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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Are our long term plans still right?

What do you think?



easy
read



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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.

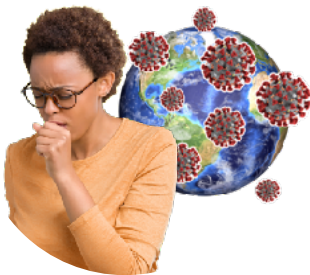
Introduction



Last year was very difficult for everyone at Betsi Cadwaladr University Health Board.



We had to change many of our plans to help people with **COVID-19**.



COVID-19 is also called Coronavirus. It is an illness that is spreading around the world. It can affect your lungs and breathing.

Getting back to normal

Many people have now had the **vaccine** against COVID-19.



A **vaccine** is an injection or jab that helps to stop you being ill with a certain illness.



We hope that this means our services can soon get back to normal.



Checking that our plans are still right

We want to check that our long term plans are still right for the people who live in our area.

What do you think?

Please tell us what you think by:



- completing our online survey:
www.smartsurvey.co.uk/s/ArolwgBywnIachArosYnIach-LivingHealthierStayingWellSurvey
- using the questions in this report to think what you want to say.



You can tell us what you think by:

- email:
BCU.Getinvolved@wales.nhs.uk



- phone: 01745 586458

Our long term plans

Before COVID-19 we had these long term plans:



1. Living Healthier, Staying Well

We wrote this plan in 2018 after talking to many local community groups.



2. A Healthier Wales

This is a plan from the Welsh Government for health and social care services to work more closely together.



This plan aimed to:

- improve people's health and wellbeing
- improve health and social care services, making them more accessible





- do more with the money that we have



- have the right staff, working well in the right places.

Our long term goals



A **goal** is something that we want to achieve.

Our long term goals are:

- to improve the health and well-being of everyone
- to make sure the people who need the most get the services they need
- to make sure that everyone gets a fair chance to have a good health service
- to support children to have the best start in life
- to work with other services to help people keep themselves healthy





- to improve the safety and quality of all services
- to give people the respect and dignity they should have
- to listen to people and learn from what they say.



Questions

Do you agree that we should still try to achieve these goals?



Thinking about how we worked during COVID-19, are there things we should do before we do the other things?



Are there any other goals we should have on this list?



Do you know how well we are achieving these goals?

Our priorities for action



Our **priorities** are the things we want to do first.



We said we had 3 priorities for action:

- Improving people's health in a way that is fair to everyone.
- Care for people closer to their home.
- Care for people when they need serious help in hospital.

Improving people's health in a way that is fair to everyone



We have been helping people to:

- live a healthy lifestyle and to eat healthy food



- carry on giving babies breast milk when they leave hospital



- feel good about themselves and have good mental health



- keep active and take part in sport



- get support when they feel so low, they might take their own lives



- get support to stop smoking and drinking so much alcohol



- have enough food to eat - especially people who can't afford enough healthy food for themselves and their families



- get support when they don't have a proper home.



Community Support Hubs

During COVID-19 we set up 5 community support hubs.



These are places where you can get:

- tests to see if you have caught COVID-19
- advice about money
- help if you can't afford food, gas or electricity
- help if you are feeling low, or have a mental health problem.



Question

Do you agree that these are the right things to do?

Care for people closer to their home

We have:

- improved local services, so there are local places you can go for:

- mental health and wellbeing



- doctors who can do more treatments



- pharmacists - who provide medicines.



- set up Health and Wellbeing Centres



- plans for a new hospital in Rhyl



- new local health teams which have health staff, social care staff and people from community organisations working together



- set up a new academy to train health and social care staff



- set up a new way to support people at home, so they don't have to go into hospital



- supported people to join groups that help them keep fit and healthy - instead of just giving people medicines.



Question

Do you agree that these are the right things to do?



Care for people when they need serious help in hospital

We have 3 main hospitals in our area:

- Ysbyty Gwynedd in Bangor.
- Ysbyty Glan Clwyd in Bodelwyddan.
- Wrexham Maelor Hospital in Wrexham.



We have made some big changes to improve services. These include:

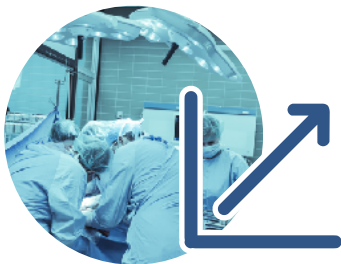
- new buildings at Ysbyty Glan Clwyd
- a new intensive care centre for newborn babies
- improving services for people who have had a stroke
- a new NHS 111 phone service.





But some things have been difficult:

- We wanted to make things easier for people to get a service, but it has been more difficult for people during COVID-19.
- We have had to put off many operations and treatments so we could help people who came into hospital in an emergency with COVID-19.



We are now working to increase the number of operations and treatments we can do to help people who have been waiting a long time.



Questions

Do you agree that our aims for hospital care are the right ones?



What would it mean for you if you were asked to travel further to get better hospital care?

Being fair to everyone



In our long term plans we said we wanted to:

- look at what was stopping some people accessing health services
- provide services that were right for people from all different backgrounds
- treat all people in the same fair way
- make sure we are being fair to people who find it harder to get the services they need.



COVID-19 has made life difficult for people who already find it hard to get the services they need.



We now have to work harder to make sure everyone gets the same fair chance of getting the services and treatments they need.



Questions

Have you had difficulty getting the services you need?



Are there any ways that we could be more fair to people?

Involving patients, carers and the people of North Wales



We want to carry on involving people when we make plans for the future.

We want to:

- involve people to help us to make sure that patients get good support from the start to the finish of their health problem
- learn what it is like to be a patient and get a service from us
- listen to what people say about:
 - the attitude of our staff
 - the quality of our care





- how well we communicate with you



- how well we help you to access our services.

COVID-19



We had to set up new services because of COVID-19.

These include:



- temporary Enfys (rainbow) hospitals in Deeside, Llandudno and Bangor



- the Test, Trace and Protect service



- setting up a way of giving most people the vaccine.



We also used telephones, computers and the internet much more to support and help people.



The effect of COVID-19 on people's health

A lot of people have long term health problems caused by COVID-19.



A lot of people did not go to the doctor or hospital because they were worried about catching COVID-19.



This has meant that many people's health has got worse during this time.



We want to know more about how the time of COVID-19 has affected your health.



Question

Thinking about the affects of COVID-19 on people, are there any things we should be doing now to help people?

For more information



If you need more information, please go to our website:

www.bcuhb.nhs.wales

or contact us by:



- email:
BCU.Getinvolved@wales.nhs.uk



- phone: 01745 586458

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