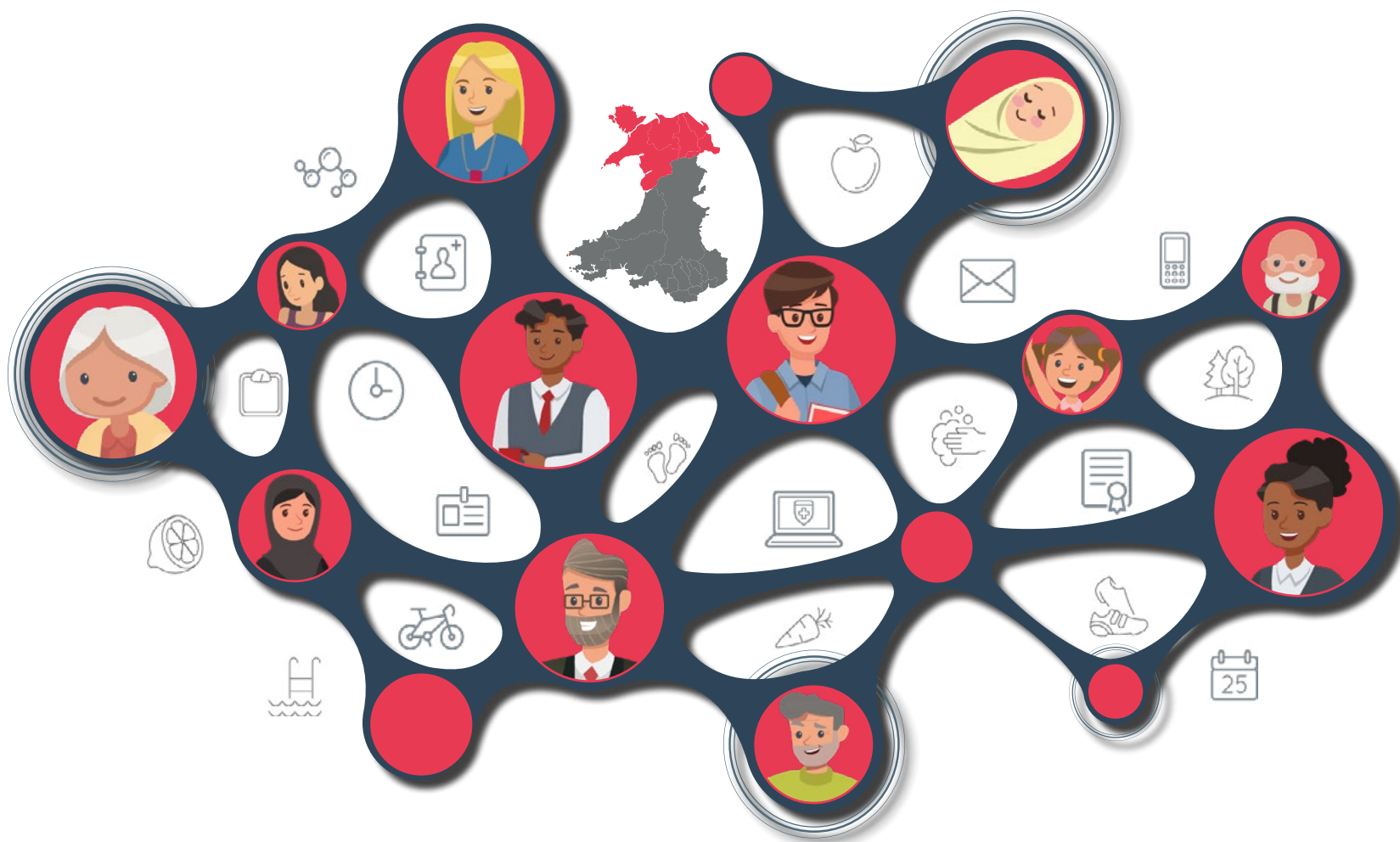


Improving health, well-being and health care in North Wales

## Improving health, well-being and health care in North Wales



# Hello

**Betsi Cadwaladr University (BCU) Health Board works across North Wales.**



We work to improve health and well-being for everyone living here. We're responsible for:

- health centres
- hospitals
- community health teams
- mental health services
- GP practices
- other NHS services.

**This booklet is about our ten-year plan. It's about us meeting the needs of people, now and in the future.**

We've been working hard to make improvements and have made progress in many areas. The proposals in this leaflet will build on this.



## Getting it right

We have to think about how the decisions we make now impact the future.

**The Well-being of Future Generations (Wales) Act 2015** gives us an opportunity to change how we work. It has seven goals:

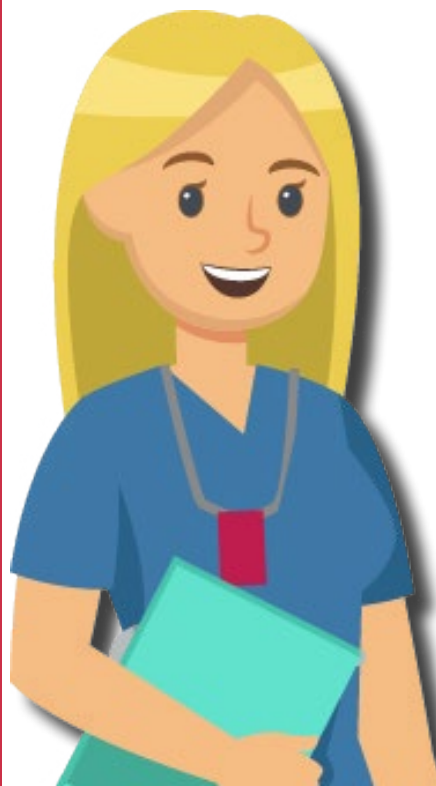
- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales.



## Challenges

All services, including NHS services, are facing challenges:

- People are living longer which is good, but it puts more demands on services
- People need more support for a healthy life
- More people have conditions like diabetes or heart disease
- More people are experiencing mental health issues
- More people have dementia
- Waiting times are too long, we need to see patients sooner
- Money is tight, we need to be efficient and spend wisely.



## Involving you

People have been telling us what they think about services and what we need to put in this plan. They've got involved through:

- BCU Health Board meetings
- events
- online surveys
- feedback forms
- email
- our website: [bcugetinvolved.wales](https://bcugetinvolved.wales)

# Our principles

In everything we do:

- We listen to what matters to people and involve them in decisions
- We use evidence of what works so we can improve health and learn
- We work to improve services
- We promote equality and human rights
- We treat both English & Welsh language equally, and promote the Welsh language
- We work together with local authorities, other services and organisations
- We use our resources wisely.



# The Plan



**Our goals are to:**

- Improve health, well-being and reduce inequalities
- Provide care closer to home
- Improve the safety and quality of all services
- Respect people and their dignity
- Listen to people and learn from their experiences
- Use what we have wisely, explore new ideas and learn from research
- Support, train and develop our staff.

## Other goals?

Some people say we should:

Focus on emotional and mental health more.

Support children to have the best start in life.

Support people to look after their own health more.



We think we should add these to our goals.

# Improving health and reducing inequalities

We want to support people to make the right choices so they can have a long, healthy life. Reducing health inequalities is an important part of this plan. We want to support the communities that need it the most.

Poverty can affect people's well-being, health and opportunities. Poverty causes inequalities and can even affect how long someone lives.

**i** **Poverty** is not having enough money for food, clothes and other basic needs.



We will:

- promote well-being and support people to meet their own needs
- step in early to stop problems happening or getting worse
- do more to help people make healthy life choices – like stopping smoking
- launch our plan to prevent suicide and self-harm
- help people become more active and enjoy using green spaces
- help people take part in activities that help well-being like arts projects
- target resources to where they'll make the most difference
- look at ways to reduce food poverty using local projects
- work with housing providers to support tenants and people who are homeless
- stop people being treated differently because of age, sexual orientation or other reasons
- support our staff's health and well-being.

# Care closer to home

People tell us they want to stay independent for as long as possible.

They also want their care and support close to home. This is because they have family and community networks to help them.

It's important to have local health care professionals that can meet needs in the right way at the right time. This includes GPs, pharmacists, specialist nurses and other community support.



We will:

- support local services to work together better
- build on the resources we have
- look at ways to use community hospitals and other places as well-being centres
- work with local people to make the right plans for their area
- support carers more
- support GP practices better
- develop Community Resource Teams that work with specialists to support patients in their community
- use technology better including information and advice apps
- develop new ways to identify and support people who have higher risks to their health
- link into other service plans.

# More serious health needs

Sometimes people need to go to hospital. We want this to be the best care possible. We don't want people waiting a long time for support. People have told us that waiting times are too long, so we are looking at ways to reduce this.

Our three main hospitals are:

Ysbyty Gwynedd in  
Bangor

Ysbyty Glan Clwyd in  
Bodelwyddan

Wrexham Maelor  
Hospital



Each hospital has:

- a 24/7 emergency department
- consultant-led maternity and children's services
- a wide range of medical and surgical care.

Often people do better when they're treated in larger centres by specialist teams. We need to think about developing specialist centres and services.

Sometimes people have to travel to get specialised care. So, we work with hospitals outside North Wales too.



We will:

- make sure hospital services can meet future needs
- improve care in emergency departments
- work with professionals to find ways to reduce waiting times
- use hospital specialists better
- look at how we provide eye care and out of hours ENT (ear, nose and throat)
- do more orthopaedic work (hips, knees and joints)
- keep maternity units running safely
- open the new Sub-Regional Neonatal Intensive Care Centre
- look at urology services and explore robotic assisted surgery
- open one new vascular service for major surgery (veins and arteries)
- look at having one or two specialist centres to support people after a stroke
- provide better support for people leaving hospital.



# Mental health and well-being

Anyone can experience mental health issues including depression and anxiety. It can affect work, life, relationships, health and well-being.

In 2017, we developed a new strategy for mental health and well-being in North Wales.

**i** There are **5 ways to well-being**. Evidence shows these help improve well-being:

1. **Connect** – with people around you like family, work colleagues and friends
2. **Be active** – go for a walk, cycle, dance or garden. Moving makes you feel good
3. **Take notice** – be curious, take time to notice the good things around you and be aware of the world
4. **Keep learning** – try something new. Discover interests. It's fun and gives confidence
5. **Give** – do something nice for a friend, volunteer or join a group. It makes you happy and connects you to community.



We will:

- promote the **5 ways to well-being**
- promote peer support and other services for people moving on from care
- step in sooner to support young people with eating disorders
- give better support to young people who self-harm
- have more psychological therapies, including online services
- widen our range of treatments for people experiencing mental health problems for the first time
- have better community services available 24/7
- make hospital wards fit for purpose, safe and comfortable
- deliver local care when possible
- support people living with dementia and their carers.

# Children and young people

We want all children to have the best start in life and future. We don't want them to experience Adverse Childhood Experiences (ACE).

**i** **ACEs** include things like separation from a parent, neglect, and abuse.

Supporting the first 1,000 days of life (from conception to a child's second birthday) makes a real difference to the rest of their life. Getting it right can reduce lifelong health problems like heart disease, diabetes, and cancer.

**i** **The United Nations Convention on the Rights of the Child** (UNCRC). We put children's rights at the centre of everything we do. We listen to children and young people and include them in decisions. They're helping us develop this plan.



We will:

- keep putting children's rights at the centre of our work
- improve support in the first 1,000 days of life
- find more ways to support children's emotional health, mental well-being and resilience
- focus on reducing childhood obesity
- look at the crisis services we have for children and young people who have mental health needs
- find ways to handle ACEs better and reduce the impact they have on lives
- improve how we bring services together to support children with complex needs
- improve how we listen to and engage with children and young people.



# Healthy ageing

Older people say they want to stay as independent as possible, for as long as possible. They also want control over the support they get and decisions that affect them.

When it's possible, we help people stay out of hospital or care homes.

## End of life care

Facing death can be difficult for people, carers and families. It's important they have the care and support they need during that time.



We will:

- make sure older people and carers have their rights respected and are involved in decisions
- base our plans and services on evidence of what works
- explore ways to reduce isolation
- look at having people as health mentors in the community
- train our staff to communicate better with older people
- make sure our plans work together with the Local Authorities' ageing well plans.

When people are facing the end of their lives we will:

- encourage people to talk
- help them get the support they need
- have information and advice that's easy to find and understand
- develop guidance for staff giving people end of life care
- work well with hospices.

## Next steps

**We'd like to know what you think.**

Do you agree with our goals?

Are these the right actions?

Is there anything else you would like to tell us?



## Thank you for reading this.

Please send your suggestions, comments and ideas to:



e-mail:

[bcu.getinvolved@wales.nhs.uk](mailto:bcu.getinvolved@wales.nhs.uk)



post:

Living Healthier, Staying Well  
BCU Health Board  
Block 5, Carlton Court  
St Asaph Business Park  
St Asaph  
LL17 0JG



web:

[www.bcugetinvolved.wales](http://www.bcugetinvolved.wales)



telephone:

01745 586397

**by 15<sup>th</sup> December 2017**

**If you'd like this in another format or language,  
please get in touch.**

## Would you like to give your views to an independent organisation?

The Community Health Council (CHC) is your independent NHS Watchdog.

If you prefer, you can make your views known by contacting the CHC in complete confidence in one of the following ways:



e-mail:

[yourvoice@waleschc.org.uk](mailto:yourvoice@waleschc.org.uk)



post:

North Wales Community Health Council  
11 Chestnut Court  
Parc Menai  
Bangor  
Gwynedd LL57 4FH



web:

[communityhealthcouncils.org.uk/betsicadwaladr](http://communityhealthcouncils.org.uk/betsicadwaladr)



telephone:

01248 679284 ext 3

