

Annex 2

Welsh Language in Healthcare Award Winners 2005

Best Implemented New Initiative

A team or department that has created and successfully implemented a new initiative within the competition period to improve the provision of their bilingual services.

Winner - North West Wales NHS Trust, Ophthalmology Department & Corporate Communications Unit

Large print booklets and bilingual video explaining cataract surgery to patients.

Judges' Opinion - A well-planned and far-reaching initiative that addresses the needs of a vulnerable client group in an area where over 60% of the population are Welsh-speaking. The bilingual resources produced are informative and user-friendly, serving the needs of both patients and their families.

Recruitment and Retention Schemes for Welsh Speaking Staff

The organisation that has been most successful in their recruitment drives and in their effort to retain Welsh speaking staff - including return to work schemes and promotion in the community e.g. schools and colleges.

Winner - Conwy & Denbighshire NHS Trust, Recruitment Department

Organising a bilingual Job / Careers Fair for school / college pupils and members of the community to see the wide range of job and career opportunities that are available in the Healthcare sector.

Judges' Opinion - Much work has clearly gone into the organisation of this project and is a thoroughly effective way of encouraging Welsh speaking pupils and students to consider the employment opportunities that are available in the Healthcare sector. The scheme is praised for its achievements in attracting Welsh speaking employees and for promoting the "Welshness" of the Trust. Most importantly, it is regarded as a sustainable way of promoting the language within the health service.

The Learning Environment and Commitment to use Welsh at Work

A team, department or organisation demonstrating a commitment to participating in Welsh language courses, e.g. lunchtime classes or refresher courses, and encouraging staff to use the language at work.

Winner - North West Wales NHS Trust, Training and Development Team

Tailoring of existing Welsh language training courses to meet the needs of staff in various hospital departments; use of a 'buddy' system to encourage learners to practise their language skills.

Judges' Opinion - A comprehensive scheme which meets the needs of employees with varying Welsh language ability. It succeeds in targeting all staff groups and all levels of Welsh speakers. Most importantly, it supports Welsh speakers as well as Welsh learners.

Innovative Practice in Primary Care

A team, department or organisation that has implemented innovative practice in an aspect of primary care as part of their bilingual provision.

Winner - Dyfed Road Surgery, Neath

Creation of a bilingual web-site.

Judges' Opinion - Providing comprehensive information directly to patients allows the patient to make informed decisions about their own health. Making this information accessible in the mother tongue has distinct advantages to a bilingual patient population. This project is an excellent example to others within the primary care sector.

Improving Access to Effective Bilingual Communications

The organisation that has made the biggest increase in implementing effective access to bilingual communications, e.g. publications or websites.

Winner - Bro Morgannwg NHS Trust, Administration Department

Development of a bilingual web-site.

Judges' Opinion - An extremely visual and clear web-site where users can retrieve information at ease. It is another excellent example of best practice in terms of web-site bilingualism. The site goes further than obliged to meet the needs of staff as well as patients.

Welsh Language in Healthcare Education

A team, department or organisation that has made the greatest effort to improve bilingual provision in healthcare through education.

Winner - Cardiff University, Welsh School of Pharmacy

A comprehensive research programme to determine whether pharmacies and pharmacists in Wales were

able to provide an adequate service for the needs of a bilingual society.

Judges' Opinion - An extensive piece of research which included conducting numerous interviews which focussed on the role, use and experiences of the Welsh language in community pharmacies in Wales. The research provides valuable conclusions in an area where there is little information. An outstanding entrant.

Overall Achievement

The organisation that has rated highest overall, with consistently high standards of achievement in all aspects.

Winner - North East Wales NHS Trust

Bilingual reception desk; Welsh language telephone line; bilingual signs at Maelor Hospital; departmental workshops; Welsh language chat group.

Judges' Opinion - A strikingly comprehensive approach to providing information in a bilingual format. Excellent examples of newsletters and patient information pieces for patients as well as a structured variety of training opportunities for Trust employees. It is refreshing to see that the Trust continues to develop new initiatives which are designed to promote the language.