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WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Making our health services plan



easy
read



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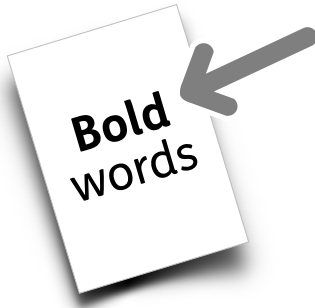
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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

Introduction



This information is from Betsi Cadwaladr University Health Board.

It is about making our plan for health services in North Wales.



The plan will tell people what we want to do and the guidelines that we will follow.



We need to make this plan to make sure the health services in North Wales will work well in the future.



We want to find out what you think about health care services in North Wales.



We will use your ideas to help us make our final plan.

Dealing with problems

The main problems we face



North Wales is a very big area and is a mix of towns and countryside.



There are more older people living here and they can have more health issues.



There are differences in how healthy you are depending on which part of North Wales you live in.



We have trouble with finding staff to work here and there are lots of jobs that aren't filled.



Sometimes we can't give care as quickly as we want to and people come to hospital when they don't need to.

How our plan will help with these problems

Our plan will help in these ways:



- The health of the people in North Wales will get better.



- People will have a better experience when they use our services.



- Our staff will be able to give excellent care.



- Our services will be safe and high quality.



- People will want to:
 - Start working for us.
 - Keep working for us.



- We will work with other organisations like councils to plan services together.

How we want things to be in the future



We want:

- Everyone to live a happy, healthy and long life.



- To provide the best services that are right for each person.



- Our staff to keep learning, getting better and supporting each other.



- To work together better with other organisations in North Wales.

What we believe in

These are the ideas that will help us when we make our plan:



- We will give people the services that are best for them to give them the best result.



- We want people who use and work in our services to be part of deciding what the services are like.



- Our services will meet the needs of the people who live here now and in the future.



- We want to keep people healthy and make sure everyone has a fair chance to get the services they need.



- We will help our staff to understand how our services are doing by giving them the information they need.



- We see that there are chances to provide services in a better way and help services to change for the better.



- We want people to get the care they need near to where they live when possible.



- We want our services to be safe and high quality wherever they are in North Wales.



- We will look for chances to work with other organisations to meet people's health care needs.

Our plans for the future



These are the different health care services that we are going to work on.

Services in the community



We are looking to make services in the community better.

These are services like:



- GPs.



- Dentists to look after your teeth.



- Pharmacists or chemists to get medicine.



- Opticians to look after your eyes.



Community hospitals

Our community hospitals are very important and we want to make them a main part of our services.



Community services

We want to make the best use of services in communities.

This will help us to give people care closer to where they live.

Main hospitals

There will still be 3 main hospitals in North Wales giving emergency care. They are:

- Ysbyty Gwynedd.



- Ysbyty Glan Clwyd.



- Wrexham Maelor Hospital.



Regional Treatment Centres

We are going to set up new centres that have the latest technology.



They will give lots of different care services like minor surgery.





They will help us to give care to people more quickly than we can now.

New ways of giving services



We can see that we need to try new ways of giving services to make sure they are excellent.



For example, we can use technology to have appointments on the internet instead of face to face.

Special services



Some special services are given outside North Wales like brain surgery and heart surgery.



We will try to give parts of this special care in North Wales when we can.

North Wales Medical and Health Sciences School



We are hoping to start a Medical and Health Sciences School by 2025.



We are working with Bangor University and other organisations to do this.



We think this will help us in lots of ways, like giving us more staff to work here and helping us to work in new ways.

How we will make the plan work well

We know that we need to use different things to help make our plan work well, like:



- Our staff.



- Our buildings.



- The ways we share and use information.

Our staff

We will support our staff to work in different ways so they can get more done.





We want staff to be supported and help them to understand how important our services are.

Our buildings



We will look for ways to use our buildings to make services better.

This includes our plan to improve Wrexham Maelor Hospital.



We will look at how we use hospitals and other buildings to make sure we are using them in the best way.

Information



We will think about a way of making all our information **digital** that includes everyone.

Digital means it can be stored on a computer.



We want to make a digital Health Patient Record.



We want to make sure that the ways we use and share information are trusted by staff and patients.



We want to lead the way in using new technology, like robots helping with surgery.

What happens next



We want to keep on talking to our staff and patients about the future of health care in North Wales.



In the next few months we will be listening to the opinions we get.

We will listen to patients, service users and the organisations we work with.



We will use your opinions to help decide what our future services will look like.



We hope this will be part of an open discussion about the health services we need in the future.

For more information



You can look at our website here:

www.bcuhb.nhs.wales

If you need more information please contact us by:



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