

5-year Clinical Consultation Plan

Executive Summary:

In line with Section 44 Welsh Language (Wales) Measure 2011, in particular Standard 110, the Health Board is required to publish a plan for each 5-year period setting out –

- (a) The extent to which you are able to offer to carry out a clinical consultation in Welsh;
- (b) The actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh;
- (c) A timetable for the actions that you have detailed in (b).

The organisation recognises that the recording of Welsh Language skills of staff on its Electronic Staff Record (ESR) has been challenging, but is now putting arrangements into place to ensure that staff are recording their Welsh Language skills.

The Equity and Inclusion Team has also continued to support staff in developing an awareness of Welsh language and cultures, as well as of the active offer outlined in 'More than Just Words', which ensures patients are offered a Welsh medium service without having to ask. This has been achieved through the provision of free Welsh lessons for staff, Welsh language awareness sessions during the mandatory training sessions.

The plan will focus on the following:

- Improve the registration of the Welsh Language skills on the ESR system.
- Work with local organisations (e.g. schools and councils) to drive the recruitment of new staff with Welsh language skills.
- Mainstream the Welsh Language into the recruitment process.
- Improve the awareness of staff in the importance of the Welsh Language in healthcare
- Improve the opportunities for patients and service users to use their preferred language by implementing processes, monitoring, and sharing good practice.

Particular focus will be given to increase the offer of Welsh clinical consultation in services accessed by the 'vulnerable groups' noted in the 'More than Just Words' Strategy.

These groups are:

- Children and young people
- People with learning disabilities
- People with mental health problems
- Older people

The Standard:

Standard 110:

“You must publish a plan for each 5-year period setting out - (a) the extent to which you are able to offer to carry out a clinical consultation in Welsh; (b) the actions you intend to take to increase your ability to offer to carry out a clinical consultation in Welsh; (c) a timetable for the actions that you have detailed in (b).”

Three years after publishing a plan in accordance with standard 110, and at the end of a plan’s 5-year period you must - (a) assess the extent to which you have complied with the plan; and (b) publish that assessment within 6 months.

Definition Clinical Consultation

The Welsh Language Standards (No. 7) Regulations 2018 define a clinical consultation as *“a health provision interaction between one or more individuals and a body”*. With this definition in mind, multiple clinical consultations take place across Cardiff and Vale UHB every day which are provided by our clinical staff and allied healthcare professionals.

Existing Strategies and Plans:

Welsh language is mainstreamed into all of our long-term plans to ensure that we are able to meet the needs of our service users. These include overarching and specific actions which will help Cardiff and Vale UHB increase our capacity to undertake clinical

consultations in Welsh. The UHB has the following plans in place, which focus on patient experience in terms of equality, fairness for all, and driving forward service improvement:

- Equality, Inclusion and Human Rights Policy
- People and Culture Plan
- The organisations' plan for the More Than Just Words Strategic Framework
- Shaping our Future Wellbeing Strategy
- Integrated Medium-Term Plan
- Dementia Strategy
- Children and Young People's Health Charter

Links to legislation

- Welsh Language Standards Measure 2011
- Wellbeing of Future Generations Measure Act 2015

Action Plan

Below are outlined our key objectives as we work towards providing the 'active offer' and being able to deliver clinical consultations in Welsh:

Objective 1: Engaged and Motivated Workforce

- Monitor ESR data to ensure Welsh language skills are recorded and overall figures of completion increase by 10% each year.
- Numbers of staff enrolling and completing Welsh Language Training is monitored and increase by 10% each year.

Objective 2: Recruiting Welsh Language Skills

- Work with local Welsh medium schools in Cardiff and Vale area to promote careers in the NHS.
- Develop online promotional material on careers in the NHS and attend career fairs.
- In conjunction with local organisations (local Welsh Language Enterprises, colleges and councils) attend events to promote potential careers in the NHS.
- To develop guidelines for managers to ensure that Welsh language requirements for vacant posts are assessed appropriately and considered during the recruitment process.
- To monitor the Welsh language requirements when advertising for new and vacant posts.

Objective 3: Raise cultural awareness and educate staff on the importance of the Welsh Language through the organisation's "Meddwl Cymraeg – Think Welsh" Campaign.

- To raise awareness of the 'Active Offer' principle so departments are better equipped to deliver clinical consultations in Welsh.
- To promote the use of Welsh in the workplace and to increase cultural awareness of the language amongst staff and service users.
- To encourage participation in Welsh language initiatives to foster inclusive attitude towards providing services bilingually.

Objective 4: Promoting, offering, and recording Welsh Language Choice.

- Welsh Language Service Leads to monitor current procedures for recording patient language choice and to work with key staff within their respective areas to identify any improvements.
- To monitor Patient Management Systems within Clinical Diagnostics and Therapies to ensure that language choice is recorded and flagged to clinical departments when booking patient appointments.
- To work with other Health Boards and Trusts to share examples of best practice in recording language choice and utilise this information to deliver clinical consultations in Welsh.
- To capture and analyse feedback in terms of patient experience for Welsh speaking service users.
- To work with other Health Boards and Trusts to share best practice relating to undertaking clinical consultations in Welsh and to strive for consistency in achieving compliance with Standard 110.

To develop mechanisms for recording the number of clinical consultations undertaken in Welsh (*to include those that are facilitated by Welsh speaking support staff*).

Monitoring the assessment to the action plan

Clinical Boards Action Plan

The Clinical Boards will integrate the Clinical Consultation Plan into their Clinical Boards action plan.

Equality Strategy and Welsh Language Standards Group

The group, which is accountable to the Service Delivery Committee, will receive assessment and assurances from all areas in actioning with the Clinical Consultations Plan.

Welsh Language Leads in the Clinical Board

Welsh Language Service Leads to monitor compliance with Standard 110. They will report back on the progress of the plan during the lifetime of the 5-year plan.

Actions: 2022 - 2025

Objective 1 <i>Assessing Welsh Language Skills</i>	Action Points
Monitor ESR data to ensure Welsh language skills are recorded and overall figures of completion increase by 10% each year.	<ul style="list-style-type: none"> • Continue to promote and encourage staff to update their Welsh language skills on ESR. Carry out a baseline assessment of the Health Board's ability to offer clinical consultations in Welsh. • Success is celebrated and communicated Health Board wide.
Number of staff enrolling and completing Welsh Language Training is monitored and increase by 10% each year.	<ul style="list-style-type: none"> • Assess locality/departmental representation on training. • To identify staff with level 3 and 4 speaking and listening Welsh language skills and to offer opportunities to attend training courses designed to build confidence in using Welsh in the workplace and improving existing skills. • To identify staff with level 1 and 2 speaking and listening skills and offer training opportunities to increase existing skills levels. • To encourage all staff to complete the 10hr online level 1 Welsh language training provided by the National Centre for Learning Welsh.
Objective 2 <i>Recruitment of Welsh Language skills</i>	Action Points
Work with local Welsh medium schools in Cardiff and Vale area to promote careers in the NHS.	<ul style="list-style-type: none"> • Identify schools and attend their careers fairs or meetings
Develop online promotional material on careers in the NHS and attend career fairs	<ul style="list-style-type: none"> • Work with Communications Team, Medical Illustration and Workforce to develop careers information aimed at recruits with Welsh language skills
In conjunction with local organisations (local Welsh Language Enterprises, colleges and councils) attend events to promote potential careers in the NHS.	<ul style="list-style-type: none"> • Further work and collaboration through the Cardiff and Vale Welsh Language Forum, attend local events (Tafwyl, Eisteddfod etc) to promote recruitment.

To develop guidelines for managers to ensure that Welsh language requirements for vacant posts are assessed appropriately and considered during the recruitment process.	<ul style="list-style-type: none"> Recruitment policy team and Workforce to develop Welsh language and recruitment guidelines
To monitor the Welsh language requirements when advertising for new and vacant posts.	<ul style="list-style-type: none"> Work with Shared Services to assess how many new or vacant posts required Welsh as an essential skill.
Objective 3: Cultural Awareness and importance of the Welsh Language under the “ <i>Meddwl Cymraeg – Think Welsh</i> ” Campaign.	Action Points
To raise awareness of the ‘Active Offer’ principle to encourage more clinical consultations in the medium of Welsh.	<ul style="list-style-type: none"> Raise awareness on promotional days (Welsh Language Rights Day, Diwrnod Shwmae etc.) of the importance of the active offer Raise awareness during mandatory training days and corporate induction.
<p>To promote the use of Welsh in the workplace and to increase cultural awareness of the language amongst staff and service users</p> <p>To encourage participation in Welsh language initiatives to encourage an inclusive attitude towards providing services bilingually.</p>	
Objective 4 <i>Monitoring the progress</i>	Action Points
Welsh Language Service Leads to monitor current procedures for recording patient language choice and to work with key staff within their respective areas to identify any improvements.	Welsh Language Ambassadors to monitor and feedback to the ESWLG how local teams are recording patient language choice, feedback on good practice and effective processes.
To monitor Patient Management Systems within Clinical Diagnostics and Therapies to ensure that language	Clinical Diagnostics and Therapies to report back on the ESWLG on how many patients and service users have registered their language preference.

choice is recorded and flagged to clinical departments when booking patient appointments.	
To work with other Health Boards and Trusts to share examples of best practice in recording language choice and utilise this information to deliver clinical consultations in Welsh.	Co-operate with the South East Wales Health Boards to share practice and information.
To capture and analyse feedback in terms of patient experience for Welsh speaking service users.	Work with concerns team and patient experience team to pick up any issues with patient experience survey or concerns received.