

Grŵp Iechyd a Gwasanaethau Cymdeithasol
Dirprwy Brif Weithredwr Dros Dro, GIG Cymru

Health and Social Services Group
Deputy Chief Executive, NHS Wales



Llywodraeth Cymru
Welsh Government

Local Health Boards and WAST:

Chief Executives
Chief Operating Officers
Directors of Primary, Community and Mental Health

Local Authorities:

Directors of Social Services

August 2019

Dear Colleague,

Key themes for delivery for winter 2019/20: a national approach

While system-wide pressures on health and social care services are a year-round experience, winter presents a very particular set of challenges and you will be aware that both the Minister and the Deputy Minister for Health and Social Services consider preparedness for the winter period to be a priority.

A review of delivery over winter 2018/19 has been undertaken by Welsh Government officials and a final report is enclosed. This should immediately be considered by your teams to inform local and regional planning for winter 2019/20.

A number of themes have been identified by leaders from across the system for local organisations to deliver over the remainder of 2019/20, with a particular focus on winter. Delivery of these actions should enable immediate improvement and strengthen resilience for the winter period:

- Optimising cross organisational and sector working
- Urgent primary care out of hours resilience
- Preventing unnecessary conveyance and admission to hospital
- Discharge to assess/ recover (D2AR)
- Community step down capacity
- An enhanced focus on the respiratory pathway
- An enhanced focus on the frailty pathway

The following winter delivery guidance, co-produced with Directors of Primary, Community and Mental Health, national clinical leaders and through the national programme for unscheduled care, is enclosed:

1. *A winter 2019/20 themes outline framework* - which describes expected action; and
2. *A winter 2019/20 operational template* - which should be used to describe current status and future plans to deliver the required action.



BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

Parc Cathays • Cathays Park
Caerdydd • Cardiff
CF10 3NQ

Ffôn • Tel 0300 025 5582
Simon.Dean2@gov.wales

Gwefan • website: www.wales.gov.uk

A winter delivery tool, which will support local teams to track progress against agreed measures, will be shared with you by the end of September.

Final winter operational templates should be submitted to the Welsh Government (Jamie.wardrop@gov.wales) by no later than 23 October 2019. Feedback will be provided throughout this process, and a second round of 'winter summit' meetings will be held in October and November - to discuss your plans.

Please contact Aled.brown@wales.gov.uk should you require advice or support on developing local plans via the national programme for unscheduled care or strategic programme for primary care. Monthly national calls with relevant members of your teams to appraise progress against each of the winter themes will be established shortly.

It is essential that winter plans are developed and delivered in partnership across the system as a whole. They should be focused on integrated working and must lead to improved delivery of urgent and emergency care services for the remainder of 2019/20.

Yours sincerely



Simon Dean
Deputy Chief Executive NHS Wales



Albert Heaney
Director of Integration and Social Services

Cc:

Andrew Goodall - Chief Executive NHS Wales
Stephen HARRY - Director, National Programme for Unscheduled Care
Sue Morgan - Director, Strategic Programme for Primary Care
Andrew Sallows - Delivery Programme Director, Health and Social Services Group, Welsh Government
Dr Frank Atherton - Chief Medical Officer, Welsh Government
Professor Jean White CBE - Chief Nursing Officer, Welsh Government
Dr Chris Jones - Deputy Chief Medical Officer, Welsh Government