

Living Healthier,  
Staying Well

## BEYOND THE PANDEMIC

Tackling the  
challenges facing  
the Health Board:  
**HAVE YOUR SAY**



GIG  
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Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board

# SUMMARY DOCUMENT





# LIVING HEALTHIER, STAYING WELL

Our long term plan for health, well-being and healthcare



During 2017, we spent many months discussing what our priorities should be, with patients, carers and community representatives as well as our staff and partner organisations. We held workshops and attended meetings of community groups to get your feedback. What you told us fed into our long-term plan, which we produced in 2018. You can find the plan [here](#).

## A Healthier Wales

Since we produced our long-term strategy, Welsh Government has published [A Healthier Wales: our Plan for Health and Social Care](#). This sets out an ambition for health and social care services to work more closely together, to keep people healthy and deliver services that are better tailored to the needs of communities. There is a much greater emphasis on keeping people healthy and well. We want our plan to match this ambition.

## INTRODUCTION

This year has undoubtedly been one of the most challenging for us all. The global Covid-19 pandemic has affected the lives of everyone and many have suffered the loss of family and friends.

Our staff have worked tirelessly to respond to the pandemic. Other organisations and individuals have worked equally hard to protect our community from the impact of the virus.

Many of our planned care services were disrupted and we have had to change the way we deliver other services.

The vaccination programme offers hope that we can begin to return to living our lives with fewer restrictions.

We therefore believe the time is right to review our existing plans and priorities, to ensure we are focusing on what is important as we begin to tackle all the challenges facing us.

We want to check with our staff, patients, partner organisations and the public how Covid-19 has affected health and well-being and what we can learn from this experience.

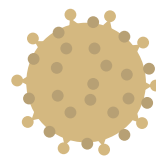
We also want to check whether our long term strategy for health and well-being is still relevant, or whether we need to amend this now. We want to hear your view on both of these matters.

## OUR LONG TERM GOALS

As well as making sure we are working together to fulfil A Healthier Wales, we want to check whether the original priorities we proposed are still relevant.

Living Healthier, Staying Well described our goals for health and well-being. These are to:

- Improve physical, emotional and mental health and well-being for all
- Target our resources to people who have the greatest needs and reduce inequalities
- Support children to have the best start in life
- Work in partnership to support people – individuals, families, carers, communities – to achieve their own well-being
- Improve the safety and quality of all services
- Respect people and their dignity
- Listen to people and learn from their experiences.



Q:

Do you agree that these goals are still relevant?

Q:

Given the challenges that Covid-19 has brought about over the last year are there any goals you think we should prioritise more than others?

## OUR PRIORITIES FOR ACTION:

**Our priority is to provide services that deliver the right care in the right place at the right time – and as close to home as possible.**

There are three main themes in Living Healthier, Staying Well for which we identified the priority actions. Whilst we have made progress in many areas, we have a lot more to do. Some areas have proved challenging to put into practice.

**Improving health and reducing health inequalities.** We said that in the first years of the strategy we would focus on helping people make healthy lifestyle choices.

**Care Closer to Home.** People want local services as close to home as possible - this includes GPs, pharmacists, specialist nurses and other community support.

**Care when your health needs are more serious: hospital care.** Our aim for hospital care includes providing better outcomes for patients; easier access to services; early diagnosis and treatment; a wider range of specialist care; safe and high quality care; the ability to meet increasing demand and able to offer more alternatives to hospital care.

Q:

Are there any other priorities that the Health Board should now include or change?

We will continue to involve patients, carers and the people of North Wales in the design and delivery of healthcare services, and ensure that our pathways of care provide seamless support throughout the patient journey.

**COVID-19** has had a major and long-lasting impact on our communities, the health of our population and the services we deliver. Betsi Cadwaladr staff and services have responded exceptionally, but large-scale challenges remain. We will need to work harder and smarter to address and overcome these challenges in the years to come.

The pandemic has worsened **inequalities** for people with protected characteristics and those who are economically disadvantaged. It is more important than ever that we address these inequalities, reduce barriers to accessing services, and make reasonable adjustments to support better health. Our equality objectives are set out in the [Health Board's Strategic Equality Plan](#).

Q:

Are there any areas where you think we could respond better to inequalities?



## HOW YOU CAN HAVE YOUR SAY

You can tell us your views in a number of ways:

- Complete the [Smart Survey](#)
- Our [website](#)
- By emailing us at [BCU.Getinvolved@wales.nhs.uk](mailto:BCU.Getinvolved@wales.nhs.uk)
- By calling us on **01745 586 458**

Please leave a message and we will call you back so you do not have to pay for the call.

Your views will be used to help refresh our long-term plan. We will publish a summary report of your feedback and how we have taken it into account.