



Annual Plan 2021/22



COVID-19 response



- Vaccinate our communities against COVID-19.
- Continue to deliver the Test, Trace, Protect programme with our partners.
- Ensure we have capacity plans in place to step up our response to any increase in cases of COVID-19 in our hospitals.
- We have already established the first long COVID-19 education programme for patients in the UK and will continue to offer support for people with symptoms of long COVID-19 to help them manage their condition as close to home as possible through our community based services.

Strengthen our wellbeing focus

- Develop our Well North Wales programme by working with partners to tackle the causes of poor health by expanding our food poverty and homelessness work.
- Support people to stop smoking and enforce new legislation to ban smoking near hospitals and health care settings.
- Improve access to care for children who need neuro-developmental assessments by investing in extra specialists to support the service.
- Continue to deliver our Prehabilitation Programme to improve the physical and mental wellbeing of patients before treatment to help reduce or completely avoid the need to stay in hospital.

Recovering access to timely planned care



- Restart planned appointments and procedures with additional support, such as weekend working and the use of the independent sector to reduce waiting lists.
- Use more virtual appointments to give people more convenient access to primary care and hospital consultations, which also reduce the need for travel and risk of spreading infections.
- Introduce robotic assisted surgery for some cancer patients to improve outcomes and reduce recovery times.

Improve unscheduled care pathways

- Implement the NHS 111 service across North Wales to help people access the most appropriate service for their needs as quickly as possible.
- Bring health and social care services together, along with third sector partners, with a new Home First Bureau to ensure people get the care package they need to return home from hospital as soon as they are ready, or avoid an admission in the first place.
- Introduce new "contact first" and "streaming hub" systems to help people access our hospital Emergency Departments as quickly as possible and signpost alternative services for those people who can receive care and support elsewhere more quickly.
- Continue to develop Urgent Primary Care Centres that bring a range of different health care professionals together to offer timely access to support for minor injuries or illness.

Integration and improvement of mental health services



- Invest in new specialist support roles in our mental health community teams to give people more support closer to home from primary care services.
- Child and Adolescent Mental Health service 'in-reach' into schools to support young people to transition into, and access to adult services.

Start to develop long-term improvements

- Work with Bangor University to develop a Medical and Health Sciences School to be established by 2025. This will allow us to align education and training to our clinical strategy, support the delivery of our research strategy and address key challenges in our medical and clinical workforce.
- Develop proposals for a Diagnostic and Treatment Centre approach in North Wales. This will help to reduce waiting lists for common procedures such as cataract and orthopaedic diagnostic tests and surgery, as well as improving waiting times for cancer diagnosis and surgery.
- Continue to develop the Primary and Community Care Academy to support the delivery of the Primary Care Model for Wales, with a focus on innovation, research, new ways of working and recruitment.



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