



CS/PR/AE

4 March 2018

Dr Dai Lloyd  
Chair  
Health, Social Care & Sport Committee  
National Assembly for Wales  
Cardiff Bay  
Cardiff  
CF99 1NA

Dear Dr Lloyd

**Re: Winter preparedness inquiry**

Thank you for your letter of 30 January 2019 regarding winter preparedness. I am pleased to provide the following response.

Powys Teaching Health Board (PTHB) does not have a DGH or A&E department within its Health Board area, however I outline for the Committee the work that we have been focusing on in Powys with our partners. We are clear as a commissioner of acute care services and a provider of community services that our role is that of a supportive partner working with our neighbouring Health Boards across Wales and NHS Trusts across the border in England. The key aim is to improve access for patients to care and support across the system making sure that patients receive the right care, in the right place.

The aim of our winter resilience plan and the unscheduled care programme is to ensure clear and supportive actions are in place across the system, enabling care close to home and to reduce avoidable admissions into more acute levels of care. The focus of our partnership work is to ensure that services are available across Primary and Community care that:

- Enables a wide range of local care and support services

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- Reduces avoidable unscheduled care demand and the need for Powys patients to attend neighbouring A&E departments
- Allow timely and safe transfer back to the community

There are a broad range of services and pathways in place to support unscheduled and urgent care. I have listed these below and there is further detail available on all of these areas.

### **Help me choose / Answer my call**

- GP Practice clinical triage
- Community Connectors & Directory of Community Services
- Florence Long term condition supported care text messaging service
- Invest in Your Health programme supporting people with long term conditions

### **Come to see me / Give me treatment**

- Community Resource Teams and Virtual Wards, including local intravenous medication service
- Community Falls Prevention Service
- WAST, District Nurse and Occupational Therapy Falls Pathway
- Dementia Home Treatment Service
- Practice based Pharmacists
- Common Ailments Service in Community Pharmacies
- Minor Injury Units (MIU)
- Proof of concept testing paramedics co-located in MIU
- Urgent Care Practitioners
- Mental Health Crisis Resolution & Home Treatment Team assess patients who are referred by Police, OOH GP, GP or Social Service, rather than present to A&E.
- Psychiatric liaison service
- Community step up beds

### **Take me to hospital**

- Care Coordination Centre
- Ambulance Resource Deployment

### **Flow / Delayed transfers of care (DTOCs)**

- Patient Flow Co-ordination Hub
- Care Transfer Coordinators
- 'Discharge to Recover and Assess in Powys'
- Community step down beds
- Social care brokerage service
- Community home support services

The winter plan is currently in implementation and although there are pressures in the system the schemes and support services we have in place have helped. There are some particular pressure points however that we continue to work on and all this intelligence will be collated as

part of the evaluation process undertaken in Powys with key partners. I would be happy to share any key findings with the Committee following this process.

I hope you find this helpful, however please do not hesitate to contact me should there be any queries.

Yours sincerely

A handwritten signature in cursive script that reads "Carol Shillabeer".

**Carol Shillabeer**  
**Chief Executive**

