

WE WON'T KEEP YOU HANGING ON:

How the Health and Wellbeing Academy has reduced NHS waiting lists

We see it in the press on an almost daily basis: The current design of the NHS is unsustainable for the demands of today's population. This is resulting in stretched services, and the need for workforce redesign: Swansea University's Health and Wellbeing Academy (HWA) has been designed to work in collaboration with the NHS in order to reduce pressure on existing services.

A societal trend towards self-care is evident, as is discontent with long waiting times. This mind-set, coupled with below average life expectancy, an ageing population and a rise in chronic conditions in Swansea, opens a gap in the market for the HWA to offer quality services on an accessible basis.

Therefore, the Health and Wellbeing Academy's mission is to:

- Provide a range of high quality health and wellbeing services
- Engage in cutting edge research that will drive innovation and excellence in all that we do
- Enhance the teaching and learning experience for staff and students to maximise their future employability

The Academy is the first of many changes introduced as part of the A Regional Collaboration for Health (ARCH) partnership, which is pioneering new ways of providing care, to improve the health of people in south west Wales, spanning a population of about a million people and six local authority areas.



ON A MISSION: LAUNCHING THE HWA

The innovative project was initiated in 2015 by the University's College of Human and Health Sciences (Wales's largest provider of non-medical healthcare education), building on the osteopathy degree structure, where students trained and worked in a College led osteopathic clinic.

Building work began in May 2016, regenerating an existing empty space, and was completed on time and in budget. In November 2016, the first live collaborative service was delivered from the newly refurbished building.

The HWA was officially opened on 16th March 2017 by the Cabinet Secretary for Health and Social Services, Mr Vaughan Gething, who said:

"I am delighted to open this new facility. The Academy will not only enhance the teaching and learning experience for students but also provide high-quality health and wellbeing services for the local community.

"It will enable staff to engage in cutting-edge research that will drive innovation and excellence in Wales.

"It is a great example of health and science working together with patients to improve the health and wellbeing of their community."



The HWA team get a progress update on refurbishment



Open for business: the HWA reception area



Vice-Chancellor, Prof Richard Davies and Cabinet Secretary for Health and Social Services, Vaughan Gething, officially open the Academy



Communicating the Academy's mission with bright new signage

“EACH VISIT HAS EXCEEDED MY EXPECTATIONS”:

Male, Health and Wellbeing Academy client

HWA SERVICES, FEEDBACK AND RESULTS

Feedback from clients and patients has been fantastic, and the community impact has been exceptional.

Here is a selection of comments from our HWA user survey.

Postcode	Gender	Who did you come to see in the Health and Wellbeing Academy today?	Please rate your satisfaction of your visit to the Health and Wellbeing Academy today - Please rate between 1 and 10 (1 being Extremely Poor and 10 being Extremely good)	Would you recommend the Health and Wellbeing Academy to a family member or friend?	Do you have any suggestions for improvement to the Health and Wellbeing Academy?
Sa12	Prefer not to say	Birth Resolution	9.2	Yes	No
Sa3	Female	Cruse Bereavement Service	10	Yes	None
Sa3	Female	Cruse Bereavement Service	10	Yes	
Sa1	Female	Cruse Bereavement Service	8.9	Yes	
Sa7	Female	Cruse Bereavement Service	10	Yes	
Sa3 5jg	Female	Cruse Bereavement Service	7	Yes	
Sa6	Male	Hypnobirthing	10	Yes	More sessions
Sa1	Female	Osteopathy	8	Yes	
SA1	Female	Osteopathy	9.9	Yes	None apparent thank you all
Sa1	Female	Osteopathy	10	Yes	No
Sa2	Male	Osteopathy	10	Yes	
Sa1	Male	Osteopathy	7.1	Yes	
Sa18 1hs	Female	Osteopathy	10	Yes	
Sa1	Male	Osteopathy	8.5	Yes	
Cf1	Female	Osteopathy	10	Yes	
Sa1	Female	Osteopathy	10	Yes	
Sa1	Female	Osteopathy	9	Yes	
Sa1		Osteopathy	10	Yes	
Sa2	Male	Osteopathy	9	Yes	
Sa5	Female	Osteopathy	9	Yes	
SA1	Male	Osteopathy	10	Yes	
Sa1	Female	Osteopathy	7	Yes	
Sa2	Female	Osteopathy	9.1	Yes	



THE AVERAGE SATISFACTION SCORE GIVEN BY CLIENTS IS **9.4**
10

98.5% OF CLIENTS WOULD RECOMMEND US TO A FRIEND



Here are some case studies in detail...

TARGETING YOUR PAIN: OUR OSTEOPATHIC CLINIC

As part of the unique partnership between our osteopathy team and Abertawe Bro Morgannwg University Health Board (ABMUHB), physiotherapy patients are given the option to see an osteopath, and if their problem is resolved they can choose to be removed from the NHS waiting list.

An anonymised survey resulted in the following comments:

“The treatment I have received here has been wonderful, giving me confidence that my injury is improving. The students and staff are very reassuring and thoughtful and extremely professional.”

“Very happy with the treatment and the staff are very gentle, careful and fully explain everything.”

“Noticed a dramatic improvement to symptoms within 1 week of treatment, reduced amount of pain relief required.”

THE NUMBER OF NEW PATIENTS SEEN FROM ABMUHB OVER THE LAST 12 MONTHS IS

257



THE NUMBER OF PATIENTS DISCHARGED FROM ABMUHB PHYSIOTHERAPY WAITING LISTS IN THE SAME TIME FRAME IS

113



CLOSE TO OUR HEARTS: OUR LIFE-SAVING CARDIOLOGY CLINIC

9 INDIVIDUALS 
with severe or undetected abnormalities received urgent or expedited care

18 INDIVIDUALS 
with undiagnosed high blood pressure advised to see their GP

16 INDIVIDUALS 
with irregular heart rhythms or significant symptoms were advised to see their GP

Our Cardiology team offer a private heart scan service for local cardiologists and Apollo Medical, a private GP service. They have also worked with Morriston Hospital to develop a hub-and-spoke heart scan service.

100 out-patients who needed a heart scan were offered appointments at the cardiology clinic in the Health and Wellbeing Academy instead of at the local hospital. Clinical governance arrangements are shared across the NHS and university sites. This allowed us to reduce the waiting time for an appointment which supports earlier management of conditions such as heart failure and heart valve disease. The team detected severe or unexpected abnormalities in 9 individuals and ensured these received urgent or expedited care.

The service had an 85% response rate to a patient satisfaction survey and the feedback was unanimously positive.

Some of the quotes from patients are below:

"Found it easier to come to the Academy than wait a longer period to be seen at the hospital. The staff were very friendly and explained in detail the process of the echocardiogram and what would happen with the report and the timescale. Would recommend the service to others"

"Very positive visit. Parking was right outside. Welcome warm and friendly. [The staff were] fantastic and explained everything fully"

"Friendly, helpful and great service thank you. Much more pleasant than a hospital visit"

The Cardiology team have also been involved in two public health campaigns:

- **May Measurement Month:** an event to raise awareness of high blood pressure which is often silent and contributes to the risk of heart attack and stroke. A team of cardiology staff and Swansea University students screened 123 individuals and found undiagnosed high blood pressure in 15%. All those with high blood pressure were given advice about visiting their GP for further monitoring and to discuss whether drug treatment was needed.
- **AF awareness event 2017** (global campaign led by the Arrhythmia Alliance): to raise awareness of an irregular heart rhythm called atrial fibrillation which increases the risk of stroke. A team of cardiology staff and students screened 151 individuals and while there were no instances of atrial fibrillation on the day, 16 individuals who had irregular heart rhythms or significant symptoms were advised to see their GP for further advice. The event empowered people to be able to take their own pulse should they have palpitations in the future and, if they found an irregular pulse, to act on it.



College of Human and Health Sciences
Coleg y Gwyddorau Dynol ac Iechyd

Swansea University
Prifysgol Swansea

Have you had your
annual **blood pressure** check?

Did you know?

- You can have high blood pressure without having ANY symptoms.
- High blood pressure can increase your risk of serious conditions such as heart attacks and strokes.
- These conditions can be preventable.

KNOW YOUR NUMBERS

FREE drop-in events are being held:

Tuesday 15th May 09:00-17:00
Health and Wellbeing Academy, Glyndwr Building, SA2 8PP.

Thursday 17th May 09:00-17:00
Townhill Community Centre, SA1 6PH.

Thursday 24th May 09:00-17:00
Morriston Hospital, Main Entrance SA6 6NL.

For more information contact:
Samantha Hopkinson s.a.hopkinson@swansea.ac.uk
Dr Emma Rees e.rees@swansea.ac.uk

MAY MEASUREMENT MONTH
International Hypertension Awareness Month

A global public screening campaign to raise awareness surrounding the risk and issues of high blood pressure

BEATING ANXIETY IN THE ACADEMY: ACTIVATE YOUR LIFE

The demand for mental health services nationwide is well documented as increasing. The HWA is offering the ACTivate Your Life course, which teaches mindfulness techniques, to students and staff. Results from the staff pilot have been promising.

Analysis of the questionnaire data showed encouraging results. Levels of anxiety were shown to decrease at a level of clinical significance from session 1 to session 4. In addition to this, scores of self-efficacy on a mindfulness programme specific questionnaire, increased at a level of clinical significance from session 1 to 4.



HAPPINESS IS CONTAGIOUS: USING POSITIVE PSYCHOLOGY TO OVERCOME TRAUMATIC BRAIN INJURY

To support patients with traumatic brain injury, the HWA provided positive psycho-education workshops in partnership with ABMU and Down to Earth, a not-for-profit organisation.

Clinical psychologists worked with 28 patients to help achieve individual neuro-rehabilitation goals by involving them in a project to clean up a garden and pond; using the activity to improve their wellbeing, whilst generating a wellbeing space for future patients. Dr Zoe Fisher, Clinical Psychologist in the Traumatic Brain Injury Service at ABMUHB, said:

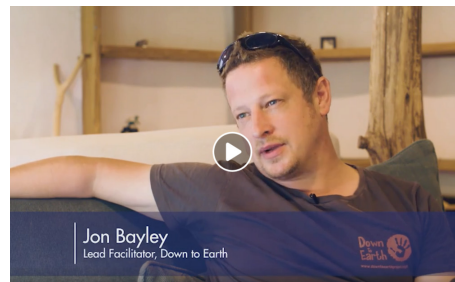
“Our shared goal is to facilitate social integration and create a context for people affected by brain injury to use their considerable talents and strengths, forge supportive relationships and gain a sense of mastery and meaning in their lives.

“The project also provided an opportunity for applied research exploring paths to health and wellbeing in a brain injury population.

“The project will not only benefit the health and wellbeing of those involved but will also create a space that can be used by future service users to learn about pathways to health and wellbeing.”

Down to Earth co-ordinator, Jon Bayley said:

“People have lost a lot of who they are after their injury, so giving them opportunities like this allows people to regain confidence and some of what they have lost. You can see the change in people within days. This was a short programme but the changes were remarkable, you could see people growing and realising their value again. It is just the chance to be with others doing something this important that makes the difference.”



GOOD GRIEF: AN INSPIRATIONAL PARTNERSHIP WITH CRUSE BEREAVEMENT CARE

The HWA, in partnership with Cruse Bereavement Care, also offers support sessions specifically to children and young people in the Swansea area.

It is estimated that at least 21,000 young people and children in Wales under the age of 18 have experienced the death of a parent or sibling and at least 37,000 may have been bereaved of a close friend or another close family member.

The Academy has so far helped 24 bereaved young people through uptake of our unique service in Wales. Inspired by the work, our staff raised £3,471 for the charity by tackling a 10k muddy obstacle course in March 2017.

Evaluations were extremely positive. One child commented:

A parent commented:

HELPED 24 BEREAVED YOUNG PEOPLE THROUGH UPTAKE OF OUR UNIQUE SERVICE IN WALES.



"It is ok to be sad and it is ok to be happy. It has helped me...because I can talk about my feelings more. I've enjoyed coming"

"The group has really helped [my daughter]. She doesn't feel as if she is the only child to have gone through this. She looks at things differently now"



The HWA team with their Cruse donation cheque



Some of the triumphant HWA team celebrate the end of the race



Children from the Cruse Bereavement Care sessions say thank you to the Academy mud run team

THE HWA EFFECT...

WHERE BRIGHT FUTURES BEGIN

Our Osteopathy degree is ranked 1st in the UK for Complementary Medicine (Complete University Guide, 2018). Our Osteopathy students undertake 1,200 hours of clinical practice throughout their degrees, the majority of which will be in the HWA. The same league table marks our graduates' prospects as the best in the UK for degrees of this type.

100% of our Osteopathy, Midwifery and Child Nursing students are employed in a professional or managerial job six months after graduating (Unistats 2017); demonstrating the impact of this distinctive commercial and academic student experience on employability.

We are one of the top 100 universities in the world to study nursing, as ranked by QS World University Rankings, 2018.

HWA has been commended by the Registration Council for Clinical Physiologists for the inclusion of the Health and Wellbeing Academy in student placement learning.

The development of HWA also freed up space elsewhere on campus for more student focussed services – each academic department in the College now houses a student experience team who support the student body.

The HWA won the Outstanding Impact on Health and Well Being Award at the Swansea University Research and Innovation Awards on Thursday 21st June 2018.



THE FUTURE OF HEALTH AND WELLBEING IN SOUTH WEST WALES

The HWA is widening the scope of its activity in a number of areas, including:

- Working on a project to improve access to psychological therapies to Wales, through the development of a psychological wellbeing practitioner programme to support staff and student health and wellbeing.
- As part of the ARCH partnership, we plan to deliver a multi-professional educational facility that provides state-of-the-art simulation and practice opportunities at the world beating Llanelli Wellness and Lifescience Village: community education and outreach will be central to this.

"We have to think differently about how we improve health and provide healthcare. The Academy is here to improve health and wellbeing in different ways. We're already providing services that make an immediate difference, helping people live healthier lives and take ownership of their health.

"But we're also laying foundations for the future, by providing better training for tomorrow's healthcare workforce, and acting as a hub for research into health and wellbeing. All these areas are at the heart of the Academy's work."

Julia Pridmore, Director of the Health and Wellbeing Academy at Swansea University

