

Powys Living Well Service

Service Overview



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

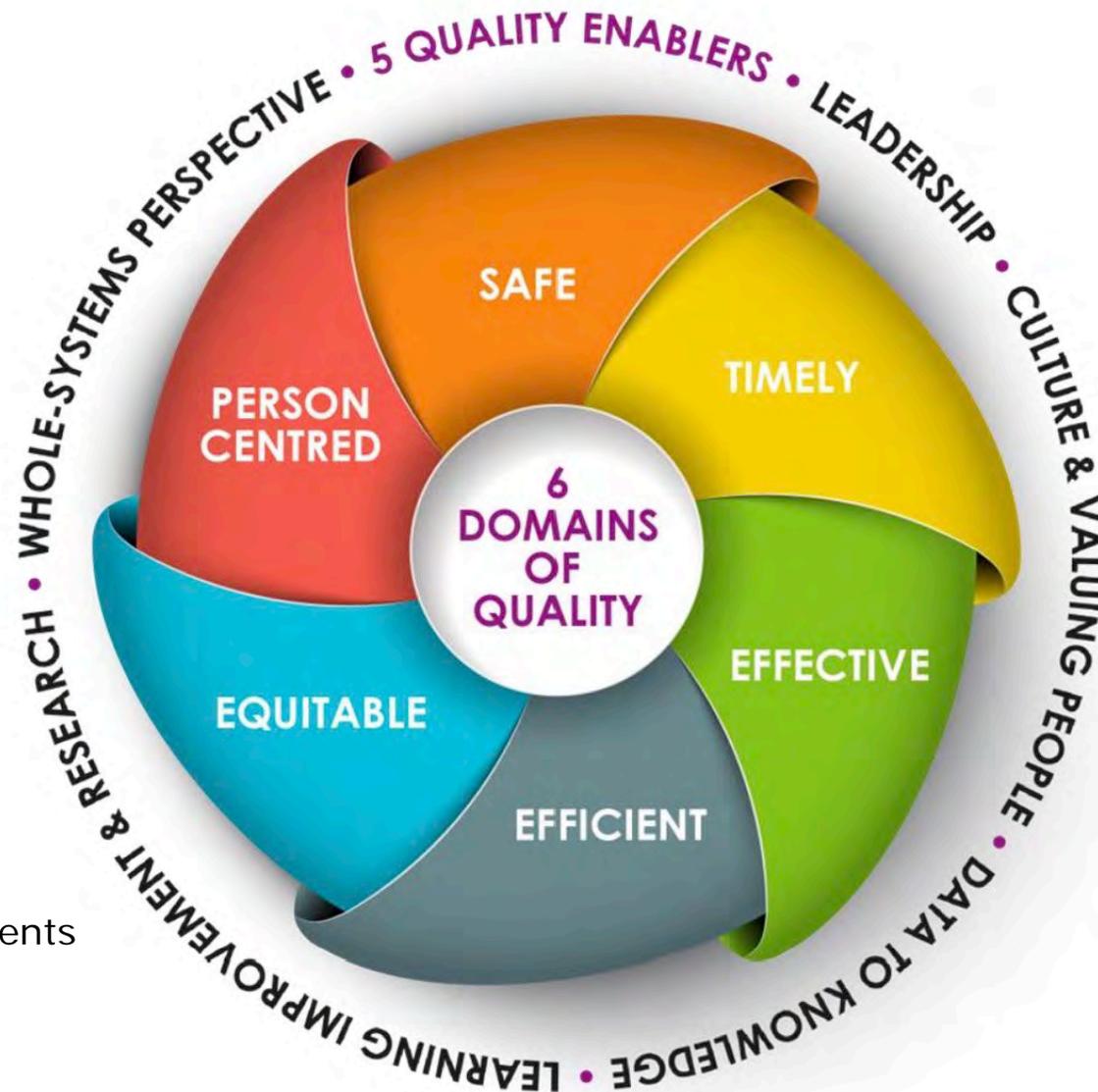
- Suicide risk
- Safeguarding
- Information Governance
- Environment

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

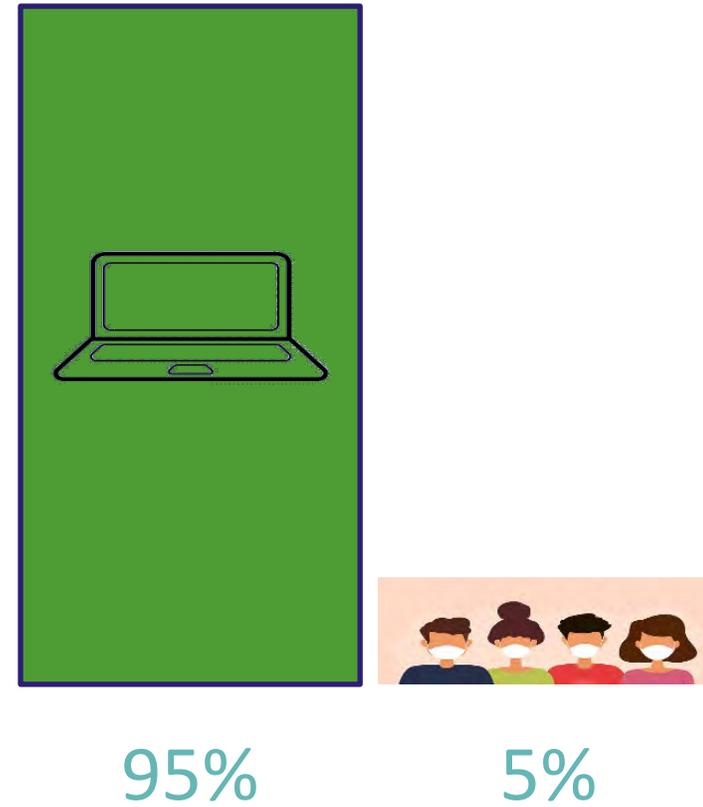


Leading improvement & Research

- Digital roadmap
- Quality improvement Cycle
- Governance

Whole systems perspective

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



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



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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

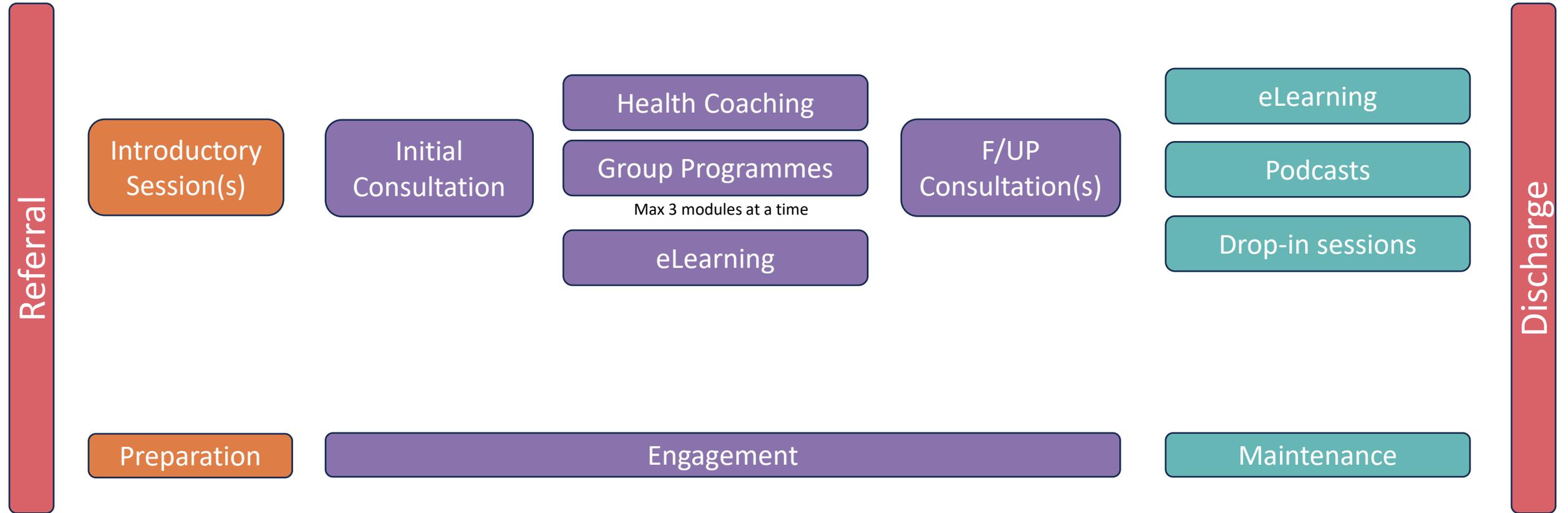
Shared decision making

Prudent use of resources (Value Based Healthcare)

Empower

Group based intervention

Service User experience



Team Welfare

Powys Living Well Service



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GIG
CYMRU
NHS
WALES

Bwrdd Iechyd
Addysgu Powys
Powys Teaching
Health Board

Team Activities

Monthly Team meetings

Twice weekly MDT meetings

Monthly team CPD session

Regular wellbeing session

Lunchtimes walks

Group and individual supervision

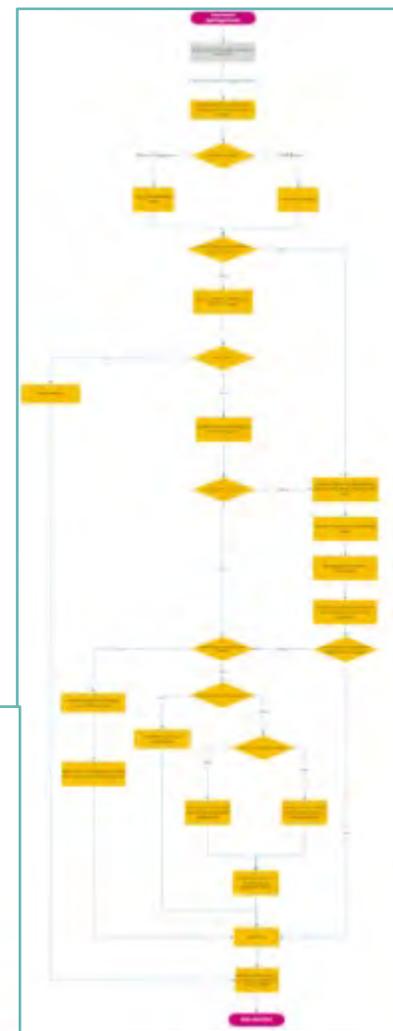
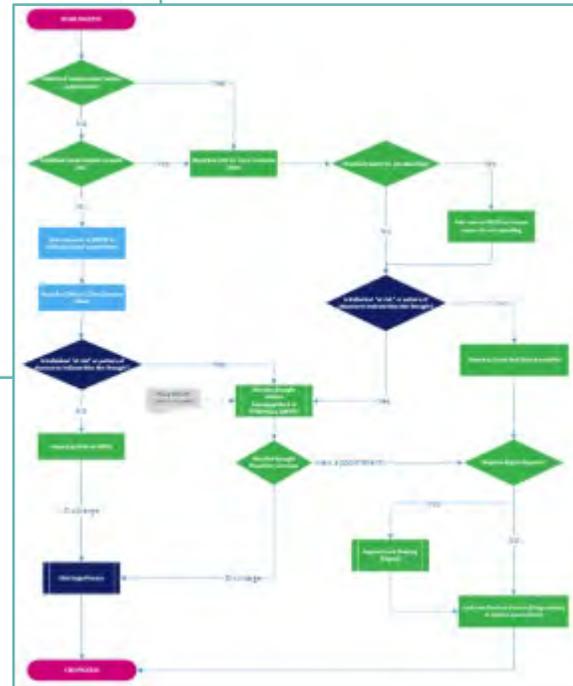
Digital Projects: Overview

Powys Living Well Service

Digital systems



Defining the Service



Understanding the Environment: Data Dashboards



Developing Use of Microsoft Bookings

The screenshot displays the Microsoft Bookings interface for the 'Powys Living Well Service'. The interface is organized into several key sections:

- Header:** Shows the service name 'Powys Living Well Service', navigation options like 'Back to all booking pages', and a 'New booking' button. It also includes date navigation for 'Today' and '17-21 April, 2023', along with utility icons for 'Add time off', 'Work week', 'Print', 'Export', and 'Action Items'.
- Calendar Grid:** A central grid showing a weekly schedule from Monday (17th) to Friday (21st). The vertical axis represents time slots from 8:00 to 18:00. The grid is populated with various appointment types represented by colored blocks, such as 'Follow-up (50 mins)', 'Health Coaching', 'Initial', and 'Do not book (Clinician unavailable)'. Some blocks are multi-day, spanning across several days of the week.
- Left Sidebar:** A navigation menu with icons and labels for 'Calendar', 'Booking page', 'Customers', 'Staff', 'Services', 'Business information', and 'Integrations'. Below this is a search bar labeled 'FILTERS APPLIED' and a list of services with radio button selection options, including 'Pain Toolkit - Telephone', 'Pain Toolkit (50 mins)', 'Follow up at Ystradgynlai...', 'Nutrition Fundamentals', 'Do not book (Clinician un...', 'Weight Management Ess...', 'Mood and Food (8 week ...', 'Invest in Your Health (7 w...', 'Follow-up at Newtown FL...', and 'Health Coaching'.

Understanding the User Experience – Civica PREMS

Survey Analysis

Showing: Full Breakdown Analysis of Survey Results

Total Respondents: 14

Survey: Powys Living Well Service - Feedback on your appointment

Start Date: No Start Date defined

End Date: No End Date defined

Results from: All Tiers

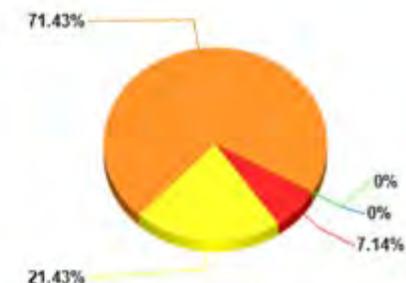


Question 1: How much effort was made to help you understand your health issues?

Available Answers	Responses	Score (%)
0 - No effort was made	0	0.00%
1 - A little effort was made	0	0.00%
2 - Some effort was made	1	7.14%
3 - A lot of effort was made	3	21.43%
4 - Every effort was made	10	71.43%
Total	14	100%

[View Demographic Report](#)

[Create new action](#)



Question 1: How much effort was made to listen to the things that matter most to you about your health issues?

Available Answers	Responses	Score (%)
0 - No effort was made	0	0.00%
1 - A little effort was made	0	0.00%
2 - Some effort was made	1	7.14%
3 - A lot of effort was made	1	7.14%
4 - Every effort was made	12	85.71%
Total	14	100%

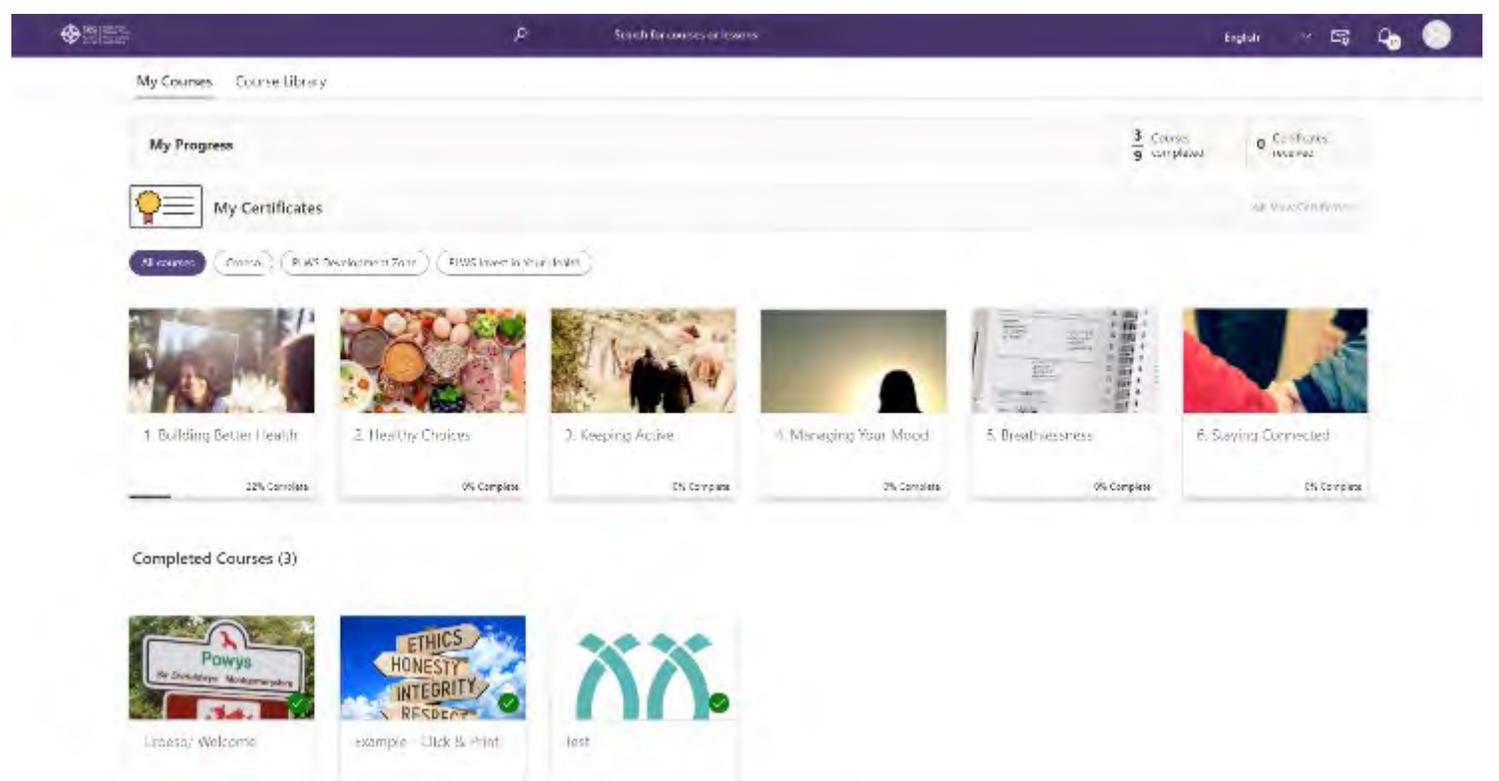
[View Demographic Report](#)

[Create new action](#)



Question 1: How much effort was made to include what matters most to you in choosing what to do next?

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



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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