Powys Living Well Service

Service Overview

Gwasanaeth Byw'n Dda
POWYS
Living Well Service

GIG
CYMRU
NHS
WALES

**Bwrdd Iechyd
Addysgu Powys**
**Powys Teaching
Health Board**

Service summary

PLWS supports people to maximise their health and wellbeing by helping them to understand the physical, psychological and social factors which influence them and by working with people to implement strategies which improve health and wellbeing even if the underlying condition remains the same.

What we do

Pain Management

Persistent non-malignant pain

Low back pain
Sciatica
Fibromyalgia
Complex regional pain syndrome
Headache

Fatigue Management

Persistent non-malignant fatigue

CFS/ME
Long Covid
Post-viral fatigue

Weight Management

BMI > 40

BMI >35 but with co-morbid conditions

Bariatric surgery candidates

Weight loss medications

6 Domains of quality

Safe
- Suicide risk
- Safeguarding
- Information Governance
- Environment

Person centred
- Shared decision making
- Navigator tool
- Experience group

Equitable
- Equal access
- Design for the extremes
- Integrated Impact Assessments
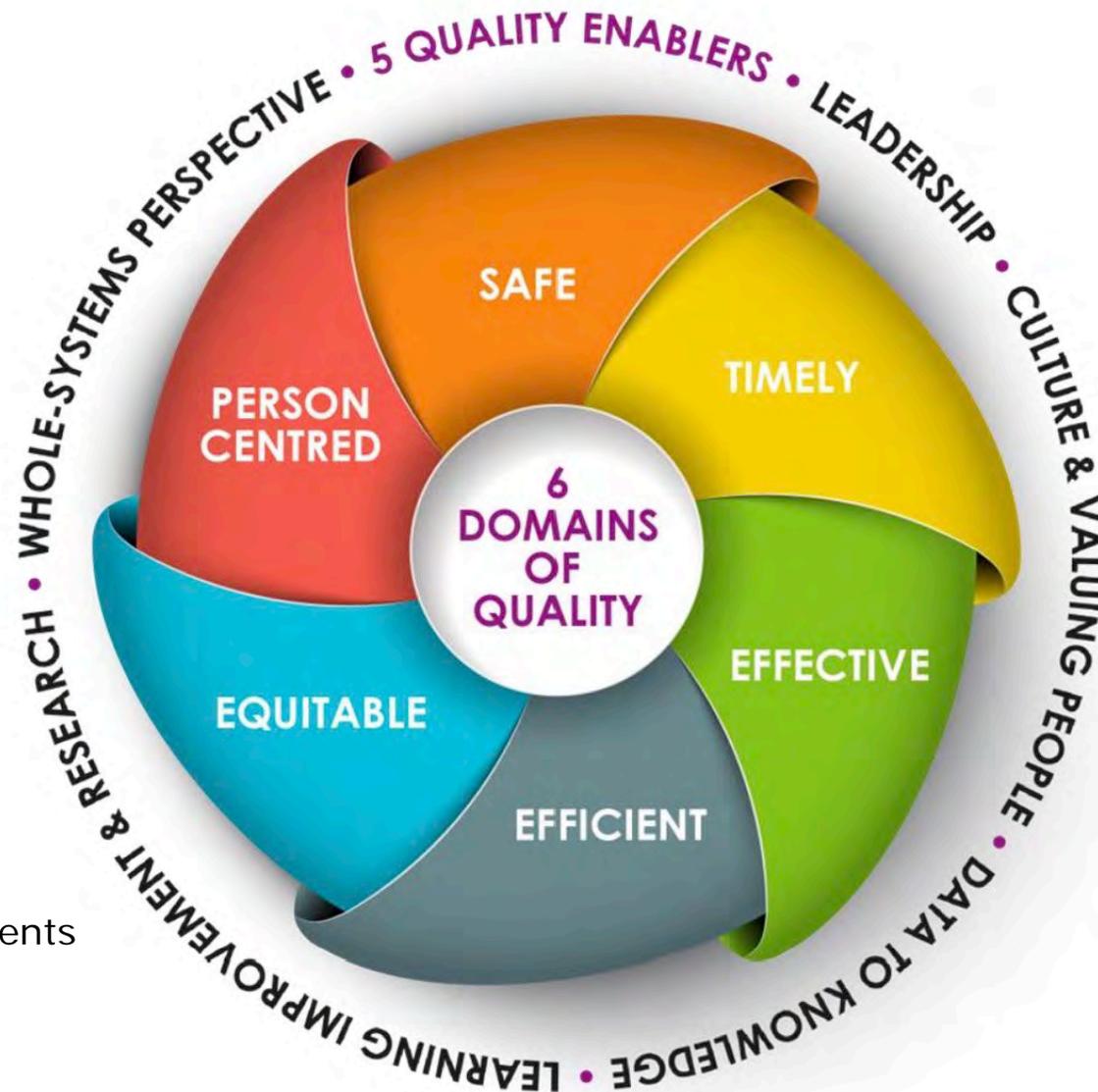
Timely
- Keep waiting times to a minimum
- Provide JIT information on website and apps

Effective
- PROMs
- PREMs
- Use NICE guidance
- People's panel

Efficient
- Manage costs within budget
- Discuss rather than refer
- Digital first
- Use community resources where available

5 Quality enablers

Leadership
- Head of service
- Consultant Therapist
- Consultant Psychologist
- Business Manager

Culture & Valuing people
- Interdisciplinary working
- Monthly CPD sessions
- Wellbeing sessions
- Supervision
- Flexible working
- Lunchtime walk

Data to knowledge
- Service dashboard
- HR Dashboard
- Audit
- PROMs & PREMs

Leading improvement & Research
- Digital roadmap
- Quality improvement Cycle
- Governance

Whole systems perspective
- Links with libraries / PAVO
- North Powys programme
- NERS
- Links with National network

95%   5%
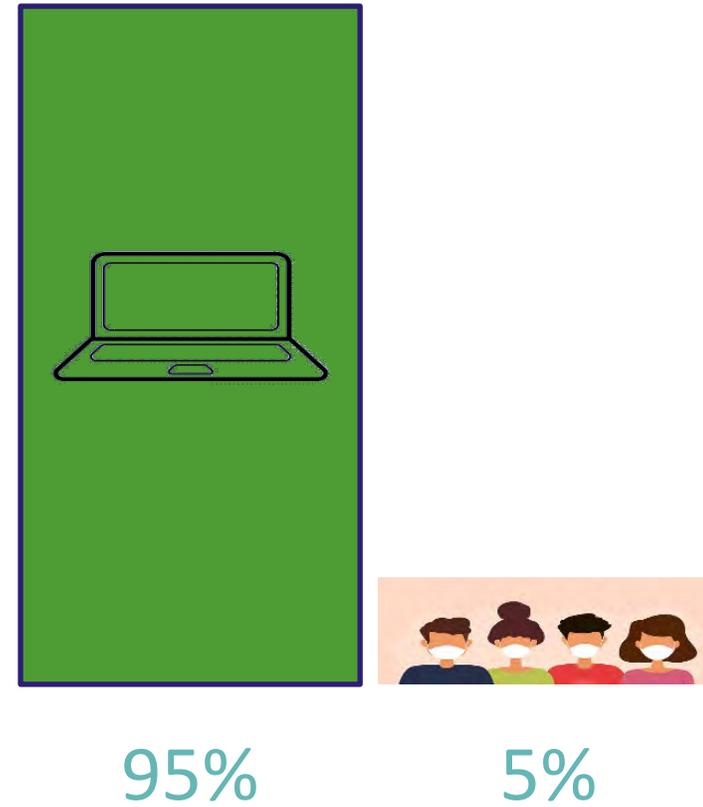
95% of contacts are digital but people may attend in person if they wish

The Team

Clinicians

Registered
Psychologists
Physiotherapists
Occupational Therapists
Nurse
Dieticians
GP

Pre Registration
Assistant Psychologist
Assistant Practitioner

Business Support

Digital Support
Lead Digital Facilitator
Digital Facilitators

Projects
Business Manager
Digital Facilitators

Admin
Business Support
Manager

Office Manager
Assistant

Key elements

Empowering   Optimistic   Friendly   Trusted   Growth

Key Values

EAST design principles

Person Centred

Population focused

Shared decision making

Prudent use of resources (Value Based Healthcare)

Empower

Group based intervention

Service User experience

Referral

Introductory Session(s)

Initial Consultation

Health Coaching

Group Programmes

Max 3 modules at a time

eLearning

F/UP Consultation(s)

eLearning

Podcasts

Drop-in sessions

Discharge

Preparation

Engagement

Maintenance
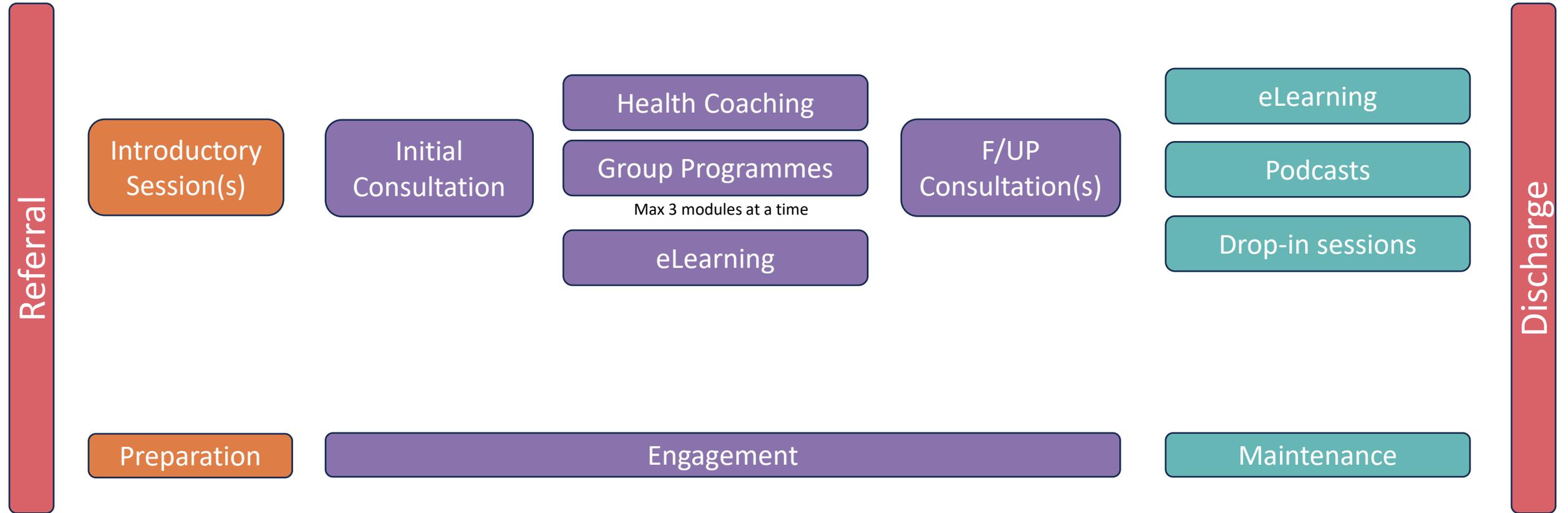
Team Welfare

Powys Living Well Service

Team Activities

Monthly Team meetings

Twice weekly MDT meetings

Monthly team CPD session

Regular wellbeing session

Lunchtimes walks

Group and individual supervision

Digital systems

Defining the Service
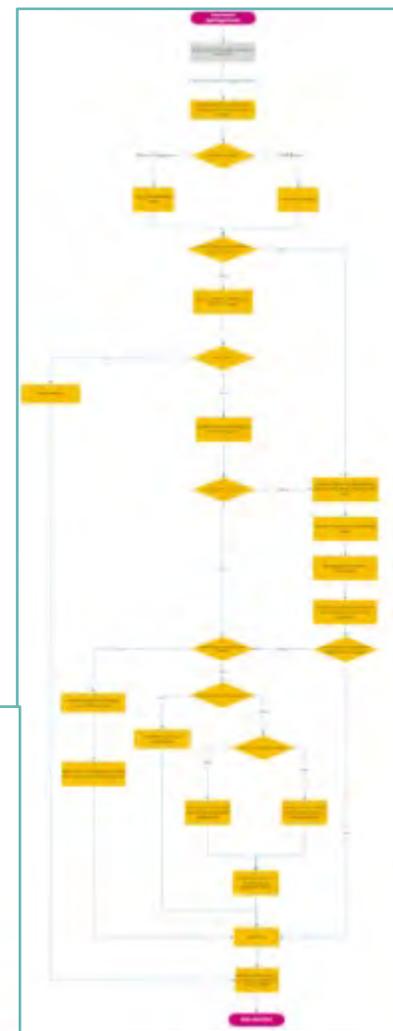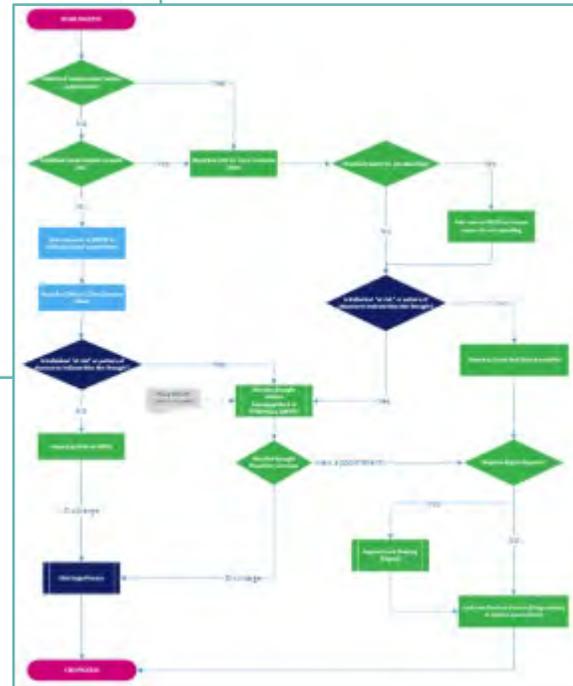
Understanding the Environment: Data Dashboards

Developing Use of Microsoft Bookings

Understanding the User Experience – Civica PREMS

Understanding the User Experience – Hydra Simulation

Community Training Platform
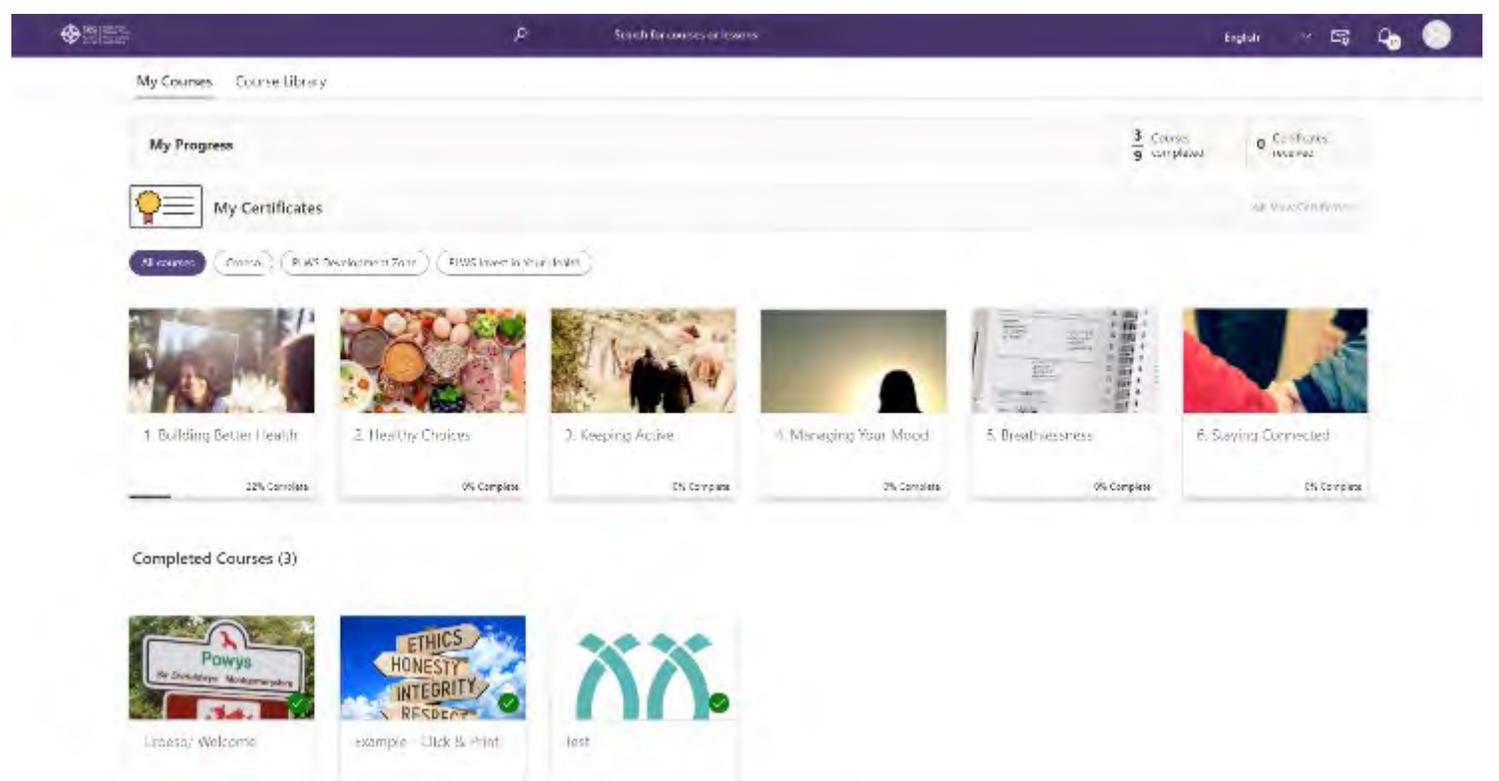
Complex Trauma - DBT

Pulmonary Rehabilitation

Weight Management Essentials

Governance

Powys Living Well Service

Clinical Governance

Clinical Supervision

Daily stand ups and MDT meetings

Agreed procedures and structures

Audit

Corporate Governance

Daily Mgt stand up

Governance and Management Committee

Agreed procedures and structures

HR

Finance

Audit programme 2023-24

Q1 – NICE AUDIT

Audit service against current NICE Guidelines

Q2 – DATIX AUDIT

Review concerns from last 12 months to ensure they have been closed and lessons learnt

Q3 – PROCESS

Check staff are following correct processes for service user journey.

Q4 – NOTES AUDIT

Monitor Digital note keeping standards and audit against notes to establish baseline.

KPIs 2023-24

Key performance Indicator	Target
Referral To Treatment < 18 weeks	100%
Did Not Attend rate	< 5%
Statutory and Mandatory Training	> 85%
PADRs completed (every 3 months)	100%
Open concerns	0
Within Budget	At all times