

# Welsh Health Specialised Services Commissioning NEWSLETTER

3<sup>rd</sup> Edition, Winter 2022 - 2023

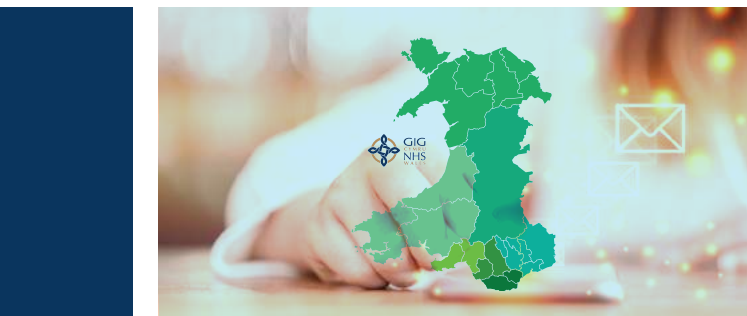


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NHS Wales Awards 2022



This is the 3<sup>rd</sup> edition of the Quality newsletter from the Welsh Health Specialised Services team in Wales. Our plan is for these to be published on a quarterly basis to supplement reports and data already provided through different forums into Welsh Health Boards.

**This Newsletter is available  
in Welsh on request.  
Mae'r Cylchlythyr hwn ar  
gael yn Gymraeg ar gais.**



This gives an overview of some of the work we are involved with, and presents some of the highlights from a commissioning perspective. The services commissioned from Welsh Health Specialised Services Committee (WHSSC) are provided both in Wales and in England this will only provide a snapshot of our work. Permission has been provided for the content included.



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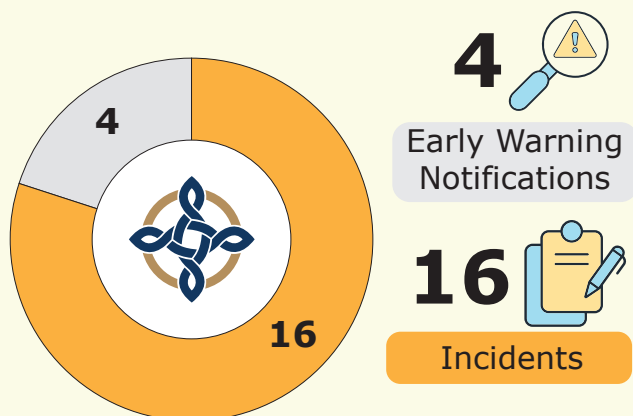
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# Reporting

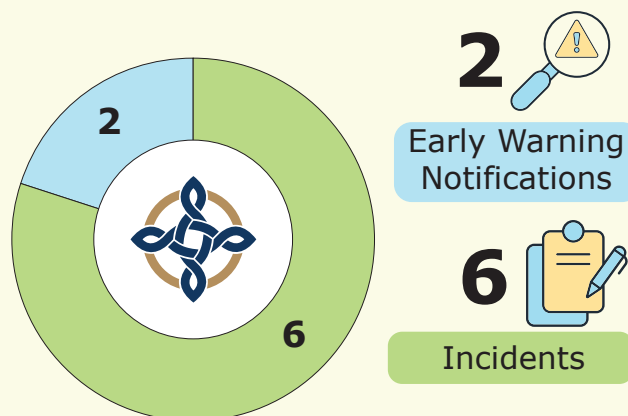
WHSSC do not investigate incidents but are responsible for supporting the investigations into these alongside the monitoring and reporting to the Health Boards. WHSSC are responsible for ensuring the delivery of safe services and ensure that trends or themes arising from concerns have action plans which are completed and support learning. WHSSC facilitates the continued monitoring of commissioned services and work with providers when issues arise.



Between the periods of August to December 2022, there were **16** Patient Safety Incidents and **4** Early Warning Notifications logged.



Between the periods of August to December 2022, there were **6** Patient Safety Incidents and **2** Early Warning Notifications closed.



Concerns



Incidents



Putting Things Right



Complaints

Concerns raised with WHSSC may involve a direct response from the organisation or involve a joint response with the commissioning Health Board or WHSSC may need to ask the Health Board to respond directly.



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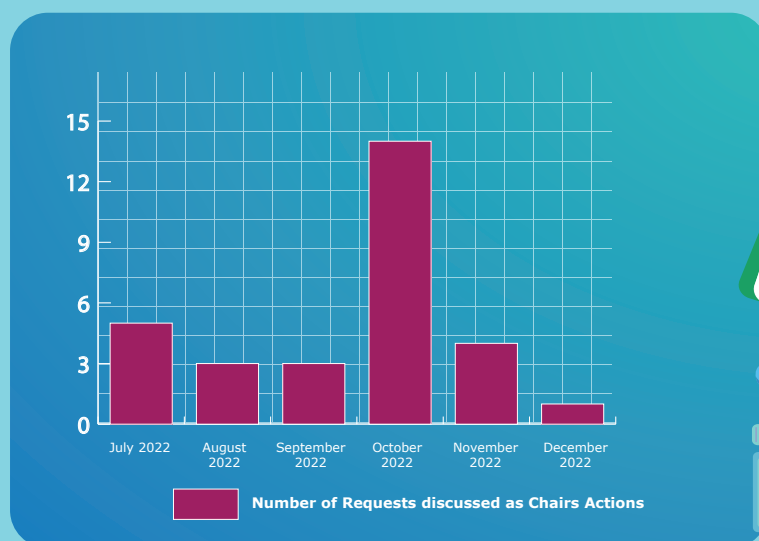
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# Update from the Patient Care Team IPFR (Individual Patient Funding Request)

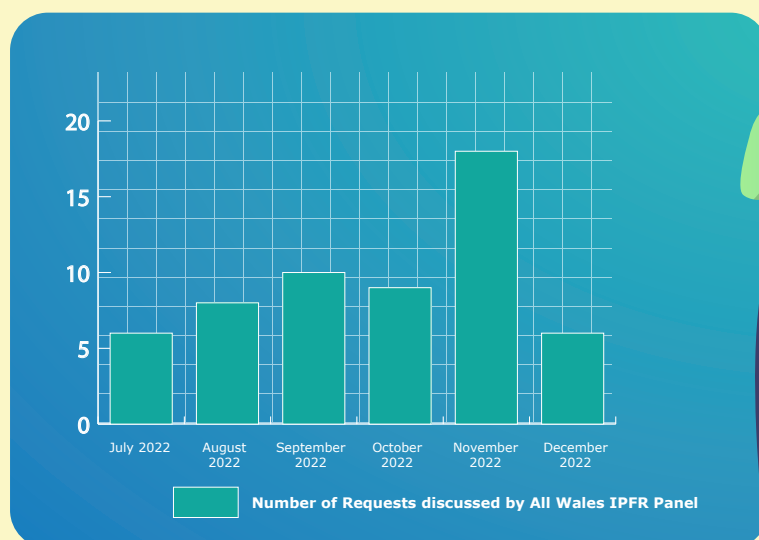
The Patient Care Team receives and manages individual patient funding requests for healthcare that falls outside of agreed range of services.

## An overview of IPFRs processed in Quarters 2 and 3 2022-23:

### Number of Requests discussed as Chairs Actions



### Number of Requests discussed by All Wales IPFR Panel



# Quality and Patient Safety Development Day

WHSSC held a virtual Quality and Patient Safety Development Day on 26th September 2022. Quality Clinical Colleagues and Independent members from across Welsh Health Boards attended.

The day was a success and featured data systems presentations from NHS England on Specialised Services Quality Programme (SSQD transition project), the data team in WHSSC who presented on MAIR, presentations from the Delivery Unit team on Nationally Reported Incidents and the Delivery Unit's role within these as well as National Quality Metrics Application (NQM App) to support consistent quantitative reporting.

NWSPP presented on the Once for Wales Concerns Management System which also featured updates on CIVICA and the work ongoing producing the platform that will be able to collate and analyse all-Wales data.

**Following evaluation of the day, the following comments were given:**

Technical problems were an issue on the day but hopefully didn't distract from the aims and objectives. Useful day for networking and engaging with the Health Boards to gain their views.

A very useful, informative and relevant session – thanks.

I think there was plenty of content and I liked the way the agenda was themed.

I learnt a lot about data collection and how it is used. I look forward to more development in this area and understanding how changes will lead to patient outcomes.

Presentations from external speakers useful and informative.

Shame about some of the IT issues, but I still think it worked fine virtually and it was fixed promptly.

Duty of Quality & Candour will need to be considered next time.

NQM App was of interest.

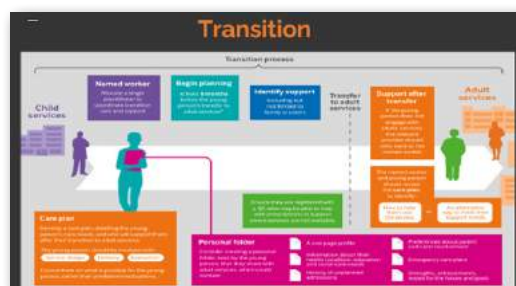
# Cystic Fibrosis Service Improvement and Innovation Day



WHSSC held a Cystic Fibrosis Service Improvement and Innovation Day on 11th November 2022 at The Clayton Hotel in Cardiff. The event was attended by 50 people with participants also on Microsoft Teams.

Liverpool Heart and Chest, Alder Hey and Cardiff and Vale Adult and Paediatric teams were in attendance to showcase their excellent presentations and innovative work, with powerful patient stories featured including a patient from Liverpool Heart and Chest who dialled-in via Microsoft Teams to tell his story live!

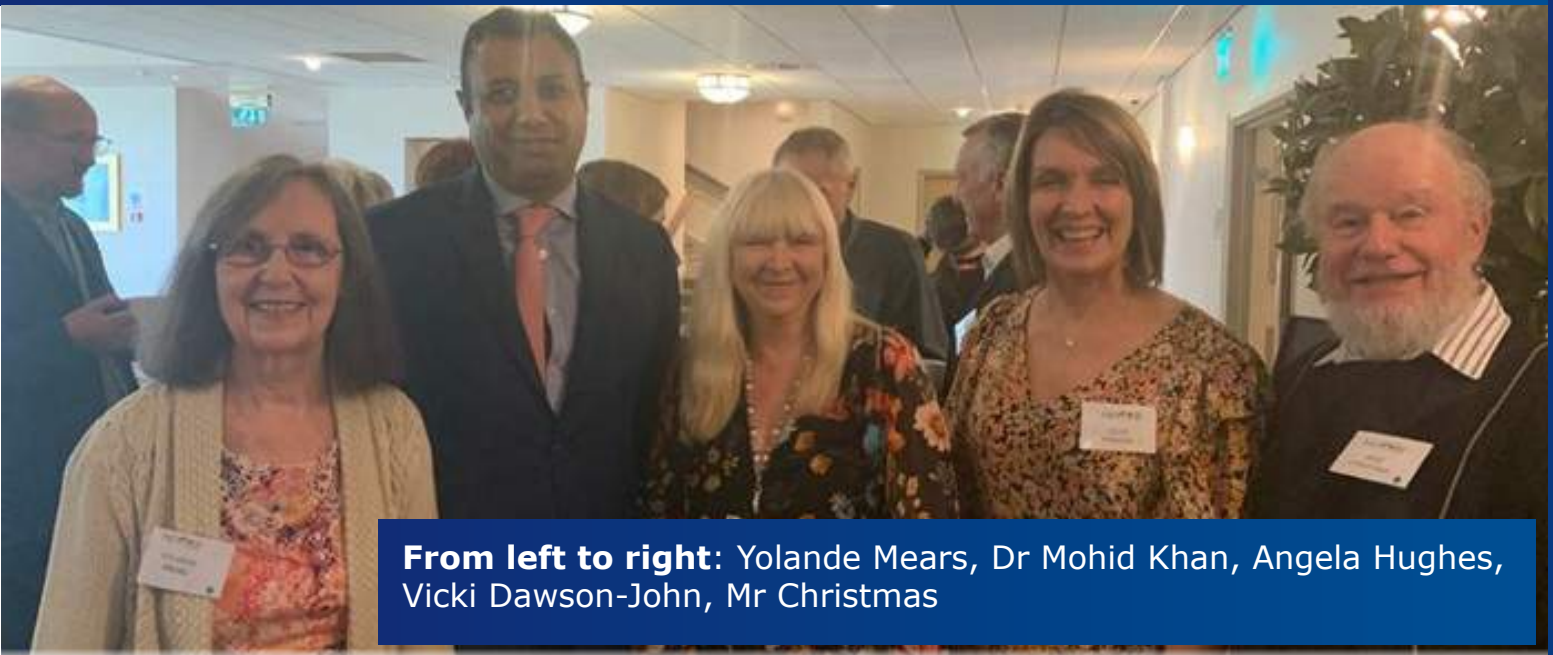
**Slides featured within the Children's Hospital for Wales Presentation:**



**Slides featured within the All Wales Adult Cystic Fibrosis Centre's Presentation:**



# Neuro-Endocrine Tumour (NETS) Celebration Event



The NETS celebration took place at the Vale Resort, Cardiff on 13th October 2022. It was well attended by patients, their families, clinicians and stakeholders.

There was a plethora of patient stories that had a huge impact on the audience and it was a wonderful opportunity to network with all who attended in whatever capacity they represented.

There was a focus on how the service had evolved in order to achieve a Centre of Excellence status. Representatives from this process spoke warmly and with enthusiasm, as to the great efforts made by Dr Mo Khan and his dedicated team to achieve this goal.

**Congratulations to all involved!**



# All Wales Medical Genomic Service (AWMGS)



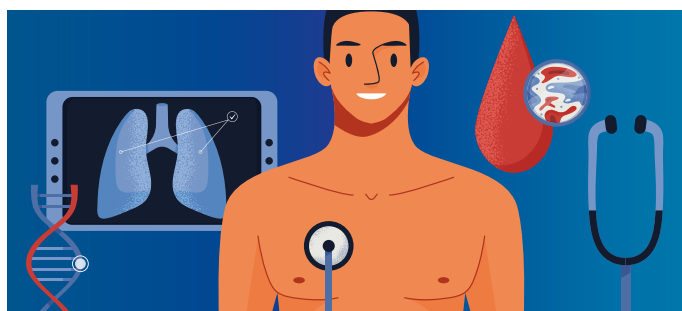
The All Wales Medical Genomic Service (AWMGS) has produced an excellent Quarter 2 Progress Report that highlights excellent work:



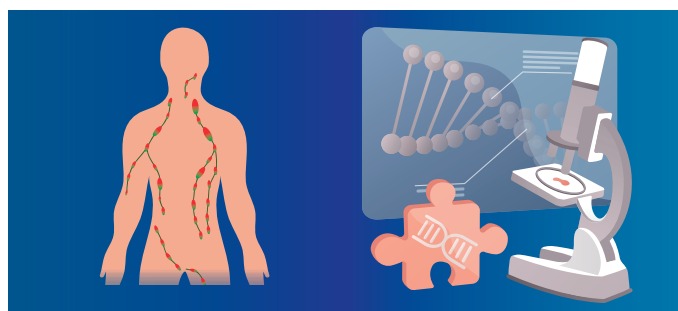
Launch of the PIK3CA Genomic Service for breast cancer in September 2022 which was followed up with an Education Event on 6th October 2022.



An update on the Wales Infants' & Childrens Genome Service (WINGS) that highlights rapid whole genome sequencing testing, diagnosis and patient outcomes.



Secured funding for a pilot to integrate a blood test into the lung cancer diagnostic pathway to accelerate access to personalised cancer treatments.



Development of the Angioimmunoblastic T-cell Lymphoma (AITCL) Service for the DNMT3A, TET2, IDH2 and RHOA genes.

**The All Wales Medical Genomic Service (AWMGS) certainly deserve a massive "well-done" on their excellent work and their resulting fantastic news stories!**

# South Wales Adult Congenital Heart Disease (ACHD) Pilot Wellbeing Group

Dr Anna McCulloch and the ACHD Team recently completed a pilot wellbeing project based at the Orchard, Llandough. The project saw 10 patients with ACHD attend with some members also under the supportive care service. Patient feedback was fantastic and saw collaborations with the nursing team and with "Down to Earth" to provide the service. Dr Anna McCulloch and the Team are grateful to the Cardiff and Vale Health Charity for making it possible.

Some of the recommendations for future activity following the pilot were:

- The pilot showed the positive impact a group-based outdoor group can have on the physical and psychological wellbeing of people living with congenital heart disease.
- Patients reported finding peer support to be extremely beneficial.
- The positive outcomes highlighted the need for further group-based activities and for access to peer support.
- The team plan to run a second group, with some original members invited back to participate in a peer mentor training programme.

## SOUTH WALES ADULT CONGENITAL HEART DISEASE PILOT WELLBEING GROUP

Dr A McCulloch, Consultant Clinical Psychologist, Sarah Finch, Kindra Morgan, Claire Osmon, Katrina Spielman, Beth Shiers, Clinical Nurse Specialists, South Wales Adult Congenital Heart Disease Service

Facilitated by Down to Earth at the Orchard in UHL, and supported by the ACHD clinical psychology and nursing team, the six session once weekly wellbeing group was attended by 10 people with CHD. Group members had opportunity to connect with others and with nature, learn new skills and to challenge themselves. Having Down to Earth as activity facilitators enabled the clinical psychologist to facilitate both in session and out of session psychological learning and reflection and enabled the nursing team to support group members and to foster positive patient healthcare professional team working. All participants completed the course. Written feedback was gained from 9 participants, and we provide the outcomes here. Improvements were reported in social connection, wellbeing, relationships with the ACHD team, fitness, and cognitions relating to their ability and their health condition.

### SOCIAL CONNECTION

*9/9 group members reported feeling more connected to others*

#### CONNECTION WITH FAMILY OR FRIENDS

"Spending time at The Orchard had a lovely impact on my relationship with my wife. I left the sessions feeling connected and relaxed. This allowed the space emotionally to discuss with her the difficult topics of ill health, anger to our situation, and the uncertainty it brings as we drove home. Death is never an easy topic to discuss with a loved one."



### PEER CONNECTION

The group particularly valued the benefits of peer support. They felt connected, valued and understood by each other. They now have a whatsapp group and plan to continue this support

*This element has been invaluable for me"*

*"It has made me realise I am not alone, I felt valuable. It has been useful to hear other people's experiences and share my own"*

#### CONNECTION WITH THE ACHD TEAM

*9/9 group members felt the sessions improved their relationship with the team*

*"I feel that this relationship with the team has the potential to reduce stress and anxiety when attending appointments"*

*"It could also make it easier when times are tough and there may be some bad news that needs to be heard, it's a lot easier to hear this from someone you know a bit better and can be open and honest with."*

### WELLBEING

*Mean scores using the Edinburgh Wellbeing Measure improved from 44.7 to 53*

*8/9 group members reported an improvement in their out of session wellbeing*

*"Reminded me that I am not just my condition"*

*"The session has an immediate impact right after the meet and then during the rest of the week. I feel I have a different perspective and look forward to the next"*



### SHIFTS IN THINKING

*"Made me more confident about going out and about, and in looking for different ways of doing things"*

*"The sessions reminded me that despite my current ill health I could still attempt new tasks, without feeling anxious"*

*"I couldn't do the more physical tasks in the group. I was able to do other jobs. This made me look at things differently - I can't do everything but I can do something. It has helped my own lifestyle and mindset"*



### CONNECTION TO NATURE

*"The group has enabled us to connect with nature also and with the environment around us"*

#### VALUE AND MEANING

*By supporting the development of the wildlife meadow, I have also felt connected to anyone who may use that facility in the future including others with health conditions, hospital inpatients, staff and the wider community"*

### FITNESS

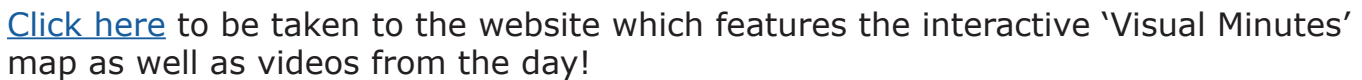
*4/9 group members reported an improvement in fitness and 6/9 saw shifts in beliefs about their physical ability*

*"I used to be afraid to go anywhere on my own and of doing exercise.....now I have joined a yoga class and am considering buying an exercise bike"*

*"I have been able to test myself in what I can do"*




Following on from our last Newsletter piece on the Maternity and Neonatal Safety Summit held on 6th September 2022, the 'Visual Minutes' map has been published that was creatively designed on the day by Scarlet Design.



# Healthcare Financial Management Association (HFMA)

The National Healthcare Finance Awards (HFMA) programme recognises the work of finance teams and individuals from across the UK.

WHSSC colleagues Kendal Smith, Richard Palmer, Dr Kerryn Lutchman-Singh, Karla Williams and some colleagues from outside WHSSC have been looking at access to, and the impact of, WHSSC interventions on our patients.

This cutting edge piece of work was recognised by the Healthcare Financial Management Association (HFMA) and the team were shortlisted for this brand new award and invited to attend the 'Celebrating innovation and excellence in healthcare finance' awards ceremony in London on 8th December 2022.

***We are extremely proud to announce that the team won the Addressing Health Inequalities through NHS Finance Action award and we would like to extend our congratulations to all involved; what a fantastic achievement!***



WHSSC staff Kendal Smith and Dr Kerryn Lutchman-Singh proudly displaying the award!



# NHS Wales Awards 2022



**Cardiac Surgical Team:** Some of the Cardiac Surgical Team with the NHS Wales Award. Front row (l-r) Cardiac Theatre Scrub staff Chito Fababeir and Victoria Jobson, and Sobaran Sharma, Senior Clinical Fellow, Cardiothoracic Surgery. Back row (l-r) Mark Vernon, Trainee Clinical Perfusionist, Ian Bennett, Senior Clinical Perfusionist, Pankaj Kumar, consultant cardiothoracic surgeon and Deputy Medical Director, Morriston Hospital.

The NHS Wales Awards 2022 saw many excellent innovative projects nominated and Swansea Bay University Health Board were not only shortlisted for the Improving Patient Safety award with their submission 'Impact of implementation of an intra-operative checklist to reduce re-operation for bleeding and blood transfusion' – they went on to successfully win the award!



# Quick Round up of Commissioning Teams



## Mental Health

5 year Mental health strategy ongoing. Review of current services and further development of these underway.



## Women and Children's

IVF Service Improvement and Innovation Day currently being planned.



## Neurosciences and long term condition

All Wales strategy to improve outcomes and experience of patients receiving specialised rehabilitation is underway.



## Cancer and Blood

Thoracic and Inherited Bleeding Disorder Service Improvement and Innovation Days are currently being planned.



## Cardiac

Evaluation and actions being taken forward from service developments such as dashboards for clinical practice reporting.



## Intestinal Failure

Ongoing work being undertaken with the recently formed IF commissioning team and as a result of the IF review and Service Improvement and Innovation Day.



## Specialised Services

Strategy is underway.



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## Recognition of Significant Events and Thank You's

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“I was at Ashworth this week with Alison Cannon from NHSE. We went to every unit in the service, also met with Clinical Director and Director of ops. The general consensus from the visit is that the contact they have from the case management team from Wales is second to none. Whilst they have concerns regarding contact from particular areas in England, they feel that the only area they don't need to worry about is Wales. I also saw a number of Welsh patients whilst there and they were also very complimentary about the service you are providing. Just thought I'd share with you all.”

**Adrian Clarke, Assistant Director of Nursing and Quality, National Collaborative Commissioning Unit (NCCU)**

“

“As you will know we are currently taking forward an engagement process around the WHSSC 10 year strategy. This is a really complicated piece of communications work and key to this has been inclusion on the WHSSC website and links to the Health Boards. It's been a fantastic piece of work and we couldn't have done it without our very own IT guru Laura Holborn. As ever she's stepped up and done a fabulous job and I wanted you to know how great she has been!”

**Dr Sian Lewis, Managing Director, WHSSC**

“

“I'm really proud to tell you about another great achievement by one of our WHSSC teams. We have recently been informed that the Quality Team were assessed by CTMUHB Internal Audit and were rated as providing “Substantial Assurance”. This is the highest rating possible and means we are doing our core business really well. I think this is probably the 5th team in WHSSC to get substantial assurance in the last year or so, which is something we should all be very proud of! Fantastic work - well done to Adele and the team.”

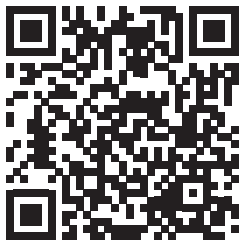
**Dr Sian Lewis, Managing Director, WHSSC**

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# Welsh Gender Service



The Welsh Gender Service published their second Newsletter in Summer 2022, scan the QR code below or [click this link](#) to access it!



## Useful Links

### Other useful links:

[Welsh Health Specialised Services Committee](#)



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**Winter 2023**

For queries or detail on any aspect within this Newsletter, contact Adele Roberts, Head of Patient Safety and Quality or Leanne Amos, Quality Administration Support Officer.

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