

The 5-year Clinical Consultation Plan

Executive Summary

The Health Board's Clinical Consultation Plan outlines its commitment to enhancing Welsh language services over the next five years. This plan addresses three main areas: the current capability to conduct clinical consultations in Welsh, actionable steps to increase this capability, and a timeline for these actions.

Recognising past challenges in recording staff's Welsh language skills, the Health Board has implemented measures to streamline this process through its Electronic Staff Record (ESR). Support from the Equity and Inclusion Team has been pivotal in fostering awareness of Welsh language and culture among staff. By embracing the principles of 'More than Just Words,' the Health Board ensures that patients can access Welsh medium services proactively.

Key focuses of the plan include:

- Enhancing staff registration of Welsh language skills.
- Collaborating with local organisations to promote career opportunities and attract Welsh-speaking talent.
- Integrating Welsh language into recruitment processes.
- Raising staff awareness about the significance of Welsh language in healthcare.
- Increasing opportunities for patients to use their preferred language.
- Focusing on vulnerable groups such as children and young people, older people, people with learning disabilities, and mental health service users.

Welsh Language Standards Requirements

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; however, it has put in place arrangements to make the process easier for staff to register their Welsh Language skills.

The Equity and Inclusion Team has continued to support staff in developing an awareness of the Welsh language and Welsh cultures.

The active offer outlined in 'More than Just Words', is at the heart of all work undertaken by the Health Board, which ensures patients are offered a Welsh medium service without having to ask. Through working collaboratively with the National Centre for Learning Welsh and Dysgu Cymraeg Caerdydd, the Health Board has increased its ability to offer Welsh language learning opportunities for our staff

The plan will focus on the following:

- Improve the registration of the Welsh language skills of our staff.
- Work with local organisations (e.g. schools and councils) to promote career opportunities within the Health Board and attract talent into the organisation with Welsh language skills.
- Mainstream the Welsh language into the recruitment process.
- Improve the awareness of staff in the importance of 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
- older people
- people with learning disabilities

- mental health service users
- people living with dementia
- people accessing stroke services
- people accessing speech and language therapy services

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 Health Board 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 national 3-year 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: Improve the Welsh Language skills of staff

- Achieving 85% registration of staffs' Welsh language skills on ESR. This will be achieved through continuous monitoring, regular audits, and internal campaigns.
- Continued offering of Welsh language learning opportunities, including Cwrs Croeso, Cwrs Codi Hyder, and Cwrs Blasau.
- Increase the number of staff who have registered Level 1 Welsh language skills by the end of the plan life.
- Celebrate staff who are learning Welsh or use it effectively with patients and service users.

Objective 2: Recruiting Welsh Language Skills

- Introduce the new assessment process of Welsh language skill during the recruitment process.
- Implement the new Welsh language recruitment process.
- Monitor the Welsh language requirements when advertising for new and vacant posts.
- Develop online promotional material on careers in the NHS Wales and attend career fairs.
- In conjunction with local organisations (local Welsh Language Enterprises, colleges and councils) attend events to promote NHS Careers.

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

- Raise awareness of the 'Active Offer' principle so departments are better equipped to deliver clinical consultations in Welsh.
- 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.
- Increase the membership of Rhwyd-iaith, the Health Board's Welsh language staff network.
- Organise events to promote the use of Welsh in healthcare.

Objective 4: Promoting, offering, and recording patients' language preference.

- Welsh Language Service Leads to monitor current procedures for recording patient language preference and work with staff within their respective areas to identify improvements.
- Monitor Patient Management Systems to ensure that language preference is recorded and flagged to clinical departments when booking patient appointments.
- Work with other NHS Wales organisations to share examples of best practice
- Capture and analyse feedback in terms of patient experience for Welsh speaking service users.
- 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

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

People and Culture Committee

The People and Culture Committee will receive monitor and seek assurances from all areas regarding implementation of the Clinical Consultation Plan.

Welsh Language Leads in the Clinical Board

Welsh Language Service Leads to monitor compliance with Standard 110. Clinical Boards will report back on the progress of the plan during the lifetime of the 5-year plan. Progress will be reported to the public through the Health Board's annual Welsh Language Report.

Actions: 2025 - 2030

Objective 1 <i>Assessing Welsh Language Skills</i>	Actions	Timeline
Monitor ESR data to ensure Welsh language skills are recorded to achieve an overall compliance of 85%.	<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. 	<ul style="list-style-type: none"> • 58.75% by June 2025 • 67.5% by September 2025 • 76.25% by December 2025 • 85% by March 2026
Number of staff participating in Welsh language learning opportunities is monitored and continues to rise.	<ul style="list-style-type: none"> • Assess locality/departmental representation on training. • Identify staff with level 3-5 Welsh language skills and to offer opportunities to participate in the Cwrs Codi Hyder. • Identify staff who have registered no Welsh language skills and offer them opportunities to undertake Cwrs Croeso and Cwrs Blasu. • 32.5% of staff registering their Welsh language skills between Level 1 and Level 5. 	<ul style="list-style-type: none"> • 40 members of staff to participate in Cwrs Codi Hyder each year • 150 members of staff to participate in Cwrs Croeso each year • 32.5% of staff to have Level 1-5 Welsh language skills by March 2026
Objective 2 <i>Recruitment of Welsh Language skills</i>	Action Points	

<p>Work with local Welsh medium schools in Cardiff and Vale area to promote careers in the NHS.</p>	<ul style="list-style-type: none"> • Identify schools and attend their careers fairs or meetings 	<ul style="list-style-type: none"> • Attend at least 4 careers events with schools in the local area including attendance to the annual careers fair organised by Cardiff City Council
<p>Develop online promotional material on careers in the NHS and attend career fairs</p>	<ul style="list-style-type: none"> • The Equity and Inclusion Team, People Resourcing, and Medical Illustration to develop careers information aimed at those with Welsh language skills 	<ul style="list-style-type: none"> • There will be an annual review of progress for the duration of the plan until November 2029
<p>In conjunction with local organisations (local Welsh Language Enterprises, colleges and councils) attend events to promote potential careers in the NHS.</p>	<ul style="list-style-type: none"> • Collaborate through the Cardiff and Vale Welsh Language Forum to attend events (Tafwyl, Eisteddfod etc.) to promote career opportunities. 	<ul style="list-style-type: none"> • There will be an annual review of progress for the duration of the plan until November 2029.
<p>Increase the use of the Welsh Language Skills assessment tool by recruiting managers</p>	<ul style="list-style-type: none"> • People and Culture Team to ensure recruiting managers use the tool and implements its recommendations through monitoring. 	<ul style="list-style-type: none"> • 50% posts assess Welsh language skills by March 2026 • 75% posts assessed Welsh language skills by March 2027 • 100% posts assess Welsh language skills by March 2028

<p>To monitor the Welsh language requirements when advertising for new and vacant posts.</p>	<ul style="list-style-type: none"> • Work with Shared Services to assess how many new or vacant posts required Welsh as an essential skill. 	<ul style="list-style-type: none"> • There will be an annual review of progress for the duration of the plan until November 2029.
<p>Objective 3: Cultural Awareness and importance of the Welsh Language under the “<i>Meddwl Cymraeg – Think Welsh</i>” Campaign.</p>	<p>Actions</p>	<p>Timeline</p>
<p>To raise awareness of the ‘Active Offer’ principle to encourage more clinical consultations in the medium of Welsh.</p>	<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. 	<ul style="list-style-type: none"> • There will be an annual review of progress for the duration of the plan until November 2029.
<p>To promote the use of Welsh in the workplace and to increase awareness of the importance of Welsh language healthcare.</p>		<ul style="list-style-type: none"> • There will be an annual review of progress for the duration of the plan until November 2029.
<p>Objective 4 <i>Monitoring the progress</i></p>	<p>Actions</p>	<p>Timeline</p>
<p>Welsh Language Service Leads to monitor current procedures for recording patient language preference and to work with staff within their respective areas to identify any improvements.</p>	<p>Clinical and Service Boards to monitor and feedback to the People and Culture Committee as to how local teams are recording patient language preference, feedback on good practice and effective processes.</p>	<ul style="list-style-type: none"> • Regular ongoing feedback to the People and Culture Committee
<p>Monitor Patient Management Systems within Clinical Diagnostics and Therapies to ensure that language choice is recorded and flagged to clinical</p>	<p>Clinical Diagnostics and Therapies to report back on the the People and Culture Committee on how many patients and service users have registered their language preference.</p>	<ul style="list-style-type: none"> • Regular ongoing feedback to the People and Culture Committee

departments when booking patient appointments.		
Work with other NHS Wales organisations to share examples of best practice in recording language preference and utilise this information to deliver clinical consultations in Welsh.	Collaborate with NHS Wales organisations to share practice and information. In co-operation with the Digital Health and Care Wales establish a website to share good practice and resources.	<ul style="list-style-type: none"> • Ongoing
Capture and analyse feedback in terms of patient experience for Welsh speaking service users.	Patient Experience Team to pick up any issues with patient experience survey or concerns received.	<ul style="list-style-type: none"> • Ongoing