workforce

A people's plan is imperative to ensure the future health and care workforce is sustainable, agile and innovative. Our staff are our most important resource, we will need to ensure that our clinical services are supported by the right staff, in the right place. This will mean growing and developing our workforce to meet the needs of our future services.

There are key principles we will work to when developing the workforce of the future:

- Looking after our people – with quality health and wellbeing support for everyone
- Belonging in the NHS – with a particular focus on tackling the discrimination that some staff face
- Develop and educate our workforce through partnership working with professional bodies and our University
- New ways of working and delivering care – making effective use of the full range of our people's skills and experience
- Growing for the future – how we recruit and keep our people, and welcome back colleagues who want to return
- Being part of the wider team of partners, together focused on health, wellbeing and independence

Digital technology

Digital technology can support both our staff and our patients in providing the best possible care wherever that may be. We know that 85% of people in Wales use the internet – that means 15% do not. Internet use breaks down as:

- People with a long-standing illness or disability - 74%
- Without disability - 90%
- Age 65-74 - 72%
- Age 16-49 - 97%

This means that digital solutions will suit many but not all of our population and so face-to-face services will always be available for people who need them. Indeed, many health and care services can only be delivered face-to-face, hence we see digital as enabling not replacing services you experience.

Here are some examples of the way in which digital technology may help us to deliver clinical services in the future.

As a patient you may be able to:

- Access your own health and care record, reports and results as well as view your appointments and re-schedule them online
- Communicate securely with teams who provide your care
- Share your health and care information with anyone you wish to
- Upload information from wearable devices

In addition to this, we would like to ensure that we can improve access to health and care information across the teams who provide clinical care meaning in any health and care setting, the people treating you have improved access to your information and know about your health and care needs.

We would also like to use health and care data to improve services we deliver by telling us what works well, and what needs to be improved.

Transport and travel

A growing body of evidence describes the positive impacts on health and wellbeing across society which are possible if we increase our active travel rates, reduce air pollution, and prioritise designing well-connected and attractive urban and rural communities. Recent technological advances may also help with this.

Health and wellbeing in our communities could be significantly improved if active travel becomes the norm for short journeys, public transport is used for longer journeys, and air quality improves. To make a significant and sustained improvement in our health and wellbeing we need to take decisive action now and over the next 10 years.

What are the next steps?

- 1. Testing challenges and benefits** – We want to test our thinking on the need to transform our services based on gaining a full understanding of the challenges facing our services and the benefits that could be gained by delivering them differently.
- 2. Identifying clinical services that we think need to change based on challenges and benefits** – talking to our patients and staff, led by clinicians from across the pathway.
- 3. Describing our future models of care in our hospitals, our communities and at home, joined up with partners' services where this will bring a better quality and experience of care and support.**
- 4. Undertaking engagement and consultation on specific service changes** – seeking your views on more detailed proposals on how provision may change e.g. centralisation of some specialised services, and on where services might be provided e.g. moving some services between our hospital sites, community and home.
- 5. Implementing changes to our clinical services, our buildings, our workforce and our digital infrastructure.**

How can you get involved?

We want to hear from you about the ideas set out in this document. We are working closely with the South Glamorgan Community Health Council (CHC) and other partner organisations to make sure as many people as possible have the opportunity to learn about this programme and share their views.

At this stage, it is important that we hear your thoughts and opinions as we begin the development of our plans - this will help us to shape our thinking.

Please visit our website to find out more and provide feedback via our online survey.

Have your say... www.shapingourfuturewellbeing.com

Alternatively, you can fill out the response form below and send it to us by post or email. If you have any queries or require some support, please call 029 218 36078.

What will we do with your feedback?

We are undertaking a 7-week engagement exercise from 1st March 2021 to 19th April 2021.

Following the closing date on 19th April we will:

- Share the responses received with the South Glamorgan Community Health Council (CHC).
- Consider the responses received and write a report summarising the feedback and recommending a way forward.
- Liaise with the CHC to consider the outcome of the engagement exercise and next steps.
- Publicise the outcome of the engagement exercise and confirm next steps in our programme of transforming clinical services.

Shaping Our Future Clinical Services Survey Response Form

Please complete the response form, scan and email it to engage.cav@wales.nhs.uk
You can also post this form to:
ENGAGE WITH US, Woodland House, Maes-y-coed Road, Cardiff, CF14 4HH

1. Do you agree with the challenges and opportunities we have set out in the 'Why do we need to transform our clinical services?' section?

Strongly agree agree neutral disagree strongly disagree

Any further comments

2. Do you agree that in order to meet some of the challenges and take advantage of opportunities we have set out, that there is a need to transform some of our clinical services?

Strongly agree agree neutral disagree strongly disagree

3. Do you agree with the principles we have set out in our approach to transforming clinical services?

Strongly agree agree neutral disagree strongly disagree

Are there any others we should consider?

4. Are you supportive of the principles we have set out in the 'Which clinical services should we consider?' section?

For Emergency and Urgent Care

Strongly agree agree neutral disagree strongly disagree

Any further comments

Elective Care

Strongly agree agree neutral disagree strongly disagree

Any further comments

Specialised Care

Strongly agree agree neutral disagree strongly disagree

Any further comments

5. Is there anything else we should consider when transforming clinical services, what haven't we thought of?

6. In your view, what are most important aspects of your healthcare?

The distance I have to travel

That it provides the best outcome for me

Seeing the right specialist

That it is delivered close to home where possible

That it is timely

7. If the way you receive your care changes in the future, what are the most important things we need to consider in order to limit any negative impacts on your family/care givers?

8. How can we help you to ensure that more of our services can be delivered at home?

9. How would you feel about having the opportunity to receive some of your care via online technology where possible? (e.g. virtual appointments from either home or a community facility)

I would be happy to, and have the ability to do so

I would be happy to but don't have access to the internet or facilities

I would not be happy to

10. When we are looking at the design of our hospitals for the future, what features would make your visit or stay better?

11. Please tick this box and leave your email below if you are happy to be emailed about future consultations

Cardiff and Vale University Health Board Monitoring Form

We are committed to ensuring all our service users and staff are treated fairly and with dignity and respect. We can only achieve this if we know more about the people who work for us and/or use the services we provide. We would be grateful if you completed the following questionnaire. Your background information will be used for monitoring purposes only and held in strictest confidence. Your identity will not be disclosed to anyone and will only be used to help us monitor the operation of our Equality, Inclusion and Human Rights Policy and Strategic Equality Plan - Caring about Inclusion.

12. So that we can better target our services across the city, please provide your postcode in the box

13. What was your age on your last birthday? Please tick one box

- | | |
|--------------------------------|---|
| <input type="radio"/> Under 16 | <input type="radio"/> 45-54 |
| <input type="radio"/> 16-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65+ |
| <input type="radio"/> 35-44 | <input type="radio"/> Prefer not to say |

14. Which term best describes your gender? Please tick one box

- | | |
|---|---|
| <input type="radio"/> Female | <input type="radio"/> Male |
| <input type="radio"/> Non-binary | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Other (specify if you wish) | |

15. Do you identify as Trans? Please tick one box

- Yes No Prefer not to say

16. How many children live in your household? Please tick appropriate boxes

Aged under 4

- 1 2 3 4 5

Aged 4-18

- 1 2 3 4 5

17. Are you pregnant, or have you given birth within the last 26 weeks? Please tick one box

- Yes, I'm pregnant Yes, I've given birth
 No Prefer not to say

18. Which of the following best describes what you are doing at present? Please tick one box

- | | |
|--|---|
| <input type="radio"/> Working full time (30+ hours a week) | <input type="radio"/> Working part time (less than 30 hours per week) |
| <input type="radio"/> In full time education | <input type="radio"/> On a government training scheme |
| <input type="radio"/> Unemployed - Registered Job Seeker | <input type="radio"/> Unemployed - Unregistered but seeking work |
| <input type="radio"/> On a zero hour contract | <input type="radio"/> Permanently sick or disabled person |
| <input type="radio"/> Wholly retired from work | <input type="radio"/> Looking after home |
| <input type="radio"/> Caring for a child or adult | <input type="radio"/> Other |

If you prefer to use your own term, please provide this:

19. Which of the following best describes your housing tenure? Please tick one box

- | | |
|---|---|
| <input type="radio"/> Owned outright | <input type="radio"/> Owned with a mortgage |
| <input type="radio"/> Rented from the local authority | <input type="radio"/> Rented from a housing association |
| <input type="radio"/> Privately rented | <input type="radio"/> Other |

If 'other', please explain:

20. Are you or a member of your household? Please tick one box

You

A member of your household

- Currently serving in the armed forces Currently serving in the armed forces
 An armed forces service leaver (veteran) An armed forces service leaver (veteran)

21. Do you identify as a disabled person? Please tick one box

- Yes No Prefer not to say

22. Please tick any of the following that apply to you

- Deaf/Deafened/ Hard of hearing Mental health difficulties
 Learning impairment/difficulties Visual impairment
 Wheelchair user Mobility impairment
 Long-standing illness or health condition (e.g. cancer, diabetes or asthma)
 Prefer not to say Other

23. Do you care, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without your support? Please tick one box

- Yes No

24. Do you regard yourself as belonging to any particular religion?
Please tick one box

- Yes No

25. If 'Yes', please specify

- Christian (including Church in Wales, Catholic, Protestant and all other Christian denominations)
 Buddhist Hindu
 Jewish Muslim
 Sikh Other Prefer not to answer

If 'Other' please specify:

26. How would you describe your sexual orientation? Please tick one box

- Bisexual Gay woman/ Lesbian Gay man
 Heterosexual/ Straight Other Prefer not to answer

If 'Other' please specify:

27. Are you? Please tick one box

- Single In a same-sex Civil Partnership
 Married Living together/Co-habiting
 Separated/divorced or legally separated if formerly in a same-sex Civil Partnership
 Widowed Other

If 'Other' please specify:

28. Do you consider yourself to be Welsh? Please tick one box

- Yes No

29. What is your ethnic group? Please tick one box

Where the term 'British' is used, this refers to any of the four home nations of Wales, England, Northern Ireland and Scotland, or any combination of these.

- White - Any other white background (please specify below)
 Mixed/Multiple Ethnic Groups - White & Asian
 Mixed/Multiple Ethnic Groups - White and Black Caribbean
 Mixed/Multiple Ethnic Groups - White and Black African
 Mixed/Multiple Ethnic Groups - Any other (please specify below)
 Asian/Asian Welsh/British - Chinese
 Asian/Asian Welsh/British - Pakistani
 Asian/Asian Welsh/British - Bangladeshi
 Asian/Asian Welsh/British - Indian
 Asian/Asian Welsh/British - Any other (please specify below)

- Black/African/Caribbean/Black Welsh/British - African
- Black/African/Caribbean/Black Welsh/British – Caribbean
- Black/African/Caribbean/Black Welsh/British - Any other (please specify below)
- Arab
- Any other ethnic group (please specify below)
- Prefer not to say
- Any other ethnic group (please specify below)

If 'Other' please specify:

The information that you provide in completing this form will be treated as confidential, in line with the requirements of the Data Protection Act 2018 and the General Data Protection Principles.

Any data supplied by you on this form will be processed in accordance with Data Protection Act requirements and in supplying it you consent to the Council processing the data for the purpose for which it is supplied. All personal information provided will be treated in the strictest confidence and will only be used by the Council or disclosed to others for a purpose permitted by law.

If you wish to withdraw consent at any time, please email equalityteam@cardiff.gov.uk
For further information on how we process your personal data please refer to our Privacy Policy - or contact the Data Protection Officer, Room 357, County Hall, CF10 4UW,
email: dataprotection@cardiff.gov.uk

Visit: www.shapingourfuturewellbeing.com

Email: engage.cav@wales.nhs.uk

Call: 029 218 36078

Search **#ShapingOurCAV** on social media