

Public Health Wales

Our work in the year April 2017 to March 2018



This is an Easy Read version of Public Health Wales '2017-2018 Annual Quality Statement.'

June 2018

How to use this document



This is an easy read version. The words and their meaning are easy to read and understand.



You may need support to read and understand this document. Ask someone you know to help you.

Some words may be hard to understand. They are in **bold blue writing**. They have been explained in a box below the word.

If the hard word is used again it is in **normal blue writing**. You can check what they mean in **Hard words** on page 33.



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This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

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Introduction



Public Health Wales is part of the NHS. We work to:

- have a healthier, happier and fairer Wales
- improve the health and **well-being** of people in Wales.

Well-being means a person is happy, healthy and is comfortable with their life and what they do.



This document is about what we did in the year April 2017 to March 2018. We have split our work into 8 areas:

- What we did
- Healthy Wales
- Staying safe
- The impact of our work
- Equality
- Getting support at the right time
- Our staff
- World health



We did a lot more than we can write here. So we have just written about some things we have done.

What we did

Below are some examples of what we did his year

Screening



Screening means checking people for illnesses. When illnesses are found early they are easier to treat.

Screening Champions



Screening champions are people who work in the community to tell people about why **screening** is important.



We trained 47 **screening** champions from doctor surgeries. They are in places where not many people get **screened**.



We looked at how well having **screening** champions is working.



We want to have more **screening** champions from **ethnic minority** groups, gypsy and traveller groups and people who have sight or hearing problems.



People from **ethnic minority** groups may come from different countries. They have different beliefs, values and traditions than most other people in their community.

People with a learning disability



We worked with people with a learning disability, carers and health workers to find out what stops them being **screened**.



We have started looking into the service we give to people with a learning disability.

Information for LGBT people



LGBT stands for **lesbian**, **gay**, **bisexual** and **transgender**.

A **lesbian** is a woman who is attracted to other women.



A **gay** man is attracted to other men.



Bisexual people are attracted to both men and women.



Transgender means people who are born as one sex and want to live as the other sex. For example a person who looks like a man may feel inside like a woman.



We wrote pages for the NHS Direct Website for **LGBT** people.



We gave money for training on the issues **transgender** people face.

Staff flu vaccines



We asked our staff how we can get make it easier for them to have the flu **vaccine**.



A **vaccine** is a medicine that helps people fight off infections to stop them getting sick.



We trained 8 nurses to give **vaccines** to the people they work with. This makes it easier for our staff to get their **vaccine**.

We also started giving vouchers to staff so they can get the **vaccine** in their local supermarket or pharmacy.

Mouth cancer



We looked at how many people got mouth cancer. And how many people survived.



We gave advice to help lower the number of people with mouth cancer. And help find it earlier and treat it quicker.

Healthy Wales



We want to help people in Wales have good health and **well-being** now and in the future. Here are some examples of our work on this.

Every Child Wales

**POB PLENTYN
EVERY CHILD**

Every Child Wales is a project to improve the health and **well-being** of children aged 5 and younger.



Every Child Wales found out that 1 out of 3 children do not play outside enough.



To help parents **Every Child Wales** has written lots of tips on how to get children playing outside.

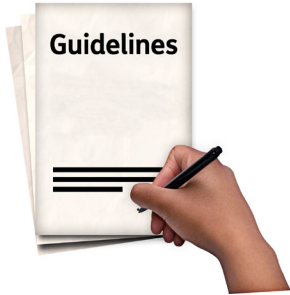


You can find out more about **Every Child Wales** on their website: www.everychildwales.co.uk

Helping more children to walk or cycle to school



Less than half of the primary school children in Wales walk or cycle to school.



We have written a guide to help organisations get more children walking or cycling to school.

Stay Well in Wales survey



This survey helped us find out what people in Wales thought were the biggest things that caused poor health.



We are 1 of the first ever nations to ask the public about what they want us to do about this.

People said the 5 biggest reasons for poor health are:



- smoking



- drugs



- alcohol



- not being active



- not eating healthy food.



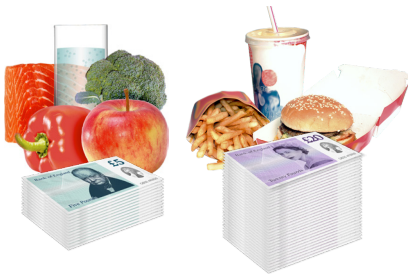
Over half of the people in Wales thought more money should be spent on trying to stop illnesses instead of just treating illnesses.



Nearly 1 in 3 people in Wales thought we should ban adverts for unhealthy food aimed at children.

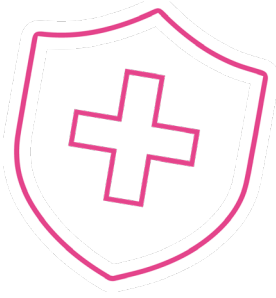


Nearly half of people in Wales thought we should ban adverts for alcohol.



Most people agreed that healthy food should cost less. And unhealthy food should cost more.

Staying safe

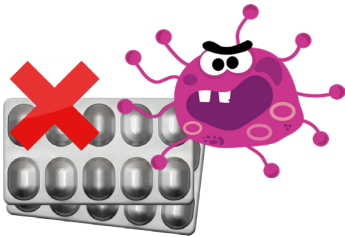


We want to help people be safe and healthy. We want to lower the chance of people getting infections. Here are some examples of our work on this.

Using antibiotics



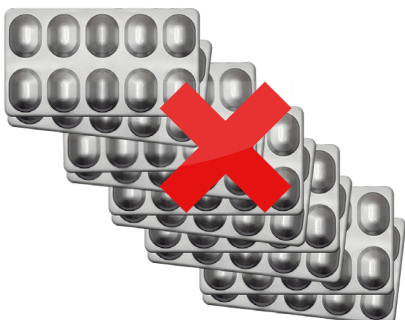
Antibiotics are medicines that fight or kill off bugs that cause illnesses.



Some bugs have changed so that **antibiotics** no longer work on them. They are sometimes called **superbugs**.



When this happens medicine cannot help people get better again. And the bug may spread to other people.



To stop this happening we must make sure **antibiotics** are not given out too much.



We need to know when **antibiotics** are given out and if they are working. It is hard to find out this information.



We are working on a tool to make it easier to get this information. This will help pharmacists and doctors use **antibiotics** in the best ways.



We have also set up an expert group to look at advice and tools to improve how we use **antibiotics**.

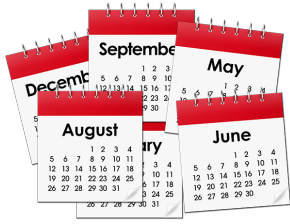
Mass unemployment and health



Mass unemployment is when lots of people lose their jobs at once, usually because a big company has shut down or become much smaller.



This has a bad effect on health for workers and their families.



In the year after losing their jobs the workers are more at risk of getting a serious illness. This includes:

- **heart attack** – this is when blood cannot get to the heart. This causes damage to the heart and can lead to death.
- **stroke** - a serious illness that stops your brain working properly
- diseases caused by drinking too much alcohol.



The workers are also 3 times more likely to try and take their own lives.



The effects can last for a very long time and be passed on for many years.



We have been working on ways to stop this happening. And putting plans for support in place in case it does happen.



The impact of our work

School visits



Staff who work in our **laboratories** have visited schools to tell children about their work.



A **laboratory** is a place where scientists work. They do tests on things like blood to find out about diseases.



The children learned about how important science is. And about problem solving and teamwork.

Fewer people going blind from diabetes



Diabetes is a disease that causes a problem with the sugar level in your blood. It can cause lots of health problems like blindness.



Since 2003 we have been **screening** people with **diabetes** to see if they are at risk of going blind.



Because of this, the number of people going blind from [diabetes](#) has halved. Even though there are nearly twice as many people who have [diabetes](#) now.



This is because we can find problems earlier and give people treatment before the problem gets worse.

Better mental health for women when they have a baby



We have been working with partners to make mental health support better for women when they have a baby.



This is important for the health and [well-being](#) of children and families.



Equality

Equality means people have the same rights and chances.

Equality



We want to think about the needs of different people. And use what they tell us to make sure everyone gets the support they need from us. Here are some examples of our work on this.

Equality training

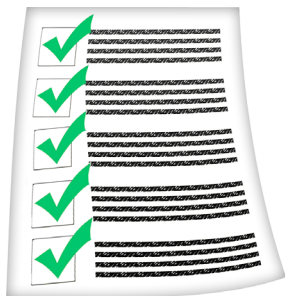
NHS staff must do **equality** training. In 2016 we had someone look at how good this training is.

They said we should add training to support staff to work with:

- **transgender** people
- gypsy and traveller people
- people with sight or hearing problems.



We worked with expert organisations and people from these groups to write the new training.



They have now all been added to our [equality](#) training for staff.

Getting children and young people involved in our work



We are working with children and young people to get their views on what we should do.



We worked with **Children in Wales** to ask young people to write a report on our work.



The young people liked being involved and said they wanted to keep supporting our work.

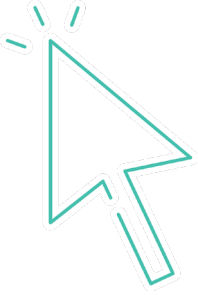


They held a big event for young people about health and our work.



All of the young people said they would be happy to support our work again.

Getting support at the right time



We want people to get information and support from our services to stop them getting health problems. We need to make sure they get information and support early. Here are some examples of our work on this.

Designed to Smile



Designed to Smile is a project to make children's teeth healthier.



We found out that over 1 in 4 children aged 5 have had problems with **tooth decay**.



Tooth decay is when your tooth goes bad, usually from sugar and acid in food and drink.



Designed to Smile is helping health workers to work together to make children's teeth healthier.



We have written training for dentists and other dental health workers. It will help them work with children to make their teeth healthier.



We help the **Designed to Smile** team and Health Boards show children in schools how to brush their teeth.



We worked with Health Boards to make dental services better for children. Because of this fewer children have had to have operations because of bad teeth.

Smoking



Around 5 thousand people in Wales die every year because of smoking.



And around 56 thousand people need treatment in hospital every year because of smoking.



Fewer people smoke now. But smoking still has a big impact on health, families and our health services.



We have a tool to help services plan for the future. This will help make our services better.



In April 2017 we started a new **Help Me Quit** project. This will make it easier for people to get support to stop smoking. We have a freephone number and website:



Phone: 0800 085 2219

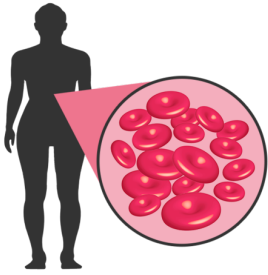


Website: www.helpmequit.wales



Text: HMQ to 80818

Sepsis



Sepsis is also known as blood poisoning. It is caused by an infection or an injury. It is very serious and can lead to death.



Around 8 thousand people in Wales a year get **sepsis**. We have a special team that helps doctors and nurses find and treat **sepsis**.



Every year fewer people are dying from **sepsis**.



The way we deal with **sepsis** is a good example for the rest of the world. And it has won awards.



Our staff

We cannot do the work we do without our staff. We need to make sure they have a safe place to work. And the support they need.



Here are some examples of the work we have done to make **Public Health Wales** a better place to work.



Welsh language

We believe the Welsh language is very important. And we want this to show in our work.



We ran a Welsh course for our staff in 2017. We are working on supporting more staff to learn Welsh and use Welsh in work.



Staff well-being

We want our staff to have good [well-being](#).



We have been working on policies and how we work to improve staff [well-being](#).



We have a special group of staff who help us with this work.



We are focusing on mental health and are supporting the **Time to Change Wales** campaign.

We're supporting



Time to Change Wales aims to stop people with mental health problems being treated unfairly. And stop people feeling ashamed of having mental health problems.



We have been given an award for this work. And we want to keep working towards the next award.

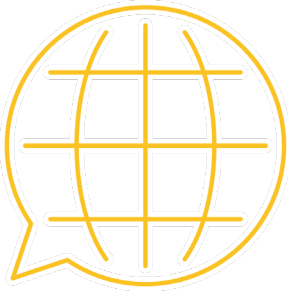
New offices



We have moved 580 staff to new offices in Swansea and Cardiff. This has made it easier for different teams to work together. And share resources.



Our staff now have better places to work. We are using our resources better. And spending our money better.



World health

We need to think about what health is like all over the world.



This helps us to plan services in Wales better. And to have a good impact on health throughout the world.



Here are some examples of how we are having a good impact outside of Wales.

Working with the World Health Organisation



The **World Health Organisation (WHO)** is the lead organisation for health across the world.



They have chosen us to work with them on **Investment for Health and Well-being**. This is about finding the best ways to spend money and time to make health and **well-being** as good as it can be.



We are the first centre to be chosen to work on this for the **World Health Organisation**. This is good for us, our staff and for Wales.

Sharing best ways of working



Decision makers from the Irish Health Service came to visit us to share ideas for best ways of working.



They wanted to know about our special system for sharing information about diseases. This system helps us deal with diseases better.



Learning from what you say

We listen to the good and bad things you tell us when you use our services. We use this information to make our services better.

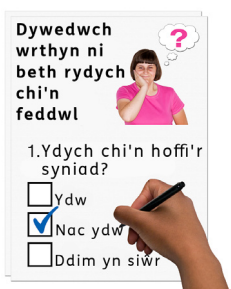
Complaints

Here are 2 examples of complaints we had from people and what we did.

1. Welsh language complaint



Someone complained that 1 of our surveys was not available in Welsh. Even after they had asked us for it.



We made sure the person got the questionnaire in Welsh.



Then we worked with our staff to make sure they understood that Welsh is just as important as English.



2. Screening complaint

Someone complained about the way they were treated by staff at a **screening** unit.



Between July and September 2017 we gave our **screening** staff training on dealing with people.

Compliments



People also tell us when they are happy with our services. Here are some of the things people said.



“You are amazing people. Thank you for the kindness and patience you took with me and all the support you gave, you are a great team. I couldn’t have wished for any better. Thanks!”



“I am writing to say a massive thank you to the staff who dealt with my mum brilliantly at her appointment”.



1419 people told us they were happy with our services. Only 52 people made complaints.



What next

Here are some examples of the work we plan to do in the year April 2018 to March 2019.

Working with young people



We will work with young people to look at how good our special young person's event was in 2017.



We will use their feedback to write a report and think about what we should do next.



We will keep working with **Children in Wales** to get young people involved in writing our 2018-2019 report.

Working with the World Health Organisation



We will look at the best ways to make health services better for everyone.



We will write a report on this for the **World Health Organisation** every year.



This work will help us improve health services across the world. It is good for us and for Wales and our own health services.

Staff well-being



We are going to try and get the next level award for our work on making staff **well-being** better.



What you think

We would like to know what you think about how we can make our services better.

You can contact us by:



Email: general.enquiries@wales.nhs.uk



Facebook English page

www.facebook.com/PublicHealthWales



Facebook Welsh page

www.facebook.com/pages/Iechyd-Cyhoeddus-Cymru



Twitter English page

www.twitter.com/PublicHealthW



Twitter Welsh page

www.twitter.com/IechydCyhoeddus



Vimeo

<https://vimeo.com/publichealthwales>



Thank you for taking the time to read this report.

Hard words

Antibiotics

Antibiotics are medicines that fight or kill off bugs that cause illnesses.

Bisexual

Bisexual people are attracted to both men and women.

Diabetes

Diabetes is a disease that causes a problem with the sugar level in your blood. It can cause lots of health problems like blindness.

Equality

Equality means people have the same rights and chances.

Ethnic minority

People from ethnic minority groups may come from different countries. They have different beliefs, values and traditions than most other people in their community.

Gay

A gay man is attracted to other men.

Laboratory

A laboratory is a place where scientists work. They do tests on things like blood to find out about diseases.

Lesbian

A lesbian is a woman who is attracted to other women.

LGBT

LGBT stands for lesbian, gay, bisexual and transgender.

Mass unemployment

Mass unemployment is when lots of people lose their jobs at once, usually because a big company has shut down or become much smaller.

Screening

Screening means checking people for illnesses. When illnesses are found early they are easier to treat.

Sepsis

Sepsis is also known as blood poisoning. It is caused by an infection or an injury. It is very serious and can lead to death.

Tooth decay

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Transgender

Transgender means people who are born as one sex and want to live as the other sex. For example a person who looks like a man may feel inside like a woman.

Vaccine

A vaccine is a medicine that helps people fight off infections to stop them getting sick.

Well-being

Well-being means a person is happy, healthy and is comfortable with their life and what they do.