



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

Eich cyf / Your ref: P-05-826  
Ein cyf/Our ref: CEO 1671  
Gofynnwch am/Please ask for: Katie Jenner  
Rhif Ffôn /Telephone: XXXXXXXXXX  
Dyddiad/Date: 5 March 2020

Swyddfeydd Corfforaethol, Adeilad Ystwyth  
Hafan Derwen, Parc Dewi Sant, Heol Ffynnon Job  
Caerfyrddin, Sir Gaerfyrddin, SA31 3BB

Corporate Offices, Ystwyth Building  
Hafan Derwen, St Davids Park, Job's Well Road,  
Carmarthen, Carmarthenshire, SA31 3BB

Janet Finch-Saunders AM  
Chair  
Petitions Committee  
National Assembly for Wales

Email: [SeneddPetitions@assembly.wales](mailto:SeneddPetitions@assembly.wales)

Dear Janet

**Re: Petition P-05-826 Pembrokeshire says NO!! To the closure of Withybush A&E!**

I apologise for the delay in providing the Committee with an update on our Health and Care Strategy.

Hywel Dda University Health Board (the Health Board) has the opportunity to advance transformation in community services over the next two years, by accessing the Transformation Fund, which makes £100m available for projects across Wales. The Health Board is working closely with partners to develop services and support in key areas.

The three areas being progressed locally, which will have an impact on delivery of local services and support are:

Help to Help Yourself: Delta Connect (Proactive, Technology Enabled Care) – in the delivery phase

- Proactive, responsive care – early intervention, proactive response if required, ongoing monitoring of condition
- Digital system
- Individualised well-being plan – keeps people connected
- Appropriate response – localised and within own home
- Provision of technology to develop virtual communities
- Key staff have been recruited in both Pembrokeshire and Carmarthenshire.
- The App designed to alleviate loneliness based on the 'vincles' work in Spain, provisionally called 'link' in West Wales, has been built and is ready for roll-out.
- A bespoke assessment, planning and evaluation tool has been designed, which is being used as the standard tool to evaluate personal impact of programmes. This tool is called 'The Wheel of Wellbeing' and a bespoke App is being built to roll-out across the whole county – with a paper-based version being used until the app is fully operational.

---

Swyddfeydd Corfforaethol, Adeilad Ystwyth,  
Hafan Derwen, Parc Dewi Sant, Heol Ffynnon Job,  
Caerfyrddin, Sir Gaerfyrddin, SA31 3BB

Corporate Offices, Ystwyth Building,  
Hafan Derwen, St Davids Park, Job's Well Road,  
Carmarthen, Carmarthenshire, SA31 3BB

Cadeirydd /Chair  
**Miss Maria Battle**

Prif Weithredwr/Chief Executive  
**Mr Steve Moore**

Bwrdd Iechyd Prifysgol Hywel Dda yw enw gweithredol Bwrdd Iechyd Lleol Prifysgol Hywel Dda  
Hywel Dda University Health Board is the operational name of Hywel Dda University Local Health Board

Mae Bwrdd Iechyd Prifysgol Hywel Dda yn amgylchedd di-fwg Hywel Dda University Health Board operates a smoke free environment

## Help When you Need It: Crisis Response Service (Fast tracked, consistent integration) – in the delivery phase

- Focus on development of Fast Access Community System – multi-agency crisis response service – professional response
- Care in home setting
- Aim to have the model in place across the whole area – currently in Carmarthenshire
- The Crisis Response Service has been fully recruited – the service builds on the good practice of the Acute Response Team (ART) and Transformation Fund monies have more than doubled capacity of the team. The service has also successfully recruited two clinical leads (GPs) to the service, who will be in post by February 2020.
- Crisis Response Service has been operational since the second week of November 2019, with a significant escalation in activity to support winter pressures. Focus is currently on reducing Length of Stay in the acute sector with efficient pull into the community.

## Helping Strong Communities: Communities for All

- Community connectors model
- Promotion/support of volunteering – developing connectivity and resilience
- Intergenerational buddying – developing IT skills
- West Wales is Kind Programme
- These include consideration of a series of bids against a regional investment fund to support inter-generational working.
- *West Wales is Kind* steering group established, with review of materials and an engagement and marketing campaign planned to coincide with national and international events, such as National Kindness Day and Loneliness Awareness Week.
- Appointment to regional and local Community Connector Plus posts.
- Appointment of local Volunteering Officers by County Voluntary Councils to take forward a programme of promotion and support within selected communities.

All of these programmes are interconnected and will support patient flow through our system and enable key changes to our hospital system in Wwithybush General Hospital (WGH).

Other local initiatives include:

- WGH is looking to introduce an A&E screening service to assess patients as they present in the department, ensuring that patients are being assigned to the correct workstream e.g. A&E, GP, minor injuries.
- Implementation of the Frailty Pathway, which includes admission avoidance and falls clinic.

WGH forms an integral part of the Transforming our Hospitals (TOH) programme, which will deliver the changes required to transform our hospital model to provide the most specialist health and care support, via a network of hospitals across Mid and West Wales.

As part of the TOH programme, initial work to develop the capital estate has involved the production of a Pre-Programme Business Case (PPBC). The PPBC highlights the context and high-level need for the resources to support capital and estates planning for the delivery of the first stages of our Health and Care Strategy: *A Healthier Mid & West Wales*. This will deliver the essential estates infrastructure, including the re-purposing of WGH to provide continued delivery of care to the population of Pembrokeshire.

The PPBC also includes information relating to the development of a new purpose built planned and urgent care hospital, and the re-purposing of Glangwili General Hospital, so as to provide care for the entire population of Hywel Dda. This is the subject of an ongoing discussion with Welsh Government colleagues.

I trust this provides you with the update you required on the ongoing work being undertaken as part of our transformation programme. Please accept my apologies for the delay in providing this information.

Should you have any further enquiries please do not hesitate to contact me.

Best wishes  
Yours sincerely

A handwritten signature in black ink that reads "Steve Moore". The signature is written in a cursive, flowing style.

**Steve Moore**  
**Chief Executive**