



We have divided this document into a number of sections which follow guidelines set out by Welsh Government. To allow the sections to fit better with our work, we have amended the headings to support a broader approach to public health and well-being.

Under each of the headings, we have included a few examples to illustrate our work – the stories highlighted are only a small part of the work we do.



Welcome	2
Our cover artwork	4
Healthy people, healthy Wales	8
<ul style="list-style-type: none"> • Protecting communities • Record year for screening uptake in Wales 	
Staying safe	16
<ul style="list-style-type: none"> • Antenatal detection rate for congenital heart defects • Alcohol's harm to others 	
Our impact	20
<ul style="list-style-type: none"> • Improving mental well-being for future generations • Ex-smoker to inspire local residents to put down cigarettes 	
Equality	26
<ul style="list-style-type: none"> • Steady on... stay SAFE • Supporting inclusive information 	
Timely action	32
<ul style="list-style-type: none"> • Diabetic Eye Screening Wales joins Public Health Wales • Short-term mouth cancer survival rates improving, but challenges still exist 	
Our staff	36
<ul style="list-style-type: none"> • Our space • Protecting staff and the public 	
Globally responsible Public Health Wales	40
We have developed and published an International Health Strategy 'Public Health Wales: Nationally Focused, Globally Responsible'	
Wales for Africa	42
Reporting on actions from the 2015/2016 Annual Quality Statement	

Welcome

Our fifth Annual Quality Statement shows the range of work we deliver and aims to reflect the quality of what we do. It focuses on some of the ways that the voices of individuals and communities are reflected in our work.

Our vision is to create a healthier, happier and fairer Wales. We cannot achieve this alone, and much of what we do is through working in partnership with all sorts of people across Wales, communities, public and private bodies, the third sector (charities, voluntary and community groups) and Welsh Government.

To do this we provide a range of services, including screening services and microbiology services, protecting the public from hazards such as infectious diseases and environmental dangers, improving health and well-being for communities, schools and workplaces, helping people to stop smoking, helping the NHS to improve outcomes for patients, providing evidence to support health in all government policies, and working with international colleagues to learn and share.

To deliver our vision we need to make sure that we listen to people and that we work with communities, different groups across Wales and local organisations who best connect with people at a local level, to achieve improvements nationally.

This forms part of our commitment to quality.

The Well-being of Future Generations (Wales) Act, which was passed in 2015, challenges all public-sector organisations to work in partnership in new and different ways – with each other and with the public – to improve the social, economic, environmental and cultural well-being of Wales. This represents a major step forward as it focuses all of our efforts, helping us to create a Wales we want to live in, now and in the future.

As part of this joint approach, it is essential we listen to people, allowing the public to play their part in setting priorities, shaping public services and making decisions about the lives they want to lead.

Involving the public in a worthwhile way is part of our core values and, on behalf of the board, we would like to thank those individuals and groups who have taken the time to contribute their experience and knowledge, helping to shape the services we deliver for the people of Wales.

We hope that this document gives you a sense of our evolving approach to involving the public, and in particular, the public's role in driving better quality services. This Annual Quality Statement does not cover all the work that we do but provides examples of the kind of work that we have done over the last year.

We hope you enjoy the artwork and stories collected here.



A handwritten signature in black ink that reads "Mansel Aylward".

Professor Sir Mansel Aylward CB
Chair, Public Health Wales.



A handwritten signature in black ink that reads "Tracey Cooper".

Tracey Cooper
Chief Executive, Public Health Wales.

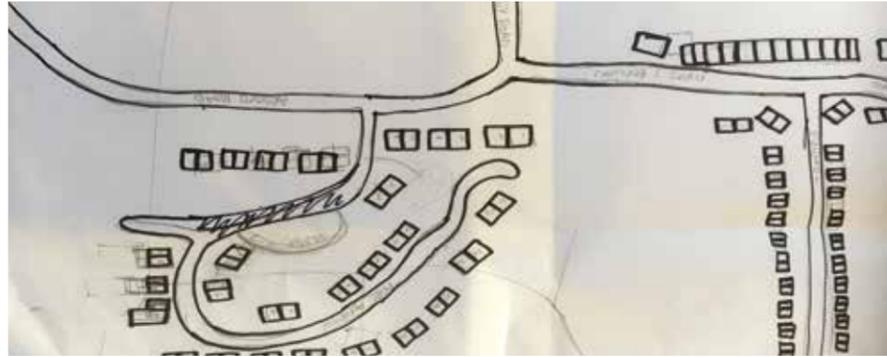
Follow this **QR code** to hear from Sir Mansel Aylward



Our cover artwork

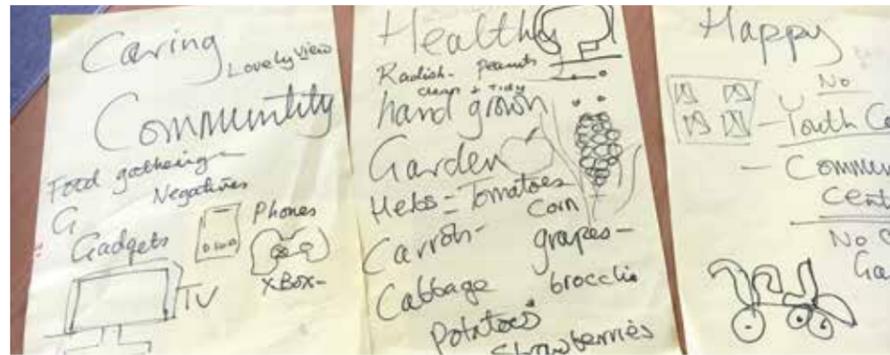
What does a healthy community look like?

To answer this, a community group from Betws in Ammanford, Carmarthenshire worked with artist Vivian Rhule to create a collage of their printed stencil designs.



As a starting point, the mixed group of adults and children discussed the positive and negative things that affect their health and well-being living on their street, Parc Penrhiw (above).

They felt things such as the 'No Ball Games' sign on the grassed area, not knowing your neighbours, and technology such as games consoles, mobile phones and televisions, can all have a negative influence on how people interact and socialise. They depicted these in black and grey tones as the first layer of the piece.



The group then created designs and stencils that added colour and vibrancy to the piece and overlaid the 'negative' with the 'positive'.



The final piece is a vision or 'wish list' of what they would like to create by working with their community and Gwalia – a space to grow flowers and vegetables, activities for families, and social opportunities for greater community togetherness; all of which they feel contribute to a healthy community.



Negative effects on what makes a healthy community:

- 1 No where for our children to play
- 2 People hiding inside and not mixing with the community
- 3 Neighbours stuck inside not mixing
- 4 Children using technology and watching tv because they have no safe place to play

Positive effects on what makes a healthy community:

- 5 Our street which we want to unite
- 6 Our gorgeous view
- 7 Exercise and playing together
- 8 Teaching our children about nature
- 9 Playing and mixing
- 10 Teaching our young community about growing and eating healthier
- 11 Good caring neighbours
- 12 Old fashioned games

Healthy people, healthy Wales

'Healthy people, healthy Wales' means we work with others to make a difference to the health and well-being of the present and future generations living and working in Wales. Here are a few examples of our work to promote and protect health.

Protecting communities

Did you know?

Hepatitis A infection is rare in the UK, with only 12 cases reported in Wales in 2015. However, anyone travelling to a country where the infection is more common (particularly Africa, northern and southern Asia, Central America and southern and eastern Europe) is advised to have the hepatitis A vaccination, along with any other travel immunisations recommended by their GP.

You can avoid being infected with the hepatitis A virus by paying attention to personal hygiene, especially hand washing, and making sure food and drinking water are safe.



Our virology laboratory based at University Hospital Wales (UHW)



What is the challenge?

Protecting people from hepatitis A.

What we did

Working with schools and local authorities, we vaccinated more than 1000 people against hepatitis A following an outbreak of the infection. This protected people by making them immune to hepatitis A, and helped to reduce the risk of the infection spreading further.

As part of a multi-agency Outbreak Control Team, we investigated and managed the outbreak, which was initially associated with a primary school in the Caerphilly area but later went on to affect other local-authority areas.

'On behalf of pupils, parents, staff and governors, I would like to thank Public Health Wales and Caerphilly Environmental Health staff for

their assistance, professionalism and guidance during a challenging time for the school. By working in partnership we were able to respond swiftly, keeping everyone informed, ensuring the situation was managed and investigated effectively.' Head of Gelligaer School.

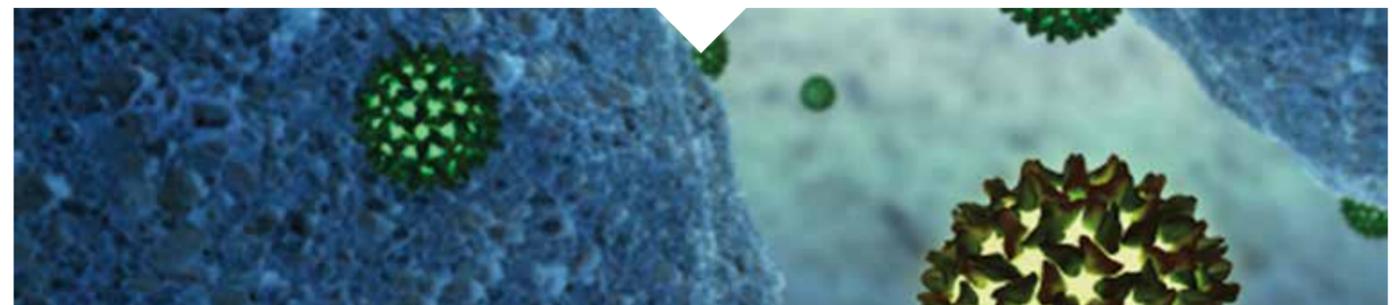
Hepatitis A is a viral infection, usually short-lived, that has unpleasant symptoms but is rarely serious. Children often only have a very mild illness. Symptoms are similar to those of flu, such as tiredness, general aches and pains, headaches and fever. Hepatitis A can also loss of appetite, nausea or vomiting, abdominal pains, jaundice, very dark urine and itchy skin.



For more information about this hepatitis A outbreak, go to:

<http://www.wales.nhs.uk/sitesplus/888/news/41766>

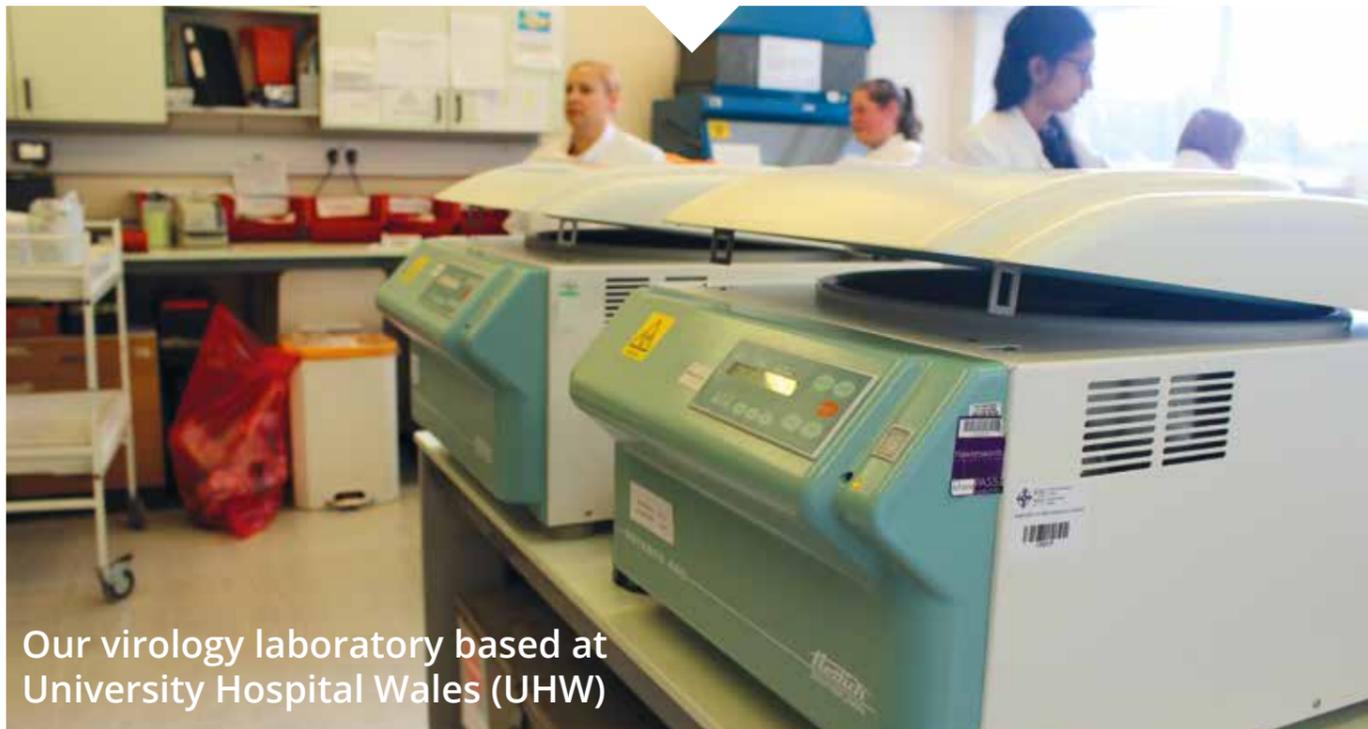
<http://www.wales.nhs.uk/sitesplus/888/news/42022/>



What next?

The Outbreak Control Team are finalising their report on investigations and actions taken in response to the outbreak. The final report will be ready for publication by June 2017.

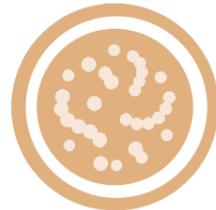
To continually improve how outbreaks are managed, members of the team have contributed to a UK-wide expert group who are redrafting the public health guidance on responding to hepatitis A cases and outbreaks.



Our virology laboratory based at University Hospital Wales (UHW)

Did you know?

1.4 million tests were requested from the microbiology diagnostic, specialist and reference units in 2016/2017.



Follow this **QR code** to read more about this article



Our virology laboratory based at University Hospital Wales (UHW)



Record year for screening uptake in Wales

Did you know?

Screening is the process of identifying apparently healthy people who may be at increased risk of a disease or condition. Screening programmes allow us to detect and treat possible health problems early. **Don't ignore your screening invitation, it could save your life.**



What is the challenge?

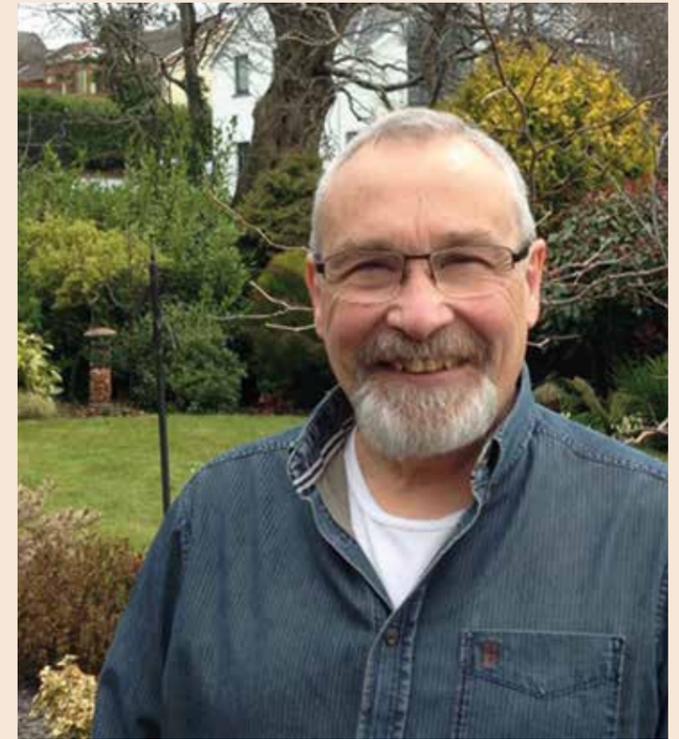
To make diverse communities across Wales who may be eligible for screening aware of relevant screening programmes, and make sure they have access to them.

What we did

While screening rates have broadly increased over time, unequal uptake of the service is still a challenge. We know that many of the conditions and diseases we screen for are more common in disadvantaged communities.

However, evidence tells us that the people most likely to benefit from screening are the ones least likely to take part. To tackle this, we worked directly with communities from across Wales to raise awareness of screening programmes among groups where uptake is low. Our Screening Champions Programme trains key workers from charities and community groups to deliver important information about screening to these groups. This helps us to understand and look at what might be stopping people going for screening.

"I did the test kit straight away, because of mine and my partner's experience with loved ones. We've both lost lots of close family to cancer, including my wife, and Theresa's husband. I've also lost at least six close friends to cancer, so I was more than aware of catching it early."



"Think of all the people around you, your family and friends. It's not you missing them; it's them missing you. Think of what you could lose." Bev Spiers, grandfather of seven, Pembroke Dock. As a result of our work with communities in relation to bowel screening, the difference in uptake between the most and least deprived groups decreased this year. This contributed to a record number of people in Wales being screened for diseases or conditions by one of our seven national screening programmes.



For more information and figures about screening uptake, go to:

<http://www.wales.nhs.uk/sitesplus/888/news/43632>

For more information about any of our screening programmes, go to:

<http://www.screeningforlife.wales.nhs.uk/home>

What next?

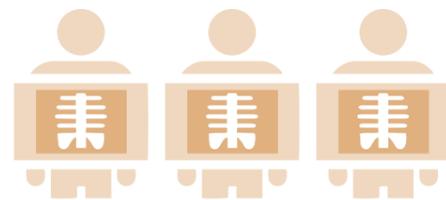
We continue to train champions from workplaces and our partners from the third sector (charities, voluntary and community groups) Over the next year we plan to recruit more champions from ethnic-minority groups, the Gypsy and Traveller community, and people with a sensory loss (sight or hearing difficulties).

Over the coming year we will work with people with a learning disability, their carers, health professionals and others, to examine barriers to accessing screening. Our aim is to make sure that we have the right things in place to make sure they have the best possible screening service.

 If you would like to be involved or share your experiences, go to: <http://www.screeningforlife.wales.nhs.uk/supporting-wales>

Did you know?

During 2015/2016 our screening programmes tested around 640,000 people.



Follow this **QR code** to read more about this article



Sgrinio am oes Screening for life

Dewch i wybod sut y gallwch chi gael eich sgrinio am ddim gan y GIG

Find out how **you** can get free NHS screening

ewch i visit:



www.sgrinioamoes.cymru.nhs.uk
www.screeningforlife.wales.nhs.uk



Staying safe

This means saving lives through preventing ill health and inequalities. It includes protecting children and adults, making sure they are safe in different environments and reducing the risk of infections (such as hospital-acquired infections).

Here are a few examples of the work we have done to improve safety and promote well-being.

Antenatal detection rate for congenital heart defects

What is the challenge?

Spotting a baby's heart defects during the 18- to 20-week pregnancy scan can be difficult. The antenatal detection rate for congenital heart defects in Wales is good, but we want to improve this further in order to give every baby the best chance in life.

What we did

We commissioned the charity Tiny Tickers to provide hands-on training to more than 120 sonographers in hospitals across Wales to help them detect structural abnormalities of the heart in unborn babies.

"Tiny Tickers is here to help sonographers – giving them the skills and confidence to spot when a baby's heart doesn't look normal. We know

the difference early detection makes for these babies." Jon Arnold, Chief Executive, Tiny Tickers



The training concentrated on giving the sonographers the skills to look at five different views of a baby's heart during the 18- to 20-week scan.

 For more information, go to: <http://www.wales.nhs.uk/sitesplus/888/news/41537>

What next?

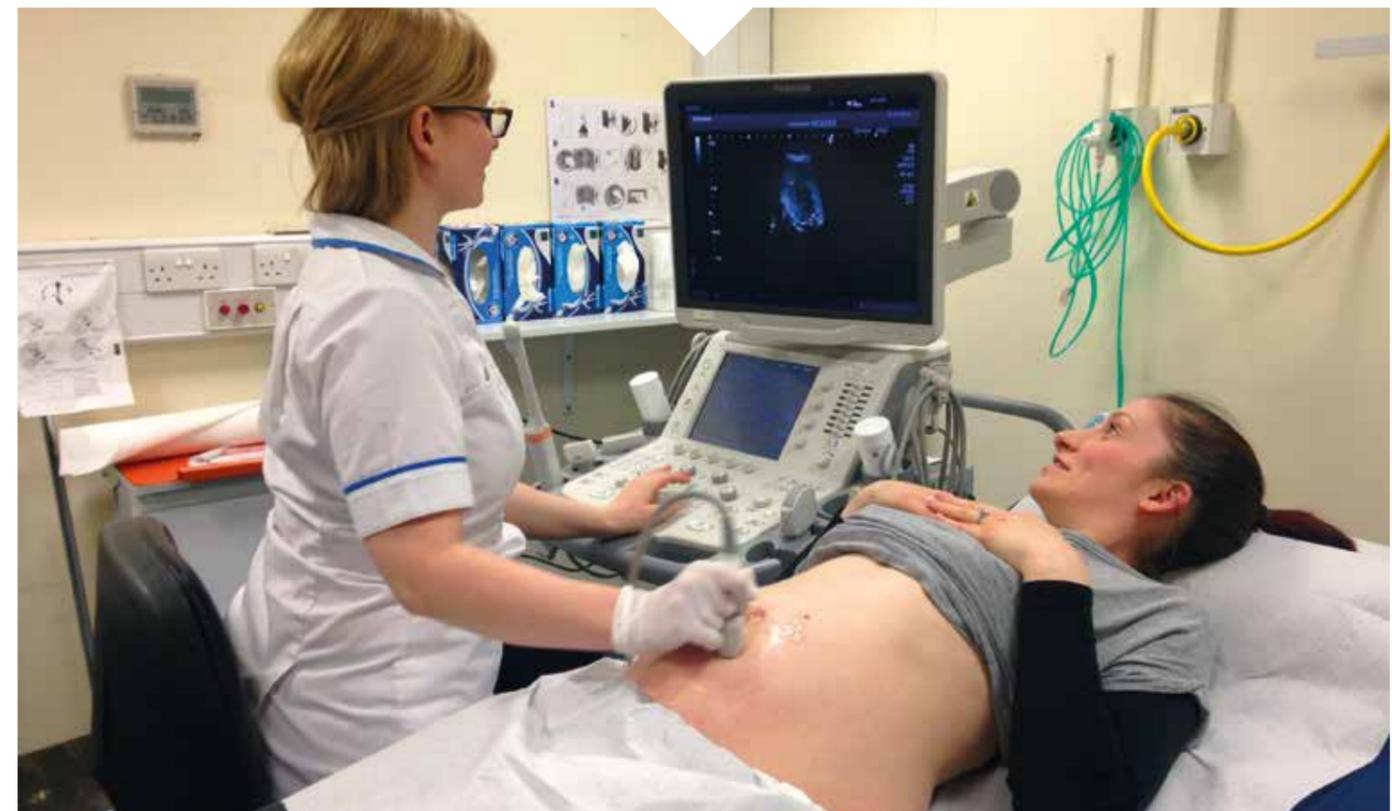
A sonographer has been chosen from each Health Board site as the lead for fetal cardiac abnormalities and as a link to Antenatal Screening Wales. They will be given extra training to help them support

the sonographers in their Health Boards.

The training is now finished and we will audit the detection rates to monitor improvement.



If you would like to be involved or share your experiences, go to: <http://www.screeningforlife.wales.nhs.uk/supporting-wales>



Did you know?

A sonographer is a healthcare professional qualified in ultrasound, who carries out ultrasound examinations.



Follow this **QR code** to read more about this article



'Alcohol's Harms to Others'

What is the challenge?

We wanted to understand the effect alcohol can have on people and communities. More than half of adults in Wales (60%) have suffered some form of harm or negative experience in the last year as a result of someone else being under the influence of alcohol.

What we did

Working with research partners at Liverpool John Moores University, we looked at the harm caused to adults in Wales as a result of someone else's drinking.

"Even those of us who don't drink, or who drink very little, will feel the effects of other people's drinking from time to time, from low-level disruptive behaviour to full-on aggression and violence.

When we've asked people in Wales, nearly half say that their town centre is a no-go area after dark due to alcohol-related trouble.

Drinking is a feature of most people's social lives, and the big drinks companies are keen to find more and more reasons for us to drink, but

it has to be time to ask whether we want alcohol to play such a prominent part in so many areas of life." Andrew Misell, Director of Alcohol Concern Cymru.

Alcohol Concern Promoting health; Improving lives

The 'Alcohol's Harms to Others' report found that in Wales last year, almost one in five adults (18%) had felt physically threatened by someone who had been drinking, one in 10 (11%) had their property damaged by a drinker, and 5% had suffered violence at the hands of someone under the influence of alcohol.

One in 20 people (5%) reported being concerned about a child's well-being because of someone else's drinking.

What next?

Over the coming year we will be working with partners from across all sectors to agree priorities for action to reduce alcohol-related harm. This is also one of our main

priorities under the ACEs (adverse childhood experiences) agenda, and we are working with our partners to raise awareness.



For more information about the 'Alcohol's Harms to Others' report, go to: <http://www.wales.nhs.uk/sitesplus/888/news/42739>

Follow this QR code to read more about this article



Our impact

This means that we carry out work based on evidence so that we can measure the effect of what we do, including the effect on the public's health and wellbeing. Here are a few examples of the work we have done to improve the health of our population.

Improving mental well-being for future generations

What is the challenge?

Adverse childhood experiences (ACEs) are traumatic experiences that happen before the age of 18 but are remembered throughout adulthood.

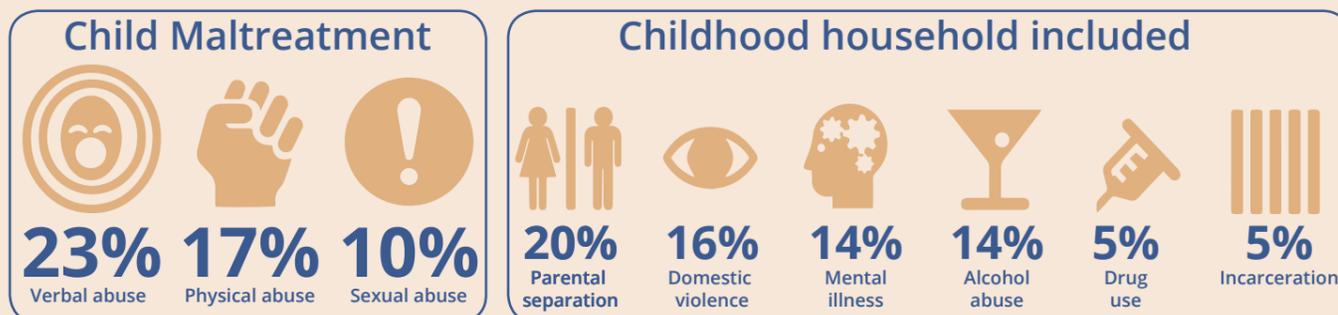
These experiences range from verbal, mental and physical abuse, to being exposed to alcoholism, drug use and domestic violence at home. Children who are exposed to ACEs are more likely to behave in a way that is antisocial or harms their health in adult life, and this can result in poor physical and mental health, chronic disease, lower educational achievement and lower economic success in adulthood.

What we did

We produced the next report in the series highlighting key information relating to ACEs and mental well-being. The report showed that 41% of adults in Wales who suffered

four or more ACEs in childhood now have low mental well-being. This compares with 14% who experienced no ACEs during their childhood.

How many adults in Wales have been exposed to each ACE?



Working with public and third-sector organisations to tackle the issues, we are leading an ACE-informed work programme 'Breaking the Generational Cycle of Crime', with South Wales Police, South Wales Police and Crime Commissioner, NSPCC, Barnardo's and Bridgend County Borough Council (supported by funding from the Home Office Police Innovation Fund and the South Wales Police and Crime Commissioner).

This two-year research-based project aims to provide the police and other partners with the right knowledge, skills and support to identify children and families who are at risk of being affected by ACEs and respond to them effectively and at the earliest opportunity. This in turn will reduce harm and prevent ACEs happening to the next generation.

"The Adverse Childhood Experiences (ACEs) study by Public Health Wales

gives clear evidence of the impact that four or more ACEs can have on the life chances of people in Wales, including class-A drug use, violence perpetration and an increased likelihood of incarceration; tackling these issues is hugely important for both policing and the Criminal Justice System.

Within South Wales, early intervention and prompt positive action sit at the core of our approach to everything and I welcome the findings of the 'Breaking the Generational Cycle of Crime' report and its recommendations for turning the powerful evidence into practical solutions that we can seek to implement."

Rt Hon Alun Michael, South Wales Police and Crime Commissioner



For more information about the ACEs report, go to:
<http://www.wales.nhs.uk/sitesplus/888/news/41957>
<http://www.wales.nhs.uk/sitesplus/888/news/42002>

What next?

In 2017 we plan to carry out further research into sources of support and resilience among people in Wales and the links to ACEs. We are also developing what we have learned about ACEs across health, education, and with our stakeholders to help support future

work and plans to both prevent and deal with the consequences of ACEs in Wales.

We will continue to raise awareness about ACEs through sharing our research with a wide range of stakeholders, practitioners, those who influence policy, and the public.



GIG CYMRU NHS WALES | Iechyd Cyhoeddus Cymru Public Health Wales

Welsh Adverse Childhood Experiences (ACE) Study

Adverse Childhood Experiences
and their impact on health-harming behaviours in the Welsh adult population

ALCOHOL USE, DRUG USE, VIOLENCE, SEXUAL BEHAVIOUR, INCARCERATION, SMOKING AND POOR DIET

Follow this **QR code** to read more about this article



Ex-smoker hoping to inspire local residents to quit cigarettes

What is the challenge?

To reduce the number of smokers across Wales – information from the most recent National Survey for Wales shows that 19% of Welsh adults smoke.



For more information about the National Survey for Wales, go to: http://gov.wales/statistics-and-research/national-survey/?tab=el_home&topic=population_health&lang=en

What we did

Stop Smoking Wales services are available free of charge throughout Wales. Support programmes are provided by trained advisors, face-to-face and over the phone.

At one of the series of local sessions provided in Ceredigion, Geoffrey Evans, 59, who started smoking when he was just 14 years old, successfully managed to stop. Geoffrey had suffered a major heart attack, and hopes that the improvement in his health which he's experienced since quitting will inspire others to stop before they have health scares like his.

"My doctor had urged me to give up smoking ever since my heart attack, and referred me to Stop Smoking Wales," Geoffrey said. "The service gave me a call, invited me to a group session at the National Library of Wales, and I haven't looked back since." During his

45 years as a smoker, Geoffrey's 20- to 30-a-day addiction saw him smoke more than 300,000 cigarettes. Within three months of stopping, Geoffrey has saved approximately £600 – a sizeable contribution towards his retirement. Geoffrey now hopes to inspire others with his story.

"Having a cigarette now doesn't seem at all worth it, given all the hard work that my surgeon and various health professionals put into my health. On the whole I'm also amazed at how easy it's been to give up cigarettes. I thought quitting after 45 years would be very difficult, but I haven't smoked since attending my first group session. The emotional and practical support provided by the service has been amazing." Geoffrey Evans



For more information, go to: <http://www.wales.nhs.uk/sitesplus/888/news/41819>

What next?

During 2017/2018 we will be making it even easier for more smokers to get help that gives them the very best chance of quitting, by launching new branding. 'Help Me Quit' was introduced on 19 April 2017 as the first step towards an integrated stop-smoking system for Wales.

With a single branding, a free phone number and a new website, Help Me Quit makes it easier for smokers to find help to quit. A public campaign will encourage smokers to contact the Help Me Quit team on 0800 085 2219, at www.helpmequit.wales or by texting HMQ to 80818.

Did you know?

A typical 20-a-day smoker spends £56 a week, £243 a month and a whopping £2920 on cigarettes over the course of a year. Aside from financial savings, stopping smoking also brings immediate health benefits.



Follow this **QR code** to read more about this article



Equality

This means that we focus on removing the causes of poor health and inequality, rather than dealing with the consequences. We should consider the needs of individuals, including vulnerable groups, and use their feedback to help us learn as an organisation. Here are a few examples of the work we have done to improve people's overall health and wellbeing of people.

Steady on... stay SAFE

What is the challenge?

Falls are a major cause of disability and death in older people in Wales. The cost of falls is significant in terms of pain, loss of confidence and independence.

Every year in Wales between 230,000 and 460,000 older people suffer from a fall, and between 11,500 and 45,900 of these suffer serious injury, including fractures, head injuries, or serious cuts.

What we did

To reduce the risk of falls, we joined with a range of partners to help people in the communities where they live. Together with Ageing Well in Wales (the national group for reducing the risk of falls), Community Pharmacy Wales and Welsh Government, we delivered a national campaign throughout February 2016 to raise awareness and reduce the risk of falls.

"We are all aware of the harm and distress falling can cause, but through some practical lifestyle adaptations and community partnerships, we can hopefully reduce the number of falls. During this campaign we are pleased

that the 716 community pharmacies across Wales are providing an opportunity for people to visit their local pharmacy for help and advice on fall prevention." Russell Goodway, Community Pharmacy Wales.



The campaign, which was organised with partners including Care and Repair Cymru, Age Cymru, RNIB, the Royal Pharmaceutical Society and the Chartered Society of Physiotherapy, was launched on 6 February and ran for four weeks in all 716 community

pharmacies in Wales. During the campaign, people who are at an increased risk of falling were encouraged to be safe, improve their strength and balance, and talk to friends and family and their local pharmacist about falls, trips and slips. Local pharmacists can tell people

where they can get support to help them reduce their risk of falling. Pharmacists are also able to discuss issues such as side effects from medication, staying strong and active, a safe home environment and regular eye tests.



For more information, go to:

<http://www.wales.nhs.uk/sitesplus/888/news/43975>
#steadyonstaysafe



A selection of partners all working together to help people in communities

What next?

We are continuing to spread the 'Steady on...stay SAFE' message of improving your strength and balance, talking about your falls and working with our partners to make sure your home environment is safe. We will continue to lead the Prudent Healthcare National Taskforce for Fall Prevention and will support the ongoing launch of the 'Steady on stay

SAFE' message across Wales, which focuses on reducing the risk of falling. And we are continuing to raise awareness across Health Boards and build worthwhile partnerships with our voluntary-sector partners to make sure people receive the right messages in the right way at the right time, keeping them safe, well, and independent within their own homes.

Did you know?

Ageing Well in Wales is a national programme hosted by the Older People's Commissioner for Wales. It brings together individuals and communities with public, private and voluntary sectors to develop and promote innovative and practical ways to make Wales a good place to grow older for everyone.

Heneiddio'n Dda yng Nghymru

Ageing Well in Wales



For more information, go to: <http://www.ageingwellinwales.com/en/home>



Minister for Public Health and Social Services, Rebecca Evans AM supporting the 'Steady On... Stay SAFE' campaign.



Follow this QR code to read more about this article



Supporting inclusive information

Did you know?

The Centre for Equality and Human Rights (CEHR) is part of Public Health Wales and works with lots of different organisations to develop awareness and understanding of the experiences of diverse groups with protected characteristics who continue to face institutional discrimination and health inequalities.

The NHS Centre for Equality and Human Rights
Canolfan y GIG ar gyfer Cydraddoldeb a Howiau Dynol



What is the challenge?

The Lesbian Gay Bisexual and Transgender (LGBT) community has specific healthcare needs. LGBT individuals often report feeling that their sexuality is a barrier to getting the healthcare they need. Some feel that they are unable to access information relevant to their situation and feel that they are likely to face prejudice from healthcare professionals. Across Wales, some LGBT people experience poorer health outcomes.

We know that the NHS Direct Wales website is an important tool that people use to help manage their own health. NHS Direct Wales has received complaints about the language used on the website and the information contained in the website. "Lesbian, gay, bi and trans people in Wales continue to face significant health inequalities. Providing information that is accessible, inclusive and addresses the specific health needs of LGBT people is essential to empower LGBT people to live healthy lives and seek out the right care and support when they need it."

Andrew White, Director, Stonewall Cymru.



What we did

We worked with Welsh Ambulance Service NHS Trust (WAST) and Rainbow Researching to assess how far the NHS Direct Wales website included the LGBT community. The NHS Centre for Equality and Human Rights (CEHR) provided the funding for the consultation, evaluation and rewriting.

The work aimed to:

- identify the needs of the LGBT community;
- identify pages on the NHS Direct Wales website that relate to topics that are relevant to members of the LGBT community;
- assess these pages for their use

of inclusive language and relevant content;

- assess the rest of the website for inclusive language; and
- recommend further action.

CEHR worked with Rainbow Researching to put the recommendations in place and rewrite the LGBT sections of the site, making sure they are relevant, inclusive and accessible. Rainbow Researching assessed the wider site for inclusive language and made 84 minor amendments. These included updating references to legislation, providing appropriate links and removing gender assumptions.

What next?

The next phase of improvements will focus on supporting our partners in rewriting additional NHS pages for the LGBT website. This will include information on

trans experience and identity. We'll also look at the gaps around screening, access to healthcare, and transsexual health.



Follow this **QR code** to read more about this article



Timely action

This means that people can access our services, programmes and functions when appropriate and get the information they need to make an informed choice.

Here are a few examples of what we have done to improve access and information.

Diabetic Eye Screening Wales joins Public Health Wales

What is the challenge?

Delivering diabetic eye-screening services in a way that meets the needs of service users.

What we did

In April 2016, Diabetic Eye Screening Wales (DESW) was transferred from Cardiff and Vale University Health Board to Public Health Wales to sit alongside our other national screening programmes.

We worked with our partners in Health Boards and Welsh Government

to make sure the transfer happened safely.

Now that Diabetic Eye Screening Wales has joined Public Health Wales, we have been able to identify ways to improve customer service.



For more information about Diabetic Eye Screening Wales, go to: <http://www.eyecare.wales.nhs.uk/drssw>

What next?

We used feedback from customers' complaints and concerns to improve people's experiences of Diabetic Eye Screening Wales.

"Screening staff were very patronizing towards my father and his carer, asking him questions which he was unable to answer due to his medical condition. They kept on about transferring from his wheelchair to enable them to carry out the eye test. Sadly, my father is wheelchair bound due to his Parkinson's and has to have a specially adapted wheelchair

which he is unable to transfer from without the aid of a hoist. Needless to say the eye examination did not take place" Julie Bull.

DESW staff are being trained in customer care and we have also changed the way we work, with staff now being involved in investigations when concerns are raised. We know we still need to do more. We're working on ways of recording people's experience of attending for eye screening so that we can continue to improve our services.



Follow this **QR code** to read more about this article



Short-term mouth cancer survival rates improving, but challenges still exist

What is the challenge?

Latest statistics show rates of mouth cancer are increasing, but short-term survival is improving in Wales. However, there has been little change in the five-year survival rate.



What we did

To make the statistics easier to understand, we produced a mouth cancer infographic during November (Mouth Cancer Action Month). We highlighted the risk factors, early signs of mouth cancer and the role of primary care in improving early diagnosis of mouth cancer in Wales.

The aim was to increase awareness among dentists and other primary-care services.

“Dental services alone will not be able to improve early diagnosis of mouth

cancer in Wales. It is important that our colleagues in other primary and community services are also aware of risk factors, signs and symptoms of mouth cancer and local referral systems in place.”

Michael Allen, dental advisor for primary care.



We shared the infographic with all health boards, primary-care

and dental professions, and other stakeholders in Wales.



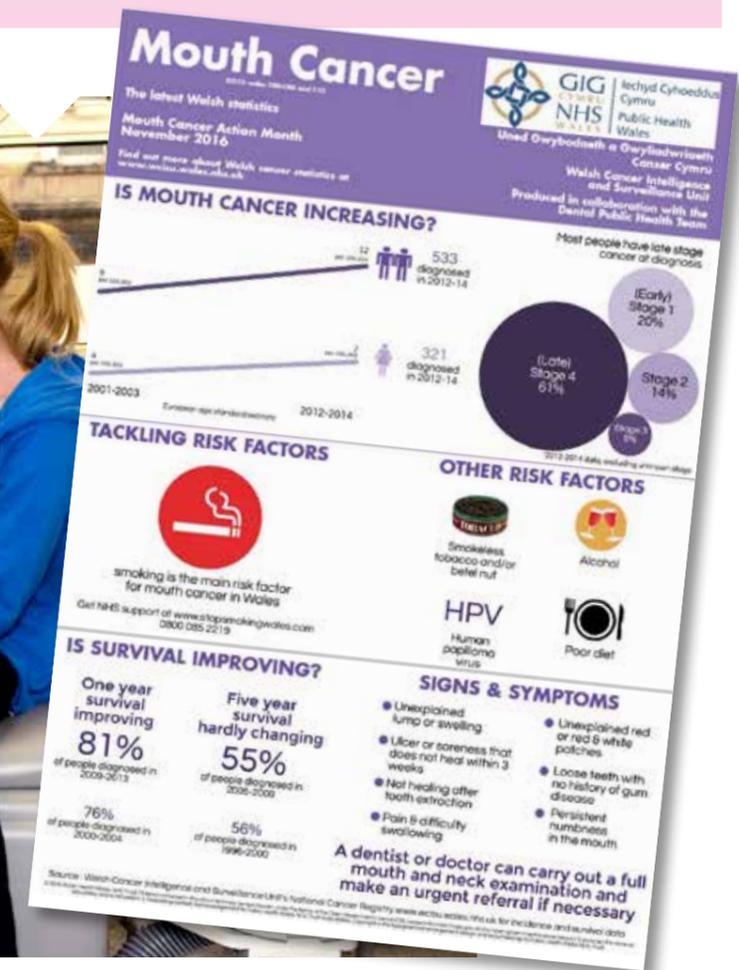
For more information, go to: <http://www.wales.nhs.uk/sitesplus/888/news/43334>

What next?

We will continue to monitor incidents of mouth cancer and survival rates.

We will also provide advice and support to Health Boards, primary

care, and the dental services' action plan to improve early diagnosis of mouth cancer in Wales.



Follow this QR code to read more about this article



Our staff

Our staff are vital to the organisation and the work we do. We need to provide them with a safe environment to work in and support them to continue to develop. Here are a few examples of what we have done to develop and support our staff.

Moving into Our Space

What is the challenge?

As a public body we have a duty to be as efficient as possible with our resources. One of the ways we can do this is to move our staff into fewer locations if it is appropriate to do so. Not only does this promote learning and sustainability, it also reduces inefficiencies and provides value for public money.

What we did

In 2016, we moved 500 staff from across many sites in South Wales to a single building in Cardiff. We found a suitable building which has close public transport links and which met our environmental criteria. We worked with social enterprises to furnish the building by renovating around 2,600 items of our existing or second-hand stock.

Everything used to furnish the building was recycled, either from our existing furniture or from elsewhere, including items intended for landfill that we recovered and cleaned. The project supported social enterprise by using a company who trains (or adds to the skills of) long-term unemployed



and disabled people as carpet fitters, some of whom found permanent jobs as a direct result of the project. The company also helps families on a low income by providing carpet tiles for their homes.

“We have also been able to work with organisations based locally in Wales who are providing us with good-quality furniture and fittings while at the same time providing

valuable training and experience for people who have struggled to find work.”

Sally Attwood, Programme Manager

The project focused on making the building fully accessible to staff and stakeholders. We consulted the RNIB and took advice from accessibility

specialists Accessible Wales. The building has been certified as ‘excellent’ by BREEAM, the world’s leading environmental-sustainability rating system for projects, buildings and infrastructure – putting it in the top 10% of UK new non-domestic buildings for sustainability performance.



For more information, go to:

<http://www.wales.nhs.uk/sitesplus/888/news/42557>

What next?

Work to relocate some of our staff within West Wales began in mid-2016, with work on improving our premises in north Wales starting in mid-2017.

We learned a number of lessons from the south Wales relocation, which we will use to support staff with new moves.



Follow this **QR code** to read more about this article



Protecting staff and the public

Did you know?

Flu is a serious respiratory illness caused by a virus that affects the lungs and airways. The flu virus spreads easily via droplets which are sprayed into the air when an infected person coughs or sneezes. Direct contact with contaminated hands or surfaces can also spread infection.



in time as I had a nasty bout of flu which developed into pneumonia. Next year I'll make sure I'm at the front of the queue to have my vaccination in time" Staff member.

Our reported flu vaccination uptake to Welsh Government at February 2017 was 53%.



For more information, go to:

<http://www.wales.nhs.uk/sitesplus/888/news/43797>

What is the challenge?

Encouraging our staff, especially those who have direct contact with the public, to have the flu immunisation.

Healthcare workers who have direct contact with patients or the public, and also carers, are strongly recommended to have a flu vaccination to protect them from catching flu and spreading it to the people they care for. People of any age may be affected by flu, and it can be serious – young children, the elderly, pregnant women and adults with chronic conditions are particularly vulnerable to complications.

What next?

We have started planning for next year's campaign. Our team want to discuss vaccination choices with staff and talk to them about why it is important to protect our staff, their colleagues, families and communities from flu. We want all staff to be able

to have vaccinations at a time and place that is convenient to them. Overall, we would like to see more staff take up the offer of vaccination. This is an important public health intervention and we would like to set an example to all staff in NHS Wales.

What we did

Every year we run a campaign aimed at all our staff to encourage them to have the flu vaccination.

This year we have protected more staff than ever before against flu. This has included delivering vaccine to more than 900 staff based in over 40 different locations.

However, since last year we have grown in size and so, despite delivering more vaccine, the percentage of people who have the flu vaccination is unlikely to be as high as last year.

"I had my first flu vaccination last year, but unfortunately it wasn't

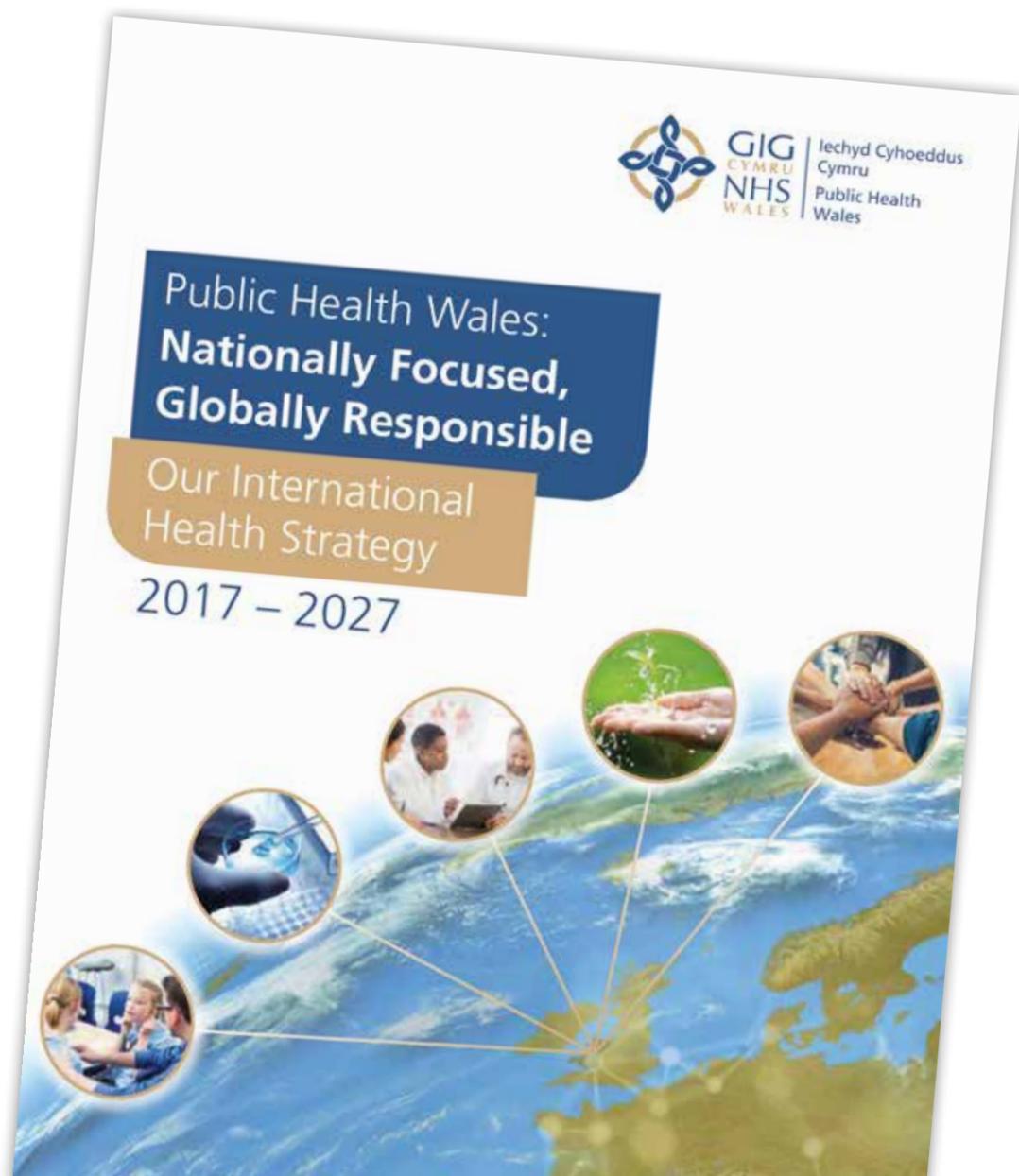


Follow this **QR code** to read more about this article



Globally responsible Public Health Wales

We have developed and published an **International Health Strategy 'Public Health Wales: Nationally Focused, Globally Responsible'**. In it, we state that we are committed to becoming a responsible, world-leading and inspiring public-health agency for a healthier, happier and fairer Wales. We are working to make the most of our international learning and improve our practice to benefit the people of Wales and to be better prepared to respond to global threats as well as to maintain the health of our planet.



Did you know?

We have developed a Health Protection Toolkit and a *'Preventing Violence, Promoting Peace – A policy tool kit for addressing interpersonal, collective and extremist violence'* with the Commonwealth Secretariat. These can be used by the 52 Commonwealth member states, helping them to organise their own health-protection services and providing evidence and guidance on how to prevent violent behaviour by individuals and groups.

Did you know?

We have developed a training resource on global citizenship which is tailored for Welsh health professionals working together with the Welsh Centre for International Affairs and Cwm Taf University Health Board.

Did you know?

We organised a Wales Study Visit on 'Sustainable Development Approaches to Health and Equity' with EuroHealthNet and the World Health Organization's Regions for Health Network. This brought together 21 delegates from 16 different countries to learn from good policy and practice in Wales and share their own experience and work.

Did you know?

We led a study visit to Denmark to explore harm-reduction services and to introduce new interventions to support harm-reduction services for people across Wales who inject drugs. The Substance Misuse Delivery Plan also helps to reduce and prevent blood-borne viruses from being passed on as well as drug poisoning for those who use drugs.

Did you know?

Our Abertawe Local Public Health Team is part of the WHO-recognised Swansea Healthy City, working together with local government to improve health and reduce inequalities in the area. For example, they have introduced a 'smoke-free homes' resource and work in Flying Start centres (Flying Start is a Welsh Government funded programme which is targeted at children aged 0-3 years 11 months and their families who live in certain areas of Wales).



For more information about Public Health Wales international work, visit: <http://ihcc.publichealthnetwork.cymru/en/>

Wales for Africa

Wales for Africa is a programme, developed by the Welsh Government, that works with individuals, communities, the third sector (charities, voluntary and community groups) and the public sector to be more actively involved in international development with Sub-Saharan Africa. The work of the programme adds to that of the UK Government's Department for International Development (DfID), and supports Wales's contribution to the UN Sustainable Development Goals to overcome poverty and suffering.

As part of our supporting role we work closely with the Wales for Africa programme within Welsh Government, Hub Cymru Africa and the Wales for Africa Health Links Network. Our work involves:

- supporting and helping to organise the annual Wales for Africa Health Conference and shared learning events;
- exploring and promoting funding opportunities; and

- providing advice and professional support to Health Links across the NHS.

Our public-health professionals are taking part in a number of projects and activities with countries in Africa, such as supporting the cancer registry in Sierra Leone and developing primary care and healthy schools in other countries.

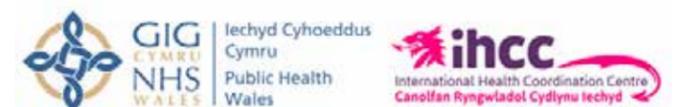
Following an initial visit to Uganda, our nurses and midwives have come together to work with the Ugandan



Ministry for Health. Together we are developing an offer to help deliver the Ugandan Nursing strategy in line with the World Health Organization's (WHO) Global strategic directions for strengthening nursing and midwifery 2016-2020. The focus is on sharing skills, knowledge and experience to strengthen capability and to support professional nursing leadership through an agreed education programme.

We also host the International Health Coordination Centre (IHCC) which offers guidance and support to Health Boards and Trusts to make sure

international health partnerships are meeting the requirements set out in the Charter for International Health Partnerships in Wales. This includes making sure there is sound governance in place, organisational responsibility, partnership working and good practice. For example, we are looking at providing adequate insurance to staff travelling overseas and how working abroad can benefit the health and wellbeing of the Welsh people.



In our 2015/2016 Annual Quality Statement we included a 'What next?' section, which highlighted actions we planned to carry out during 2016/2017. Below is an update on some of these actions. For a full list of actions and updates from the 2015/2016 Annual Quality Statement, please go to the 'Closing the Loop' supplement.

Healthy people, healthy Wales

Next steps identified in the 2015/2016 Annual Quality Statement

The Pink Ladies have been trained as screening champions, which enables them to talk to others about all the screening services we offer. Over the coming year, we will support the ladies to involve local groups, families and friends and to share the importance of screening. The Screening Engagement Team will also be working with communities across Wales to help individuals and groups to become screening champions.

Action taken during 2016/2017

Evidence shows that screening rates have been lower among some communities and groups, including people with learning disabilities and some ethnic-minority communities. To tackle this, a group of screening champions, The Pink Ladies, was set up in 2015 to make sure that more people have access to the right information about screening.

The Pink Ladies have continued to organise and run their own screening events, supporting Bowel Cancer Awareness Month, Screening for Life and Cervical Cancer Prevention Week.

The Screening Engagement Team trained a further 21 screening champions in 2015/2016, bringing the total number to over 80. The champions are from a range of communities and groups, including learning disability groups, ethnic-minority communities, workplaces and voluntary organisations.

Next steps identified in the 2015/2016 Annual Quality Statement

We will work with partners and communities to roll out the '10 Steps' programme and carry out work aimed at reducing the effect of sugar consumption across Wales.

Action taken during 2016/2017

We have been working to roll out the '10 Steps to a Healthy Weight' programme with our partners and communities across Wales, such as Torfaen Healthy Sustainable Pre School Scheme, and have held events with local public health teams. We have printed posters and leaflets as a result of holding focus groups with health professionals and communities.

Staying safe

Next steps identified in the 2015/2016 Annual Quality Statement

We will carry out a review of how we involve the public and those who use our services. Improving our approach to involving individuals, communities and the wider public will be part of the review. We will then consider how we will put in place any recommendations arising from the review. To make it easier for you to give us feedback or raise a concern, we will look at developing our resources, particularly our website. We will also support Welsh Government in reviewing the Putting Things Right guidance, making it easier and simpler to raise a concern, provide feedback or make a complaint.

Action taken during 2016/2017

A review we carried out in 2016 identified a number of recommendations that we will take forward in 2017/2018 and which will support us to develop our practice. These recommendations will support greater crossover between services, programmes and functions, so achieving the greatest effect and impact.

We supported Welsh Government in reviewing the Putting Things Right guidance, which we hope will be published in 2017.

Our impact

Next steps identified in the 2015/2016 Annual Quality Statement

We will share our research into adverse childhood experiences (ACEs) and involve our partners to help support future work and plans. Further reports from this research will look at how ACEs are linked with chronic ill health in later life, such as cancer, heart disease and diabetes, and premature death.

Action taken during 2016/2017

Tackling the root causes of adverse childhood experiences needs a co-ordinated approach from both public- and third-sector organisations. For this reason, we have worked with our partners to establish Cymru Well Wales – a movement of motivated organisations that is committed to working together today to secure better health for the people of Wales tomorrow. So far, we've identified three areas to focus on – the first 1000 days of life, employability, and tackling adverse childhood experiences.

(<http://gov.wales/newsroom/people-and-communities/2017/170119-adverse-childhood-experiences/?lang=en>). We will continue our work on ACEs through our strategic plan for 2017/2018.

Our staff

Next steps identified in the 2015/2016 Annual Quality Statement

We will work with staff and partners to improve the well-being of our staff and make progress with our Corporate Health Standard bronze assessment.

Action taken during 2016/2017

Our staff health and well-being groups continue to operate with representatives from throughout the organisation, with support from Healthy Working Wales and in partnership with trade unions.

We carried out a mock assessment for the Corporate Health Standard in 2016, and are making good progress towards full assessment in 2017.

We have used the assessors' constructive feedback to make sure that we focus on those areas that we need to develop, while building on the good practice we have already put in place.

For example, we developed a flexible-working toolkit and a holiday subsidy scheme, and took part in health-promotion campaigns such as Time to Talk Day.

If you would like to share your views and help support our work, please contact us.

Email: general.enquiries@wales.nhs.uk

You can also contact us through social media.

Facebook

www.facebook.com/PublicHealthWales

Twitter

www.twitter.com/PublicHealthW

Check out our Vimeo channel

<https://vimeo.com/publichealthwales>