

QUALITY UPDATE

5th Edition, Autumn 2023



This is the 5th 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 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 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.

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

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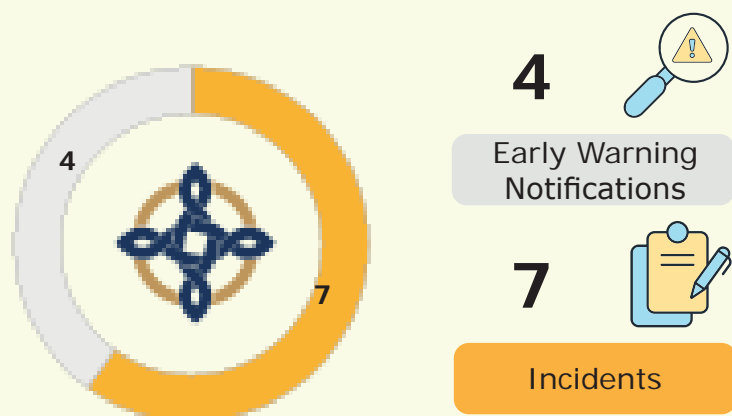
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Reporting

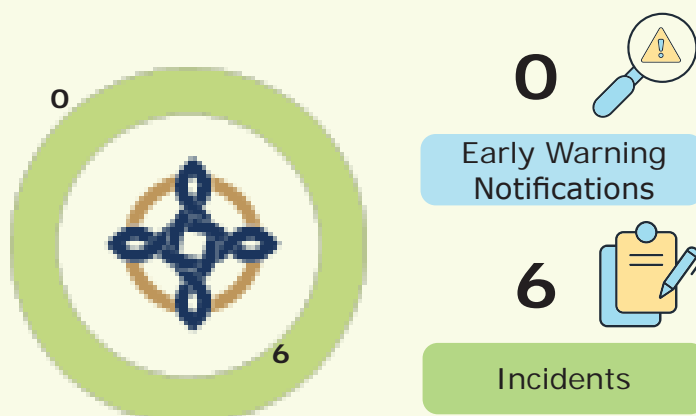
WHSSC do not investigate incidents but are responsible for supporting the investigations into these alongside the monitoring and reporting to the Health Boards. WHSSC are responsible for ensuring the delivery of safe services and ensure that trends or themes arising from concerns have actions plans which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



Between the periods of January to June 2023, there were **7** Patient Safety Incidents and **4** Early Warning Notifications logged.



Between the periods of January to June 2023, there were **6** Patient Safety Incidents and **0** Early Warning Notifications logged.



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 Quarter 4 2022-23 and Quarter 2 2023-24:

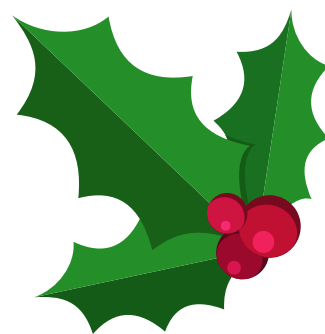
	Number of Requests discussed as Chairs Actions	Number of Requests discussed by All Wales IPFR Panel
July 2023	15	11
August 2023	6	16
September 2023	9	6



Political Leadership



Vicki Dawson-John, Quality Patient Safety Lead for WHSSC attended the Political Leadership Programme. The programme explores how the political environment sets the context for the individual practitioner and organisation. It expands your knowledge of how health and social policy are shaped in Wales. It encouraged participants to engage with strategic policy and provided the tools for such engagement and for influencing the wider agenda. Participants heard from a variety of influential guest speakers from the world of politics and nurse leaders. It facilitated a blended learning approach, including interactive discussion and practical workshops.



“

“An incredibly empowering and informative course. It helped me to break down pre-existing barriers, regarding the political influence and encouraged my engagement with the wider political agenda.”

Vicki Dawson-John

Posture and Mobility Group Conference 2023



The Posture and Mobility Group Conference 2023 was held 10th-12th July 2023 in Telford. Dr Lorna Tasker, Consultant Clinical Scientist at Head of Rehabilitation Engineering in Swansea Bay, said:

"There was excellent contribution from Wales, demonstrating a range of service development and audit activity." The following snapshots are compiled of:

- ❁ The application of tilt-in-space and backrest recline for tissue viability in wheelchair users: an evidence-based review. Amie James, Physiotherapist, Cardiff
- ❁ A review of in-house medical device manufacturing at Swansea's Rehabilitation Engineering - Jacob Redwood-Thomas, Clinical Scientist, Swansea
- ❁ Quantitative Assessment of Custom Contoured Seating: Can computational modelling be used to inform whether final custom contoured seat shapes meet the original intended postural goals? Ella Mencil, Trainee Clinical Scientist, North Wales Posture & Mobility Service
- ❁ Developing a Partnership between Health and Sport - Stephen Jones and Catherine Chin, North Wales Posture & Mobility Service
- ❁ Driving Service Change To Power Independence – John Green and Phil Jackson, North Wales Posture & Mobility Service." A big thank you to Ellen and her family for allowing us to use her story here!

MAINTAINING SKIN INTEGRITY AMONG WHEELCHAIR USERS

SUMMARY: Pressure ulcers are reported to be the leading cause of patient harm in Wales.¹ Immobility is a key contributory factor leading to pressure ulcer development.² Best practice guidelines recommend individualised repositioning schedules for those identified at risk of pressure ulcers,³ yet research has shown poor awareness of pressure ulcer prevention amongst wheelchair users,⁴ and wheelchair positioning advice given by healthcare professionals is predominantly based upon clinical experience⁵.

In 2021, an evidence-based review was conducted to examine the current evidence base for the effectiveness of wheelchair tilt-in-space and backrest recline for tissue viability. Key findings to inform wheelchair prescription and optimise the application of wheelchair repositioning for the prevention and management of pressure ulcers are summarised below. This work was undertaken as part of an MSc programme in Wound Healing and Tissue Repair at Cardiff University.

THE EVIDENCE:

Magnitude
Wheelchair users predominantly used repositioning for function and comfort reasons⁶ and most frequently used 2°-15° tilt and 95°-100° backrest recline.⁷ 25° tilt with 120° recline improved both skin and muscle perfusion under the ischial tuberosities.⁸ Tilt greater than 30° reduced interface pressure at both ischial tuberosities and sacrum.^{8,10}

Frequency
Only 25.8% of wheelchair users conducted wheelchair repositioning for pressure relief every hour.¹¹

Duration
3 minutes offloading led to improved skin perfusion under the ischial tuberosities.¹²

No conclusive evidence to link interface pressure with pressure ulcer development.¹³

High variation amongst individual's tolerance to seated loading.¹⁰

REMEMBER.....

Interface pressures, shear forces and sliding distances are greatest during backrest recline in wheelchair users with abnormal muscle tone and impaired postural control, especially hypertonia.^{14,15} Consider prescribing accessories such as positioning belts to increase postural stability around the pelvis and assess for appropriate pressure distributing cushion.

Increased shear forces at seat and backrest occur during all phases of backrest recline, especially when returning to upright position.¹⁶ This increases when legs are elevated.¹⁷ Consider sequencing. Always tilt wheelchair first, then recline backrest with leg-rests positioned down. Reverse sequence when returning to upright position.¹⁸

Wheelchair users tend to underestimate tilt and recline magnitudes.⁹ Ensure they understand the importance of weight shifting and can accurately demonstrate the required magnitude, frequency, and duration of weight shifts for pressure relief. Problem solve any potential barriers and threats to implementation.

Mechanisms which provide feedback have been shown to improve pressure redistributing behaviour.¹⁹ Discuss how wheelchair repositioning can be incorporated into wheelchair users' daily lives. Encourage the use of prompts to facilitate long-term health behaviour change.

References:

1. All Wales Safeguarding Network Task and Finish Group (2018)
2. National Institute of Health and Care Excellence (2014)
3. European Pressure Ulcer Advisory Panel et al (2019a)
4. Dravey et al (2004)
5. Mortenson et al (2018)
6. Titus Miller and Polgar (2018)
7. Ding et al (2008)
8. Jan et al (2013a)
9. Giesbrecht et al (2011)
10. Sonenblum (2010)
11. Arlax et al (2016)
12. Jan et al (2013b)
13. Groah et al (2015)
14. Hobson (1992)
15. Huang et al (2013)
16. Kobara et al (2013b)
17. Kobara et al (2015b)
18. Liu et al (2014)
19. Hubli et al (2021)

Posture & Mobility Group

www.pmguk.co.uk

Amie James
MCSP SRP, BSc (Hons), MSc

CARDIFF UNIVERSITY
PRIFYSGOL CARDIFF

A review of in-house medical device manufacturing at Swansea's Rehabilitation Engineering - Jacob Redwood-Thomas, Clinical Scientist, Swansea:

A Review of In-House Medical Device Manufacturing at Swansea Rehabilitation Engineering



Authors: Jacob Redwood-Thomas, Dr Mark Bowtell, Dr Lorna Tasker

Rehabilitation Engineering Unit, Medical Physics & Clinical Engineering, Swansea Bay University Health Board, Morriston Hospital



GIG
NHS
Wales
Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Aims and Background: The in-house manufacturing workshop within Swansea's Rehabilitation Engineering Unit (REU) manufactures bespoke medical devices for the Specialist Seating Service and the Pressure Ulcer Prevention & Intervention Service (PUPIS). It is estimated that the workshop manufactures 600 medical devices per year (including modifications/repairs). The team comprises of engineers and technicians who cover all aspects of manufacturing ranging from machining to upholstery. With the new MDR being introduced, the department implemented a Quality Management System (QMS) and sought ISO 13485 accreditation, which it was successful in obtaining in 2021. This has led to:

- Increased structure and formality to processes relating to the in-house manufacture of custom devices
- Traceability of devices
- Up-to-date records of custom devices
- Assurances to our service users of quality and safety

Furthermore, to ensure safe workshop practice, the team developed a set of training competencies for each piece of machinery to enable non-workshop staff to use the workshop, where appropriate.

Within the workshop structure, there are two sub divisions, manufacturing and upholstery. Activity from both sub divisions are audited, with a target of two weeks from the clinician requesting a custom device to the manufacture of that device being complete. This audit data has led to the development of key performance indicators, which the department are monitoring regularly. These are subsequently reported to senior management.

Workshop Activity:

The overall number of custom medical devices manufactured in-house has increased from 491 in 2019 to 588 in 2022. This data has enabled the department to justify additional staff resource to keep up with demand and allow custom equipment to be delivered to service users in a timely manner.

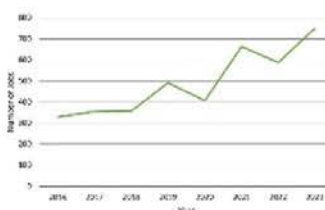


Figure 1: Number of jobs completed per year from 2016-2023. 2023 data includes projected data based on current trending

As shown in figure 1 above, the projected number of jobs that will be completed in 2023 is approximately 750. This is an increase of 49% and 28% when compared to total jobs completed in 2019 and 2022, respectively.



Audit Results:

An audit of custom moulded seat provision has revealed a 63% increase in demand of custom moulded seating when comparing pre (2019) and post (2022) COVID-19 pandemic periods, as shown below in figure 2.



Figure 2: Number of custom moulded seats provided each year from 2014 to 2022

Our target is to reduce the number of custom manufactured devices waiting over two weeks from request to manufacture to 1 in every 5 jobs (20%).

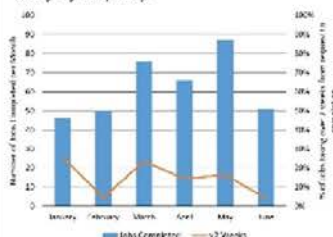


Figure 3: Number of jobs completed per month and the percentage of jobs taking over two weeks from request to completion in 2023

This two week target is a reflection of when a clinician requests the device and is impacted by increases in demand. Figure 3 above shows the demand for workshop jobs against how many of those jobs take two weeks from being requested to completion.

Workshop Resource Allocation:

The two production streams of upholstery and manufacturing total 2.3 whole time equivalent (WTE). Production of custom equipment is primarily for the Specialist Seating Service, as shown in figure 4 (right). A review of workshop skill mix has allowed for more efficient allocation of work that has assisted with decreased lead times in the workshop. Having both production streams in-house benefits the department in a number of ways, including cost savings and turn around times. Figure 4 below shows the split between upholstery and manufacturing job requests and their respective WTE.

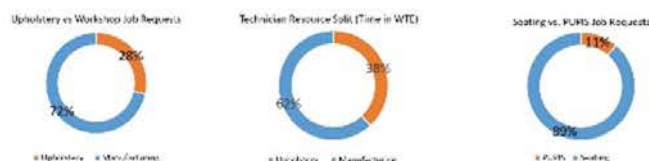


Figure 4: A comparison of time resource in WTE between upholstery and manufacturing (left), percentage of jobs requesting upholstery or manufacturing input (centre) and percentage of jobs requested by Specialist Seating or PUPIS (right), Jan-June 2023 data

Discussion: Audit data has provided an insight into the impact that the COVID-19 pandemic had on services. Custom moulded system data is suggesting that there is an increase in the complexity of our service users post pandemic. Reduced access to services may have contributed to this.

Regulation changes have had an overall positive impact on in-house manufacturing within REU. This has indirectly improved the service user's experience because the department now has robust processes, which provide assurances to service users that devices are made to a set of standards, whilst retaining the innovation required to meet the individual needs of our service users. Projects on sustainability and green practice as well as the refinement of manufacturing techniques to improve the aesthetics of custom equipment are a few examples of on-going workshop innovation. Expansion and manufacturing opportunities are being considered.



Acknowledgements: Dr. Rebecca Nix - Regulatory and Compliance Manager
All staff within the Swansea Rehabilitation Engineering Unit



Quantitative Assessment of Custom Contoured Seating: Can computational modelling be used to inform whether final custom contoured seat shapes meet the original intended postural goals? - Ella Mencil, Trainee Clinical Scientist, North Wales Posture & Mobility Service:



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Quantitative Assessment of Custom Contoured Seating: *Can computational modelling be used to inform whether final custom contoured seat shapes meet the original intended postural goals?*

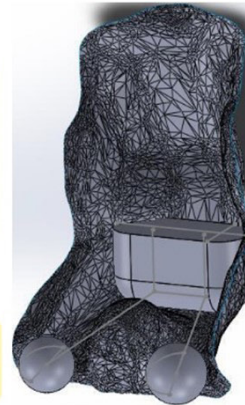
By Ella Mencil (Trainee Clinical Scientist, North Wales Posture & Mobility Service)

Need

The finished shape of the sitting surface is understood to be largely informed by the postural assessment, and yet the results of the postural assessment are not commonly re-considered after casting is complete. As a result, whilst there is plenty of anecdotal evidence for how to design a seat for a given posture, there is limited quantitative evidence to support this opinion. Hence, the motivation for this work was to develop a method to measure how a seat shape considered clinically appropriate by the clinician reflects the postural assessment, if at all.

Aim

"To develop a method to measure and quantitatively assess custom contoured seat shapes, to better understand the casting process and the shapes relationship to the postural assessment."

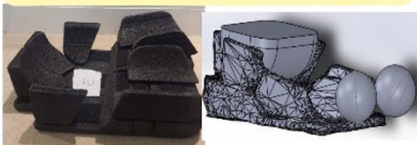


Model Development:

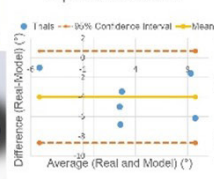
- Model developed using Artex 9 and Solidworks.
- Biomechanical model built from simple cylindrical shapes to represent the knee and pelvis.
- Knee and hip joint centres approximated using understanding of anatomy and Seidel's regressions equations (Seidel, 1995).
- Model made unique to each seat shape based on measurements taken from the seat scan such as hip width and leg length.
- Angles of hip ab/adduction and hip flexion measured in degrees.

Verification

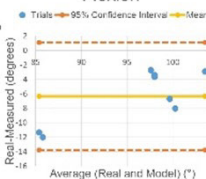
Four different modular seat cushion shapes were measured by hand and then the computational method was completed. The results were compared.



Bland Altman for Hip Ab/Adduction



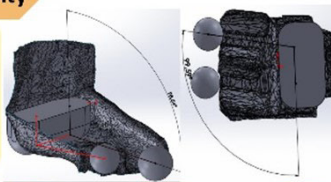
Bland Altman for Hip Flexion



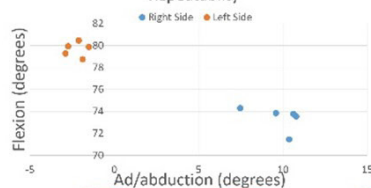
- 'Good' correlation for hip ab/adduction measurements and 'Fair' correlation for hip flexion measurements.
- Mean errors of 4° and 6.3° for hip ab/adduction and hip flexion respectively – with consistent over abduction and over flexion of the model in comparison to the real measurements.
- Errors within visual estimation errors (Parker, no date).
- No bias or proportional error observed.
- Conclusion:** The model was able to measure seat shape with an output that provides an indication of both hip flexion and hip ab/adduction.

Repeatability

The same seat shape was scanned five times and the results were compared.



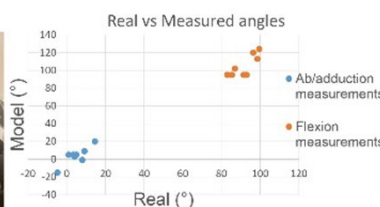
Repeatability



- Two factor without replication ANNOVA demonstrated that there was no significant difference in results between trials.
- Precision is 3.2°
- 'Excellent' intra-rater agreement.
- Conclusion:** For the same user, implementing the model is a repeatable process.

Validation

Healthy volunteer cast four times in different seated positions, joint angles measured with a goniometer and compared to the computational model.



- A statistically significant positive linear relationship observed between the model output and real biomechanical measurements.
- Consistent over-adduction and over-flexion of the model in comparison to the real biomechanical measurements.

Limitations

- Model developed from typical anatomy and may not represent the typical patient population.
- Model consistent regardless of sex, weight, age.
- No soft tissue included.
- No inter-rater tests completed.
- Difficult to apply if pelvic well cannot be visualised in the seat shape.
- Possible confirmation bias present during model development.

Conclusion

There is evidence to suggest it is possible to use computational modelling to quantitatively assess custom contoured seat shapes. This could have applications for monitoring changes to seat shape, as a training tool, and as a method to check if the intended postural goals have been met. Future work may include model automation, increased model complexity, and using regression analysis to assess the relationship between postural assessments and cast shapes.

References

Seidel, G.K., Marchinda, D.M., Dijkers, M. and Soutas-Little, R.W., 1995. Hip joint center location from palpable bony landmarks – a cadaver study. *Journal of biomechanics*, 28(8), pp.995-998.

Parker, K. No Date. Reliability of visual estimation of angles relating to joint ranges of motion in rehabilitation. [Poster]. Posture and Mobility Group. [Online]. Accessed: 10/08/2022. Available from: https://www.pmguk.co.uk/data/scene_files/ITcon1620040/Files/pmguk20poster16201in.pdf



SCAN ME

Contact: ella.mencil@wales.nhs.uk

Developing a Partnership between Health and Sport - Stephen Jones and Catherine Chin, North Wales Posture & Mobility Service:



Developing a Partnership between Health and Sport

Aims

- Transform the relationship between Health and disability sport in Wales; create a strong and sustainable partnership, raising disabled people's awareness of, and engagement in, physical activity and sport opportunities through contact with health professionals.
- Support health professional to promote physical activity and sport to disabled people as part of their core practice
- Improve the health and well-being of disabled people through increased physical activity

Methods

- Sport Wales Calls for Action Grant-funded pilot (2013-16)
- Physiotherapist appointed to the role of Health Disability Sport Officer to lead the partnership
- 3-tiered project steering group structure (Delivery, Operational and Executive) with representation of all key stakeholders (BCUHB, DSW, SW and Public Health Wales (PHW))
- Pathway co-produced to enable health professionals to signpost disabled people towards physical activity, including sport, via the support of the Local Authority Sport Development teams (or equivalent team)

Posture and Mobility Service in North Wales working as key partner:

- Disability Sport Officer working directly in waiting areas
- Every Contact Counts principle, all interactions with the service involves a discussion about sport and physical activity.
- Information resources areas.
- Promotion of events and opportunities.



Pilot Successes

560
560 disabled people have been signposted from Health to physical activity (including sport) opportunities.

1190
1190 health care professionals have attended up-skilling sessions.

4
4 talented athletes have been identified representing Wales in their chosen sports.

+21%
The number of disabled people participating in physical activity (including sport) North Wales has risen from 6,207 to 7,531.

£1 investment = £124 social value



Alex Wilson: Wales U15 Wheelchair Basketball
"I used to get bullied a lot in school, but this has stopped the bullies from coming, because I play for Wales. I want to keep training to be at captain level".



Matthew Kennedy: Cricket
"My mum received an email saying I had been selected to play for the Welsh cricket team in a match against England at Old Trafford Cricket Club. We lost this match but I enjoyed the game. I have also played a match as part of North and South Wales against Midlands Counties in Luctonians cricket ground. This time we won."

Service Benefits

- Simple Referral process
- Increased confidence of clients
- Partnerships with local clubs and promotion of events.
- Development client skills.
- Active discussion about suitable equipment to meet the individuals needs.
- Development of partnership for wheelchair skills progression
- Promotion of other opportunities within the area, wheelchair tennis, ice skating, football.

What Next

- All Wales Model
- Funded by WAG
- Roll out 2022-2023
- Health Disability Activity Practitioner in each Health Board (BS 0.5 WTE)
- National Team Leader (BCUHB)
- Pathway across all 22 Local Authorities

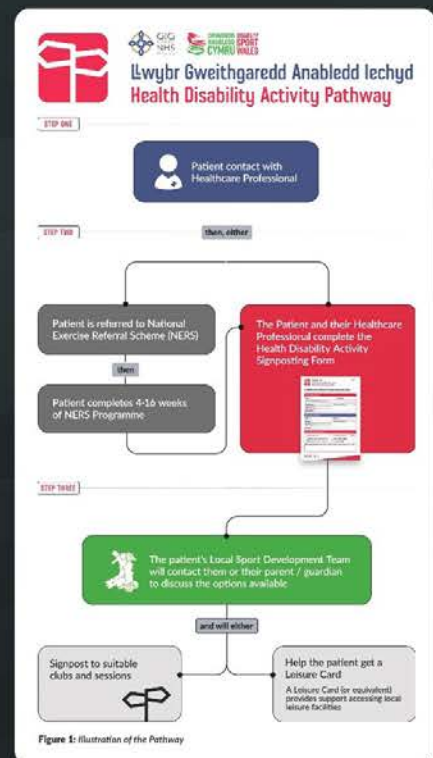


Figure 1: Illustration of the Pathway

Positive Lifestyle Changes

- Involving more, making new friends.
- Increases confidence.
- Gives people a sense of belonging.
- Family members improving their physical and mental health and wellbeing.

Improved Health and Wellbeing

- Improved physical health, supporting rehabilitation.
- Improved mental health, increased self-esteem, feeling happier, reduced depression.
- Reduced bullying in children.
- Better management of health conditions, which leads to a reduction in appointments with specialists and disabilities.

Figure 2: Patient reported outcomes

Chwaraeon i bawb / Sport for everybody
Our healthiest start up on a Wednesday! Chwaraeon i bawb is a free service for everyone. If you would like to speak to a Sport Development Officer, please fill in your details below.

Name: _____ Date: _____

Age: _____ Gender: _____

Address: _____

Phone: _____

Postcode: _____

What type of sport are you interested in? (tick all that apply)

☐ Football ☐ Netball ☐ Badminton ☐ Table Tennis ☐ Other _____

☐ Golf ☐ Tennis ☐ Swimming ☐ Cycling ☐ Running ☐ Other _____

☐ Other _____

What type of equipment do you have? (tick all that apply)

☐ Football ☐ Netball ☐ Badminton ☐ Table Tennis ☐ Other _____

☐ Golf ☐ Tennis ☐ Swimming ☐ Cycling ☐ Running ☐ Other _____

☐ Other _____

What type of equipment do you need? (tick all that apply)

☐ Football ☐ Netball ☐ Badminton ☐ Table Tennis ☐ Other _____

☐ Golf ☐ Tennis ☐ Swimming ☐ Cycling ☐ Running ☐ Other _____

☐ Other _____

What type of equipment do you want to borrow? (tick all that apply)

☐ Football ☐ Netball ☐ Badminton ☐ Table Tennis ☐ Other _____

☐ Golf ☐ Tennis ☐ Swimming ☐ Cycling ☐ Running ☐ Other _____

☐ Other _____

Figure 3: Signpost Card



Find signposting forms, contact details, and more information about the Health Disability Activity Pathway at:



hdpathway.co.uk



insport Series events provide inclusive sporting opportunities for disabled adults and young people across Wales.



insportseries.co.uk

Driving Service Change To Power Independence – John Green and Phil Jackson, North Wales Posture & Mobility Service:



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Gwasanaeth Ymddaliad & Symudedd Gogledd Cymru
North Wales Posture & Mobility Service

DRIVING SERVICE CHANGE TO POWER INDEPENDENCE

From "Unseatable" to "Independent": Ellen's 7 year journey through the service - the rises, falls, and the changes we made to our service from reflecting on her patient experience.

An award-winning poster** by John Green (Principal Clinical Scientist) & Phil Jackson (Clinical Specialist)



- Attends mainstream school. Bilingual
- Repeated requests for powered mobility
- Significant tonal problems
- Progressive windsweeping & scoliosis
- Predominant ATNR & dyskinesia
- Need for handcuffs
- Problematic head position (vision, engagement)
- No prior experience of independent movement
- Current seating not meeting her needs

- Shifted our prescribing emphasis from foam carve to ABS shell (MSI)
- Conducted in-house study (2019) — can we link ABS shells to tone reduction?

- Concerns our routine foam-carves wouldn't manage her tone, but no access to other materials
- Worried about potential pressure areas from ABS due to tone, repetitive movement & direct pressure



- Started by getting posture sorted
- Cast for moulded seating—redesigned ABS
- Her tone relaxed more than expected—why?
- Now she's sat—what about access method?

- Special controls champions
- Special controls pathway
- Switch and alternative input devices stock

- Only basic switches held in stock
- She'd never driven / moved independently before
- Previous switch use had IT focus
- Fear that equipment trial would lead to failure
- Need consistency on switch before powered trial



- Ruled out—joystick, head controls, chin controls, sip & puff, sound switch, hand/finger/upper limb switch (touch or proximity)
- SALT using eye-gaze but limited success.
- Repeatable PF of right foot, but this increased her tone++
- Mum suggested bite switch

- We had no switch training information or hardware
- Are teaching switch skills even part of our Service remit?
- Who has the skills to teach this?

Switch skills had to be broken down into core skills for driving, not IT

Needed to be practised at home to build skills and exercise tolerance



<https://www.shinylearning.co.uk/freegames/>



Equipment trial—how to do this for someone so complex without making a very complex chair???



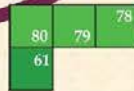
Solving one problem makes new problems:

- Marking/bruising from outside of MSI shell
- Arms getting stuck in doorways (please strap my arms down again)



- Learning standardised ways to mount MSI seating for people who hit solid things & special controls

Padding to outside of MSI and a giant tray (but at least it kept her arms in)



- (Power wheelchair training pathway + pack for schools/ carers - separate project)
- Ellen using bite switch for access to IT and education
- Links with SALT & agreement to joint-purchase switches
- EMG switch driving trial—didn't work for Ellen, but might work for others



Current development project plans to:

- Reduce the force on Ellen's teeth
- Increase the durability of the switch
- Eliminate need for modifying switch
- Reduce costs of replacement components



We're presenting this, but it's been a huge effort by the whole team at PAMS North Wales, Ellen, and her family. Thanks to everyone who's been a part in this.

Ellen would like you to think about her the next time you meet someone who'll "never be able to drive".



- Now using bite switch for driving, communication aid, and IT access at school, but....
- Bite switch needs replacing frequently due to daily heavy use
- Each switch has to be manually modified from "stereo always open" to "mono always closed"

** Winner of the prestigious "Best Poster" Written by John and Phil in June 2023! Award.

Healthcare Financial Management Association (HFMA) Wales Branch - Innovation, Digital & Data award



The team highlighted how they found that a key driver for the cost variation was deprivation and the team are further looking at correlations between the proactive management of conditions, the geographical distribution of high-cost patients and deprivation.

The award recognises the contribution that an individual or team has made in the last twelve months with the use of and/or engagement with others in the digital, analytical and innovation space. This award aims to recognise the delivery of a service beyond business as usual and drives business strategy, growth and efficiency. Entries must demonstrate how they delivered innovation, added value to the business and improved engagement with Clinical/Operational colleagues. It must also be forward thinking, generating improvements and new innovations within finance and the wider business.



Sandra Tallon, Head of Information at WHSSC and James Leaves, Assistant Director of Finance at WHSSC, were the winners of the HFMA Addressing Health Inequalities through NHS Finance Action Award. The team used linked patient data to take a value-based approach to analysing activity and costs across a whole pathway, and their ongoing project shows how investment earlier in a patient pathway could reduce downstream costs and improve equity.



Following the award, a 'Lunch and Learn' session was held by the HFMA Wales Branch for NHS colleagues to hear all about this award winning work first-hand. A huge congratulations to Sandra and James on this wonderful achievement!



Duty of Quality

WHSSC Quality and Patient Safety Committee hosted a Quality and Patient Safety Development morning on 23rd October 2023. Catherine Bridges, Programme Director at NHS Wales Executive delivered an excellent presentation, outlining work coordinated through the NHS Wales Quality and Safety Programme that is supporting the NHS to embed the Duty of Quality:



Health and Care Quality Standards



- A framework to help us plan, deliver and monitor healthcare services in Wales
- They apply to us all, at national policy level and in all clinical and non-clinical settings
- They are made up of six domains of quality and six quality enablers
- They replace the Health and Care Standards (2015)



Health and Care Quality Standards

Completed:

- Definitions in Statutory Guidance
- Downloadable poster and graphics
- [NHS Executive webpage](#)



To do:

- Further work to embed Health and Care Quality Standards as foundations to build on

Quality Management Systems

Completed:

- Core principles of a Quality Management System
- Compendium of Quality Management System theories and awards



To do:

- Explore options to support national and local organisations to develop Quality Management Systems (working with Improvement Cymru)

Quality-driven decision-making

Completed:

- Quality-driven decision-making toolkit (beta version template, process map and supporting information)



To do:

- Incorporate feedback from beta version into final version and guidance document

Quality Reporting

Completed:

- Discovery work exploring potential information sources and connecting with relevant programmes of work



To do:

- 'Always On' quality reporting workshop planned for October 2023
- Annual narrative report guidance

Supporting the NHS to embed DoQ

General support

Support through:

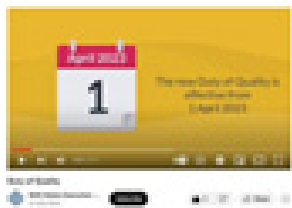
- Dedicated Duty of Quality Implementation Lead
- Duty of Quality Reference Group
- Duty of Quality [SharePoint site](#)



Communication and raising awareness

Completed:

- Duty of Quality awareness video
- Duty of Quality "on a page" poster



To do:

- e-Learning support for all staff will be available shortly

Education and training

Completed:

- Training session for COOs, EDOs and MDs (Feb 2023)
- Training session for Independent Board Members (Mar 2023)
- Slide-deck shared for use by NHS organisations



Welsh Kidney Network

National Renal Audit 2023

The Welsh Kidney Network (WKN) hosted its 13th national renal audit event at the Metropole hotel on the 29th and 30th September. The event was attended by over 100 renal specialty colleagues from a range of disciplines across Wales. There were a total of 20 presentations over the course of the event amongst which there were talks from consultant nephrologists, nurses, psychologists, transplant surgeons and social workers – all of which were streamed over Microsoft Teams for those colleagues unable to attend. Each of the individual presentations will be made available online in the coming weeks.



Rhwydwaith Arennau Cymru
Welsh Kidney Network

During the course of the two days, Melanie Helen Jones - a senior sister at Morriston Hospital, was awarded the prestigious Liz Baker 'Excellence in Renal Nursing' award 2023 ahead of a number of other nominations considered by the panel of judges.

A big thank you goes out to WHSSC's very own multi-talented Richard Davies & Judy Schofield who successfully and admirably administered the event - no easy task!

The Welsh Kidney Network were grateful to receive a significant contribution from our pharmaceutical sponsors in addition to a small contribution from WHSSC which made the event possible and able to run with minimal curtailing of numbers.

National Peer Review of Unit Haemodialysis 2023

In January of 2023, the Welsh Kidney Network launched its most ambitious peer review project to date - a full-scale review of all Unit Dialysis in Wales. This entailed peer review inspection teams visiting 19 dialysis units, interviewing both staff and patients on site and an assessment of the general environment. This was a significant piece of work, particularly from those writing the reports afterwards. As a consequence of the review, the three main centres, South East, South West and North, will be able to utilise the WKN's reports and action plans as an additional mechanism to influence positive changes for their patients, both from a quality and patient safety perspective. The national oversight will also enable the WKN to pull the key themes coming out of the review as a whole.

Other peer reviews that the WKN has undertaken in past years include national reviews of Vascular Access and Home Therapies services.



Friends of Sickle Cell and Thalassaemia Society

A Community Awareness and Education Day as part of International Black History Month was organised by Friends of Cymru Sickle Cell and Thalassaemia CIC and took place on 7th October 2023. Dr Sian Lewis, Managing Director of WHSSC is pictured with other Stakeholders from the event:



Royal College of Psychiatrists International Congress 2023



ROYAL COLLEGE OF PSYCHIATRISTS
International Congress 2023
Liverpool 10-13 July



Megan Davies-Kabir, a former trainee at Ty Lliardd, presented a PREMs and PROMs poster at the Royal College of Psychiatrists International Congress 2023. Megan collaborated with Dr Ceri Price, Consultant Psychiatrist for CAMHS to produce the poster:



QI INPATIENT CAMHS



Improving Outcome Measurement and Experience in an Adolescent Inpatient Unit Through Patient-reported Measures

M. DAVIES-KABIR¹, C. PRICE²

1. CAMHS ST6, Ty Lliardd Hospital, Bridgend, Wales
2. CAMHS Consultant, Ty Lliardd Hospital, Bridgend, Wales



1 Introduction

We wanted to address Quality Network for Inpatient CAMHS standards:

1. Outcome measurement tools are completed from the perspective of young people,
2. The ward team use quality improvement methods to work on service improvements.

2 Aim

A Quality Improvement project was conducted in Ty Lliardd, a 15-bed adolescent unit in South Wales, over a three-month period to introduce and embed outcome measurement from the perspective of young people (YP) admitted to the unit. Through use of these measures we hoped to give the YP a stronger voice in the multidisciplinary ward round (MDT-WR) and to improve their experience of attending it.

3 Method

A validated patient-rated outcome measure (PROM) and experience measure (PREM) were chosen and adapted in co-production with the YP on the ward. The measures were selected on the basis of being quickly and easily understood and completed. The PROM provided useful ratings in key areas ("school", "home", "family", "me") and the PREM measured how patients experienced attending the MDT-WR. Outcomes and completion rate of these measures were audited weekly for three months, and several Plan-Do-Study-Act (PDSA) cycles were completed to increase their usage and to improve the YP's experience of attending their MDT-WR.

5 Conclusions

We were successful in introducing and then increasing the completion rate of patient rated measures. Through use of the PREM we were able to make changes to the ward round and demonstrate the subsequent improvements to the experience of the patients attending. We have demonstrated that outcome measurement from the perspective of YP can contribute usefully to the MDT-WR and can improve YP's experience of the service. Use of these measures will continue as standard practice on our unit and could contribute usefully in future service evaluation projects.

6 Acknowledgements

With thanks to the staff and patients of Ty Lliardd Adolescent Unit, Bridgend.

7 Contact information

megan.davies-kabir@wales.nhs.uk

4 Results

From an initial baseline of 0% we achieved a maximum of 50% of YP on the ward completing a PROM each week, and a maximum of 100% of YP who attended MDT-WR completing a PREM (chart 1). Three PDSA cycles improved our completion rate. PROM ratings were used as part of the clinical discussion in MDT-WR each week. Not all YP were well enough to complete it, but for those who were its clinical usefulness (and especially comparing scores in consecutive weeks) was reported in clinician feedback. PREM scores were presented and discussed a number of times in ward improvement meetings and management meetings and four PDSA cycles completed which incrementally increased the PREM average weekly scores (chart 2).



South Wales Major Trauma Network

South Wales Trauma Network Major Trauma Database Activity between 1st April 2023 and 30th June 2023.

DEMOGRAPHICS

483

patients treated at the MTC with an incident date between 1st April & 30th June 2023. Of these patients 56% were adults, 9% were paediatric patients and 36% were aged 65+.

* Note that this information has been extracted from the Major Trauma Database. It includes stays at UHW, UHL and Children's Hospital for Wales.



TRENDS IN INCIDENT NUMBERS BY MONTH

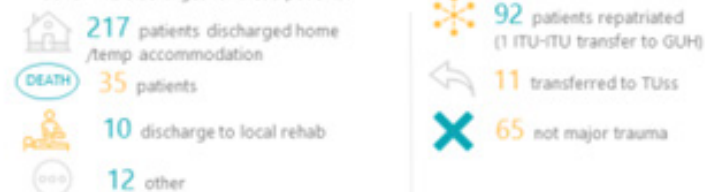


MECHANISM OF INJURY



OUTCOMES

So far 442 discharges for these patients:

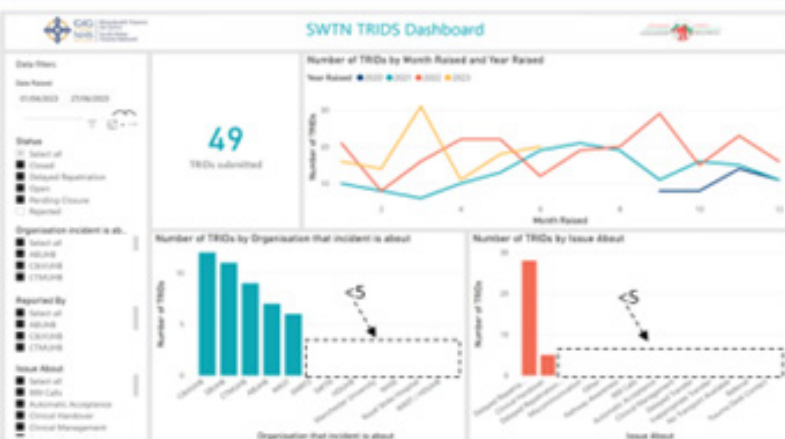


TUs/LEH/RTFs



South Wales Trauma Network Activity between 1st April 2023 and 30th June 2023

TRID SUMMARY



SITREP COMPLIANCE

Aim for 90% compliance.



GREATix

5 nominations for teamwork, support, leadership and communication

EDUCATION

- SWTN training platform is now live.
- Review and editing of TTL and pre-hospital scenarios is complete and development of associated e-learning packages commenced
- ED level 1 nursing portfolio currently under review to convert to e-learning linked to myESR
- Level 2 nursing course development in collaboration with Cardiff University. First course will be held October 2023.
- Planning of second South Wales Trauma Network conference due to be held October 2023
- Network wide spinal injuries association study days facilitated

5 GREATix Received

Quarter 1 2023/2024

Colleague displayed excellent communication skills, co-ordinating the care of a patient to ensure timely follow plans put in place, in order to facilitate patient discharge directly home from the MTC. Colleague went above and beyond for this patient, allowing me to contact her on her personal phone when she had finished work for the day. Not something that we should have to do, but in doing so Thursday enabled a timely discharge from the MTC, with the patient assured she would have the necessary follow up in place.



Patient and family very keen to take patient home who was emerging from post-traumatic amnesia. The family were really emotional and wanting to discharge the patient. Colleague and Senior lead nurse who was on a non-working day, coordinated for the patient to have an assessment. After the end of their shift senior discharge nurse and colleagues arranged to come to the Ward to do a Mental Capacity Assessment which resulted in the patient being assessed to have mental capacity and he was able to be discharged home. This was a wonderful and compassionate choice for these staff members to undertake in their own time. This also allowed a bed to be free.

TEAMWORK GREATix

Creating an excellent discharge handbook for paediatric patients that have sustained a blunt abdominal injury

LEADERSHIP GREATix

Preventing Falls initiative - Baywatch bays.
Baywatch initiative has seen dedicated members of staff monitor patients deemed at high risk of a falls.

SUPPORT GREATix

Communication and advocating for the patient in preparation for repatriation of a patient coming back to POW. Met with challenging attitudes from senior clinicians from within her own health board but remained professional throughout, a real credit to her service, and the SWTN.

icons by icons8.com

Achub bywydau

Gwella canlyniadau

Gwneud gwahaniaeth



Saving lives

Improving outcomes

Making a difference

GIG
CYMRU
NHS
WALESRhwydwaith Trawma
De Cymru
South Wales
Trauma Network

MyGOSH

NHS
Great Ormond Street
Hospital for Children
NHS Foundation Trust

MyGOSH

Get connected to your health

Access your online portal, anywhere, anytime.

Log in to see test results, view or change appointments online, accept earlier appointment offers and more.

Not signed up yet?
Visit gosh.nhs.uk/mygosh

MyGOSH – the innovative App available on GooglePlay and Apple App Store to put patients in charge of their Health. Patients can communicate with their doctor, request their repeat prescriptions dispensed by Great Ormond Street, access their test results and manage their appointments.



WHSSC Quality Team Visit St Thomas' and Great Ormond Street Hospitals

WHSSC Quality Team colleagues undertook two clinical visits in August 2023 to meet with Ruth Liley, Trust Director of Quality and Assurance and Nicholas Barrett, Critical Care Consultant and Clinical Lead for the Extracorporeal Membrane Oxygenation (ECMO) service at St Thomas' hospital and Jatinder Olk, Head of Quality at Great Ormond Street Hospital.



From left to right:
Vicki Dawson-John,
Adele Roberts, Kirsty John



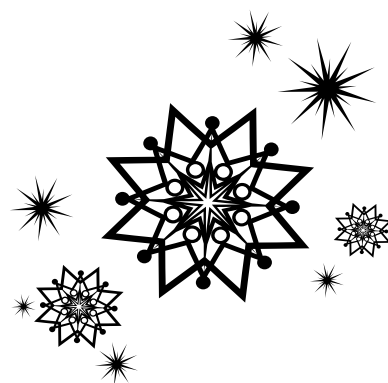
Nicholas Barrett, Critical Care
Consultant and Clinical Lead for
ECMO at St Thomas' Hospital



From left to right: Jatinder
Olk – Head of Quality at Great
Ormond Street Hospital, Adele
Roberts, Vicki Dawson-John,
Kirsty John

Arts and Wellbeing within Ty Llywelyn

Ingrid Unsworth, Specialist Occupational Therapist at Ty Llywelyn presented at the Senedd in July 2023. Her presentation focused on 'Arts and Minds', a project funded by the Baring Foundation to bring artists in residence into the medium secure unit to deliver sessions with patients and featured patient music and digital animation.



Project Overview:

- Project emerged from scoping arts sessions by the Arts in Health and Wellbeing Project Coordinator, delivering drawing and painting sessions in the unit to assess interest
- A successful application was made for £28'440 to Arts Council Wales and The Baring Foundation for creative activities with male prisoners in a secure mental health unit
- An independent evaluation is being undertaken by Millstone Tweed
- Intention to become a multi-year programme and long-term goal to embed creative activities within the unit

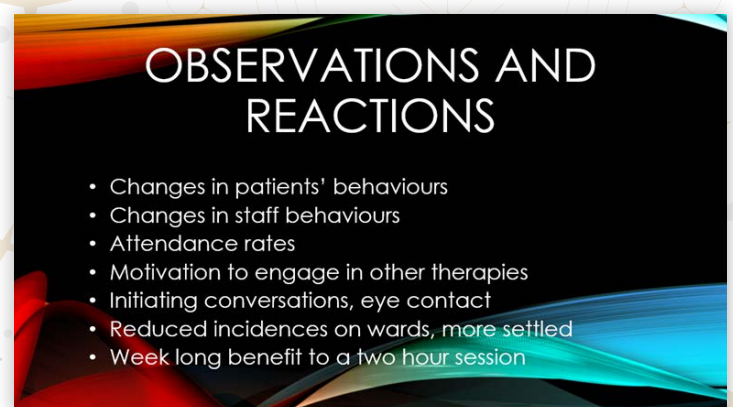
Highlights:

- On-ward celebration event held for end of first residency
- Several single/EP albums made including cover and reverse art, as well as music
- Several tracks sent to Koestler Awards



Arts and Wellbeing within Ty Llywelyn

Ingrid was also a guest speaker at an online conference for over 200 other professionals the same month focused on the positive therapeutic benefits of animal interactions on patient recovery, showcasing the excellent bespoke 'K9 Club' project launched by the Occupational Therapy Team at Ty Llywelyn in 2022 and funded by an Awyr Las Grant.



International Patient Safety Day



WHSSC Patient Care and Quality Teams created a display to celebrate International Patient Safety Day. A massive thank you to Kirsty John of the Quality Team for baking the cupcakes!



Quick Round up of Commissioning Teams



Mental Health and Vulnerable Groups

9 Quality visits undertaken so far in 2023 across 6 services



Women and Children's

6 Quality visits undertaken so far in 2023 across 6 services



Neurosciences and long term condition

6 Quality visits undertaken so far in 2023 across 5 services



Cancer and Blood

4 Quality visits undertaken so far in 2023 across 4 services



Cardiac

6 Quality visits undertaken so far in 2023 across 3 services



Intestinal Failure

1 Quality visit undertaken so far in 2023

Immunology Service Improvement and Innovation Day planned for 23/01/2024



GIG
CYMRU
NHS
WALES

Pwyllgor Gwasanaethau
Iechyd Arbenigol Cymru
Welsh Health Specialised
Services Committee

Recognition of Significant Events and Thank you's

The below was sent to Lloyd Griffiths, Head of Nursing CAMHS CTMUHB and Julie Denley, Director of Primary and Community Mental Health CTMUHB:

“

“Hi both,

The Deputy Minister has just met with the Children's Commissioner and the Commissioner fed back on her visit to Ty Llidiard. She said she was very impressed and felt it was a really positive visit. She was also assured from speaking to young people on the unit about the quality of care and that young people were being listened to. Really positive comments about all the staff that the Commissioner met as well.

Just wanted to feed this back,
Thanks

Matt”

Matt Downton, Head of Mental Health and Vulnerable Groups, Welsh Government

Useful Links

Adult Congenital Heart Disease (ACHD) Newsletter

The Summer version of the ACHD Newsletter is available here:



Click the PDF to
open the document.

Perinatal Mental Health Network Newsletter

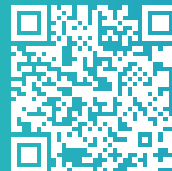
The July Perinatal Mental Health
Network Newsletter is available here:



Scan the QR code/
click on it to
be taken to the
newsletter.

Mesothelioma UK Magazine

Mesothelioma UK are a support group
who publish a quarterly magazine and
the latest edition and archive can be
accessed here:



Scan the QR code/
click on it to
be taken to the
newsletter.

Welsh Health Services
Specialised Commissioning

QUALITY UPDATE



GIG
CYMRU
NHS
WALES

Pwyllgor Gwasanaethau
Iechyd Arbenigol Cymru
Welsh Health Specialised
Services Committee

*Scan the QR code/click on it to be taken to the
WHSSC website*



Autumn 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.

Email: Adele.Roberts@wales.nhs.uk / Leanne.Amos@wales.nhs.uk



GIG
CYMRU
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WALES | Partneriaeth
Cydwasaethau
Shared Services
Partnership