

Cyflwyniad

gan Gyfarwyddwr
Gwasanaethau Ystadau
Arbenigol (GYA) Neil Davies



Croeso i bedwerydd rhifyn Taflen Newydd Gwasanaethau Ystadau Arbenigol.

Fel y nodwn yn ein Cornel Hanes, mae GYA wedi creu llyfrgell ffotograffau helaeth dros y blynnyddoedd. Os byth y bydd angen lluniau arnoch chi o'ch ysbyty lleol, mae bob tro yn syniad da cysylltu â Jess, ein Swyddog Gwybodaeth, cyn comisiynu gwaith yn lleol. Mae'r Byrddau Iechyd ac Ymddiriedolaethau'n synnu'n aml at yr amrywiaeth o ddelweddau sydd gennym ni. Mae'r rhan fwyaf o ysbytai mawr yn comisiynu oriel luniau i gyfynd â'u hagoriad swyddogol, ac mae GYA wedi cadw llawer o'r portffolios gwreiddiol. Rydym ni'n briadu sicrhau ei bod yn haws cael gafaol ar ein lluniau yn y dyfodol, ond am y tro ffoniwch Jess. Hefyd, fel bob amser, cysylltwch â fi os oes unrhyw sylwadau gennych am ein gwasanaethau presennol neu unrhyw syniadau am sut y gelliad datblygu'n gwasanaethau ni. Byddai i'n fwy na bodlon eu trafod â chi.

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Ffôn: 029 2090 4117

Ble rydyn ni arni?

Byddai'n hynod o ddefnyddiol pe bai mod derbyn adborth ar y daflen newyddion hon i'n helpu ni i wybod a yw'n bodloni'ch anghenion. Anfonwch unrhyw sylwadau neu awgrymiadau am beth i'w gynnwys mewn rhifynnau yn y dyfodol at Jessica Morgan:

Jessica.Morgan2@wales.nhs.uk

Taflen Newyddion



Mae Gwasanaethau Ystadau Arbenigol yn darparu cyngor a chymorth i Lywodraeth Cymru a GIG Cymru yngylch ystod eang o faterion yn ymwneud ag ystadau a chyfleusterau. Mae'r adran yn gartref i sawl is-adran arbenigol. Bydd pob taflen newyddion yn canolbwyntio ar is-adran wahanol - yn y rhifyn hwn byddwn ni'n edrych ar ein gwasanaethau amgylcheddol.

System Rheoli Perfformiad Ystadau a Chyfleusterau (EFPMS)

Bob blwyddyn, mae'r saith Bwrdd Iechyd yng Nghymru, Ymddiriedolaeth GIG Felindre ac Ymddiriedolaeth GIG Gwasanaeth Ambiwlans Cymru yn cyflwyno'u hadroddiadau data rheoli trwy System Rheoli Perfformiad Ystadau a Chyfleusterau (neu EFPMS).

Mae'r gronfa ddata flynyddol electronig hon yn casglu gwybodaeth am berfformiad Ystadau a Chyfleusterau'r Ymddiriedolaethau a'r Byrddau. Gellir defnyddio'r data hyn wedyn i ddod o hyd i feisydd lle byddai modd arbed arian neu wneud gwelliannau. Mae'r system adrodd digidol hefyd yn galluogi'r Ymddiriedolaethau a'r Byrddau i gymharu data ei gilydd, sy'n helpu i hybu ymarfer gorau.

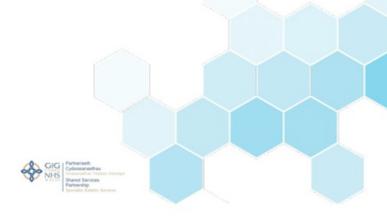
Yr Adran Datblygu Ystadau yn y Bartneriaeth Cydwasaethau sy'n cynnal a chadw EFPMS. Cafodd ei sefydlu yn 2002, yn rhan o ymrwymiad Llywodraeth Cymru i wella sut y caiff ystâd y GIG yng Nghymru ei rheoli. Mae perfformiad yr ystâd iechyd yn cael ei fesur yn ôl dangosyddion perfformiad allweddol cenedlaethol o hyd, a gaiff eu gosod gan Lywodraeth Cymru.

Cynnwys y rhifyn hwn

- Symud tuag at system adrodd ystyrlon ar gyfer Ystadau a Chyfleusterau yng Nghymru - *tudalen 2*
- Diweddariad am Staff - *tudalen 2*
- Safon ISO9001:2015 - *tudalen 4*
- Arolwg Cwsmeriaid y Gwasanaeth Prisio Rhent i Feddygon Teulu - *tudalen 5*
- GIG Cymru - Cornel Hanes - *tudalen 6*

ABERTAWE BRO MORGANWG UNIVERSITY HEALTH BOARD
Estates and Facilities Performance Breakdown

2016/2017



GIG
Cymru
Partnership
Cydwasaethau
Shared Services
Partnership

Symud tuag at system adrodd ystyrlon ar gyfer Ystadau a Chyfleusterau yng Nghymru

Trefniadau Rheoli ac Adrodd Data Mwy Hyblyg

Mae'r Estate Condition & Performance Report a'r Facilities Performance Report wedi eu disodli â dangosfyrrddau **cenedlaethol a rhanbarthol**. Mae'r dangosfwrdd cenedlaethol yn canolbwyntio ar y wybodaeth ganlynol:

- Dangosyddion perfformiad allweddol cenedlaethol, megis:
 - cyflwr ffisegol
 - cydymffurfiaeth statudol a diogelwch
 - cydymffurfio â diogelwch tân
 - addasrwydd swyddogaethol
 - y defnydd o le
- Costau gwaith cynnal a chadw sydd eto i'w gwblhau
- Proffil oedran yr ystâd (ffigur 1)
- Perfformiad ynni ac allyriadau carbon deuocsi (CO₂)
- Defnydd net o ynni

Mae'r **dangosfwrdd lleol** yn debyg i'r un cenedlaethol, ond ei fod yn darparu gwybodaeth ar gyfer pob safle. Mae hyn yn cynnwys:

- data manwl am ynni a gwastraff
- darluniau graffig sy'n cynnwys gwybodaeth am y canlynol:
 - glanhau
 - arlwo
 - porthora
 - golchi dillad a dillad gwely

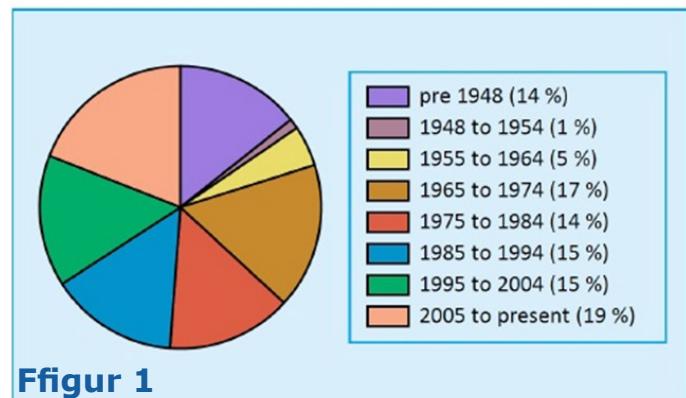
Mae data a gwybodaeth am ystadau a chyfleusterau sy'n gynhwysfawr ac yn gyfredol yn hanfodol i reolaeth effeithiol o'r ystâd iechyd, ac mae hefyd o fudd i ystod o randdeiliaid.

- Mae'r system yn cynorthwyo Byrddau Iechyd ac Ymddiriedolaethau i wella perfformiad eu hystadau, a hynny trwy gasglu, lledaenu ac adolygu data mewn modd disgylchedig a systematig (Ffigur 2 a 3).
- Mae'n gwella dealltwriaeth Llywodraeth Cymru o'r ystâd iechyd ac yn ei helpu i wneud penderfyniadau, sydd o fudd i'w gwaith rheoli strategol.
- Mae'r data hefyd yn galluogi ymddiriedolaethau i gefnogi achosion busnes lle mae angen buddsoddiad er mwyn gwella'r ystâd ac arbed arian.

Mae'r GYA wedi sefydlu is-grŵp ar gyfer meincnodi er mwyn:

- Adolygu metrigau meincnodi presennol
- Bod yn fforwm ar gyfer rhannu data meincnodi mwy manwl
- Hyrwyddo arfer da wrth feincnodi

Nod hyn oll yw symud tuag at system adrodd mwy ystyrlon ar gyfer Ystadau a Chyfleusterau yng Nghymru, a fydd yn gwella perfformiad yn y pendraw.



Ffigur 1

Proffil oedran yr ystâd 2016/2017

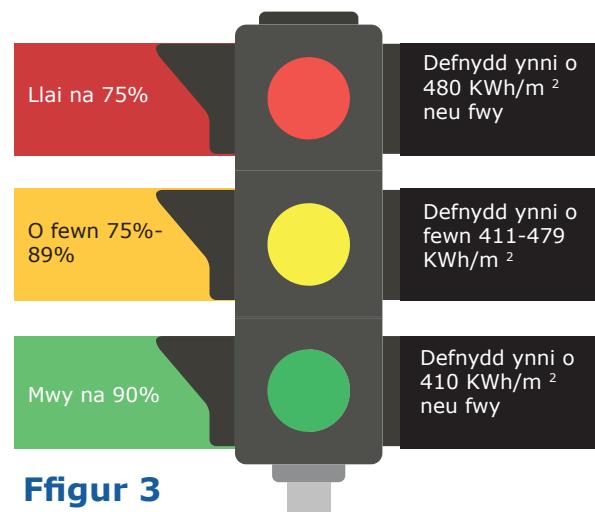
Isod mae enghraift o grynodeb o berfformiad ar ffurf 'goleuadau traffig', sydd i'w weld ar y dangosfwrdd cenedlaethol. Mae'r siart hwn yn dangos perfformiad yn erbyn y dangosyddion perfformiad allweddol ar gyfer y categorïau yn ymwneud â rheoli ystadau, fel yr amlinellir yn arolwg EstateCODE.

Dangosyddion perfformiad allweddol cenedlaethol

Y ganran o'r ystâd sydd o safon resymol, ac felly'n cwympo yng nghategori B/F ar EstateCODE neu'n uwch.

	Physical Condition (%)	Statutory & safety compliance (%)	Fire safety compliance (%)	Functional suitability (%)	Space utilisation (%)
ABERTAWE BRO MORGANNWG UNIVERSITY HEALTH BOARD	79	90	100	90	97
ANEURIN BEVAN UNIVERSITY HEALTH BOARD	89	89	95	90	90
BETSI CADWALADR UNIVERSITY HEALTH BOARD	74	78	79	85	88
CARDIFF & VALE UNIVERSITY HEALTH BOARD	80	87	91	57	89
CWM TAF UNIVERSITY HEALTH BOARD	85	87	85	97	97
HYWEL DDA UNIVERSITY HEALTH BOARD	87	89	93	92	99
POWYS TEACHING LHB	62	77	70	72	94
VELINDRE NHS TRUST	85	95	94	88	99
WELSH AMBULANCE SERVICES NHS TRUST	36	90	90	36	99

Ffigur 2



Ffigur 3

Diweddariad Staff



Jessica Morgan



Nigel Baker



Stuart Douglas

Ers cyhoeddi'r daflen newyddion ddiwethaf, rydym ni wedi penodi tri unigolyn ardderchog:

- Ymunodd Niger Baker (Nigel.Baker@wales.nhs.uk) â ni ar 20 Tachwedd fel Peiriannydd Safonau Perfformiad. Mae Nigel yn dod â chyfoeth o brofiad gydag ef o faes peirianneg, a hynny yn y sector cyhoeddus a phreifat. Cyn ymuno â ni roedd Nigel yn gweithio i Gyngor Sir Pen-y-Bont ar Ogwr, ac mae hefyd wedi gweithio i Awdurdod Gwasanaethau Iechyd Cyffredin Cymru, sef rhagflaenydd Partneriaeth Cydwasanaethau GIG Cymru.
- Ymunodd Jessica Morgan (Jessica.Morgan2@wales.nhs.uk) â ni mor ddiweddgar â 4 Rhagfyr, i ymgymryd â rôl Swyddog Gwybodaeth. Mae gan Jessica brofiad sylweddol fel newyddiadurwr i Media Wales, lle roedd disgwyl iddi ohebu ar faterion lleol a chenedlaethol. Bydd y sgiliau hyn o ddefnydd iddi wrth iddi lunio canllawiau technegol i GIG Cymru ac ymgymryd â gweithgareddau cyfathrebu eraill.
- Dechreuodd Stuart Douglas (Stuart.Douglas@wales.nhs.uk) ar ei ddyletswyddau fel Pennaeth Datblygu Ystadau ar 1 Chwefror 2018. Ac yntau'n syrfêwr yn ôl ei alwedigaeth, mae gan Stuart brofiad helaeth o weithio i'r GIG yng Nghymru ac yn Lloegr, a hynny fel gweithiwr ac fel ymgynghorydd sy'n arbenigo mewn rheoli prosiectau yn ymwneud ag ystadau a chyfleusterau. Mae wedi bod wrthi'n ymgynghori yn y maes hwn am y 13 mlynedd diwethaf.

Mae Dylan Evans wedi ymuno â'r adran beirianneg hefyd yn ddiweddgar, a hynny ar drefniant tymor byr (Dylan.Evans3@wales.nhs.uk). Bydd Dylan yn cefnogi Kevin Ridge, Pennaeth Peirianneg, gyda'r gwaith o gwblhau dilysiadau annibynnol o systemau awyru.

Rydym ni hefyd wedi camu i fyd prentisiaethau am y tro cyntaf ac rydym ni wedi bod yn ddigon ffodus i ddenu Adrian Parkes i'r sefydliad trwy Rwydwaith 75 (Aidan.Parkes2@wales.nhs.uk). Mae Adrian yn fyfyrwr Peirianneg Fecanyddol ym Mhrifysgol De Cymru. Byddwn yn rhoi hyfforddiant proffesiynol a thechnegol yn y gweithle i Adrian wrth iddo astudio am ei radd dros y pum mlynedd nesaf.

Yn anffodus, mae rhywun yn gadael bob tro y mae rhywun newydd yn dechrau fel arfer. Dyma restr o'r rhai sydd wedi'n gadael yn ddiweddgar:

- Llwyddodd Mark Rowe, Peiriannydd Safonau Perfformiad, i gael swydd peirianneg gyda Bwrdd Iechyd Aneurin Bevan.
- Gadaodd John Wright, Ymgynghorydd Rheoli Ystadau, i fynd i weithio fel Pennaeth Cyfleusterau mewn ysgol uwchradd yng Nghaerdydd.
- Ymunodd Jennie Roe, Swyddog Gwybodaeth, â Bwrdd Iechyd Abertawe Bro Morgannwg er mwyn sefydlu a rheoli llyfrgell glinigol yn Ysbyty Treforys.

Dymunwn yn dda iddyn nhw yn eu rolau newydd

Safon ISO9001:2015



Ar ôl gweithredu system rheoli ansawdd achrededig am bron i 20 mlynedd, ym mis Mehefin 2017 roedd y Gwasanaethau Ystadau Arbenigol, yn ôl asesydd allanol o'r Sefydliad Safonau Prydeinig yn "un o'r sefydliadau cyntaf yng Nghymru i ennill achrediad safon ISO9001:2015", a ddisodloedd safon 2008 ym mis Medi 2015.

Nodwyd yn yr adroddiad archwilio allanol ym mis Gorffennaf ein bod wedi "gosod nifer o amcanion i'w cyflawni yn 2017, ac un ohonynt oedd cwblhau'r gwaith o drosglwyddo i safon newydd ISO9001: 2015 cyn mis Tachwedd 2017. Gweithredodd y sefydliad y gofynion newydd mewn modd amserol, effeithlon a phwyllog. Dangosodd y dystiolaeth helaeth (yn seiliedig ar samplo) ynghyd â thrafodaethau â'r uwch dîm rheoli fod y sefydliad yn cydymffurfio â safon ISO 9001:2015, felly byddwn yn argymhell y dylid dyfarnu'r ardystiad.

Dyweddodd Neil Davies, Cyfarwyddwr GYA, a aeth i gyfarfod terfynol yr archwiliad allanol gyda Suzanne Pullen, y Rheolwr Ansawdd a Martin Cooper, y Rheolwr Busnes, fod y llwyddiant i ennill ardystiad y safon newydd yn rhagor o brawf bod ein staff yn gwneud gwaith gwych. Mae'r gwaith gwych hwn yn cynnwys sut rydym yn rheoli'n perthnasau ni â chwsmeriaid trwy arweinyddiaeth gref, cysondeb ein gwasanaethau, ein parodrwydd i wella'n barhaus, sut rydym yn rheoli risgiau, ein llwyddiant i gyflawni amcanion a thargedau a'n gallu i gyfathrebu'n effeithiol.

Cafodd Suzanne ganmoliaeth neilltuol am dywys tîm rheoli a staff GYA trwy'r broses bontio o'r hen safon i'r un newydd, ac am sut mae wedi rheoli'r System Rheoli Ansawdd yn gyffredinol ers cymryd yr awenau fel y rheolwr ansawdd ym mis Ebrill 2016.

A'r safon newydd yn ei lle, byddwn bellach yn ei chael yn haws ymgorffori'r System Rheoli Ansawdd yn ein prosesau craidd, a fydd o fudd i'n cwsmeriaid yn y pendraw.



Os hoffech chi ddysgu mwy am System Rheoli Ansawdd GYA, cysylltwch â Suzanne Pullen trwy ffonio 02920 905382.



Arolwg Cwsmeriaid y Gwasanaeth Prisio Rhenti i Feddygon Teulu

Yn sgil y galw gan gwsmeriaid yn GIG Cymru, lansiodd Gwasanaethau Ystadau Arbenigol Wasanaeth Prisio ac Ad-dalu Rhenti i Feddygon Teulu yn 2013 ar gyfer Bwrdd Iechyd Hywel Dda. Roedd y cynllun peilot yn llwyddiant ysgubol, ac yn dilyn y llwyddiant hwnnw ehangodd y gwasanaeth i'r saith Bwrdd Iechyd arall yng Nghymru ym mis Medi 2016, gan ddisodli Cynllun Prisio Rhenti ac Ardrethi Asiantaeth y Swyddfa Brisiau.

Mae'r gwasanaeth hwn, y codir ffi amdano, yn arolygu, mesur a phrisio tua 650 o syrjeris meddygon teulu at ddibenion ad-dalu rhenti, yn unol â Chyfarwyddiadau Gwasanaeth Iechyd Gwladol (Gwasanaethau Meddygol Cyffredinol - Costau Adeiladau) 2015. Caiff y syrjeris eu prisio bob tair blynedd, ac mae hyn yn cynnwys negodi yngylch rhenti tybiannol, rhenti prydles a rhenti cost.

Mae'r gwasanaeth hwn wedi bod mor llwyddiannus fel ei fod bellach wedi ei ehangu i gynnwys gwasanaethau prisio eraill, fel cyngor am wella safleoedd trwy grantiau gwella Byrddau Iechyd er enghraiftt.

Er mwyn mesur boddhad â'r gwasanaeth, lansiom ni ein harolwg cyntaf i gwsmeriaid y Gwasanaeth Prisio ac Ad-dalu Rhenti i Feddygon Teulu ym mis Ebrill 2017. Nod yr arolwg hwn oedd asesu effeithiolrwydd, perfformiad a gwerth am arian y gwasanaeth ac i nodi meysydd y gellid eu gwella.



Sgôr da/rhagorol o **100%** ar gyfer effeithlonrwydd y gwasanaeth



Sgôr da/rhagorol o **100%** ar gyfer eglurder y cyngor.



Mae **84%** yn cytuno bod y gwasanaeth yn cynnig gwerth am arian (roedd y 16% sy'n weddill heb ymateb).



Roedd **100%** o'r rhai a ymatebodd yn fodlon neu'n fodlon iawn ar y darparwr prisio newydd.



Roedd **9** o'r **13** o'r rhai a ymatebodd o'r farn fod ansawdd y gwasanaeth newydd yn llawer gwell nag ansawdd y gwasanaeth blaenorol.

Roeddem wrth ein boddau ag adborth cadarnhaol ac adeiladol y Byrddau Iechyd. Dywedodd ein cwsmeriaid eu bod yn

"croesawu'r cyngor gwrrhrychol a'r amser a roddir i helpu aelodau o'r tîm i ddeall ad-daliadau rhent a materion yn ymwneud ag ystadau."

Dywedant hefyd fod "y gwasanaeth Ad-dalu Rhenti ar y cyfan yn wasanaeth rhagorol" a bod "y gwasanaeth yn ateb ymholiadau yn gyflym ac yn wasanaeth gwych".

Mae'r gwelliannau a awgrymwyd i brosesau anfonebu eisoes wedi eu gwneud.

Meddai Ceri Jones, y Prif Syrfêwr Eiddo:

"Rydym wrth ein boddau â chanlyniadau'r arolwg ac rydym yn edrych ymlaen at barhau i ddarparu gwasanaeth effeithlon sy'n talu sylw i adborth. Rydym yn gwerthfawrogi'r cyfle i ddysgu mwy am yr Ystâd Gofal Sylfaenol yng Nghymru ac i nodi'r meysydd lle gallwn gynnig rhagor o gymorth i'r Byrddau Iechyd. Mae'r arolwg wedi'n sbarduno i ddatrys problemau yn ymwneud â phrisio ac ystadau trwy gydweithio, ac wedi ein galluogi i feithrin perthnasau agosach â staff Byrddau Iechyd. Mae hyn yn ei dro wedi codi ymwybyddiaeth am y gymorth y gallwn ei roi."

Mae copi llawn o Arolwg Cwsmeriaid y Gwasanaeth Prisio Rhenti i Feddygon Teulu ar gael ar y fewnrwyd yn



Os hoffech chi ddysgu mwy am ein gwasanaethau Gofal Sylfaenol neu am yr arolwg, cysylltwch â Ceri Jones trwy ffonio **02920 904095**.

GIG Cymru - Cornel Hanes



Mae gan y GYA gysylltiad hir ac amrywiol â'r ystâd iechyd yng Nghymru, ac mae gennym ni gasgliad heliaeth o ffotograffau o adeiladau ysbytai. Mae'n anodd rhagweld dyfodol adeiladu ysbytai yng Nghymru, ond mae'r gorffennol yn fwy sicr. Ar ôl tyrchu trwy'r archifau daethom o hyd i'r pytiau bach diddorol hyn. Gobeithio y byddant o ddiddordeb ichi.

Mae adeilad crand Castell Craig-y-nos yn gyforio o hanes cyfoethog a hynod o ddiddorol.

Mae wedi bod yn gartref i gantores opera Fictoraidd ac ysbyty twbercwlosis ac mae Dr Who a Torchwood wedi eu ffil mio yno. Mae hyd yn oed wedi ymddangos ar raglen ysbrydion *Most Haunted*.

Cafodd Craig-y-nos ei adeiladu rhwng 1841 a 1843 gan Gapten Rice Davies Powell. Roedd y Capten yn ynad sirol, Uchel Siryf Sir Brycheiniog ac yn aelod o deulu tiriog lleol. Ar ôl i'w wraig a thri o'i blant farw, credir iddo golli'i olwg a throi'n wallgof cyn marw yn 1862. Gwerthwyd yr eiddo i Morgan Morgan ym 1876 gan ei ferch a'r unig un o'i blant i'w oroesi, cyn i'r teulu hwnnw ei werthu eto yn sgil trafferthion ariannol ddwy flynedd yn ddiweddarach i'r gantores opera Adelina Patti, a hynny am hanner y pris.

Er iddi ganu mewn tai opera ledled y byd, yn Craig-y-nos y teimlai Adelina yn gartrefol. Aeth ati i ailwampio'r castell yn llwyr ac ychwanegodd Adain y De a'r Gogledd, y tŵr cloc, yr ardd aeaf, y tŷ gwydr a'r theatr. Hwn oedd y tŷ cyntaf yng Nghymru i gael trydan hefyd.

Mae Theatr Adelina yn dŷ opera rhestradig Gradd I, a gafodd ei ddylunio gan y penseiri o Abertawe, Bucknall a Jennings. Gofynnwyd iddynt greu fersiwn bach o La Scala ym Milan, ond mae hefyd yn cynnwys nodweddion o dŷ opera Bayreuth Festspielhaus Wagner yn Bayreuth, yr Almaen ac o Theatre Royal, Drury Lane, Llundain.

Bu farw Adelina ym 1919 a gwerthwyd y castell i Ymddiriedolaeth Goffa Genedlaethol Cymru am £11,000 ym mis Mawrth 1921, sef ymddiriedolaeth a sefydlwyd i frwydro yn erbyn twbercwlosis. Ar gais ei thrydydd gŵr a'i gwedd y Barwn Rolf Cederström, rhoddwyd yr enw *Adelina Patti Hospital* ar y castell. Ar ôl hynny cafodd ei droi'n sanatoriwm a dderbyniodd ei gleifion cyntaf ym mis Awst 1922.

Dechreuwyd anfon plant i Gastell Craig-y-nos ym 1947 ac roeddent ymhli y plant cyntaf ym Mhrydain i dderbyn y moddion effeithiol cyntaf i drin twbercwlosis - y gwrthfotig streptomycin. Daeth yn ysbyty ar gyfer yr henoed ym 1959 cyn cau ei ddrysau fel ysbyty am y tro olaf ar 31 Mawrth 1986, ar ôl symud y cleifion i ysbyty cymunedol newydd yn Ystradgynlais.

Barnodd y Swyddfa Gymreig fod Craig-y-nos a'i theatr yn ddiangen, felly agorwyd yr ysbyty cymunedol newydd. Heddiw, mae'r adeilad yn westy.



Hoffech chi inni gynnwys eich ysbyty chi? Os felly, cysylltwch â Jessica Morgan:
Jessica.Morgan2@wales.nhs.uk

Cyhoeddiadau

Dros yr wyth mis diwethaf, mae GYA wedi cyhoeddi'r canllawiau canlynol:

Mae Welsh Health Building Notes (WHBNs) yn gyfres o ddogfennau sy'n rhoi arweiniad ynghylch cynllunio a dylunio ystod o adeiladau iechyd sy'n darparu gwasanaethau arbenigol yng Nghymru. Mae Welsh Health Technical Memoranda (WHTMs) yn gyfres o ddogfennau sy'n rhoi arweiniad technegol ynghylch ystod eang o systemau arbenigol yn ystâd iechyd Cymru.



5 Ebrill 2017

[WHBN 01-01 – Cardiac Facilities](#) - mae'r nodyn hwn yn ganllaw ar sut i ddylunio adeiladau syrjeris meddygon teulu yng Nghymru. Mae'n cynnig cyngor am ddyluniad a gofynion safleoedd gofal iechyd sylfaenol. Mae'r ddogfen hon yn seiliedig ar ganllawiau blaenorol ynghylch dylunio syrjeris meddygon teulu ac yn eu disodli.



2 Hydref 2017

[WHBN 00-07 - Resilience Planning for the Healthcare Estate](#) - mae'r nodyn hwn yn cynnig cymorth i ddarparwyr a gyllidir gan y GIG ynghylch dylunio a chynllunio ystadau gofal iechyd gwydn.

2 Hydref 2017

[WHBN 00-01 – General Design Principles](#) - mae'r nodyn hwn yn cynnig cymorth cyffredinol ynghylch dylunio adeiladau gofal iechyd. Oherwydd ei natur gyffredinol, bydd ei gynnwys yn gyfarwydd i benseiri a chynllunwyr gofal iechyd profiadol.



23 Mai 2017

[WHTM 01-06 – Part A, Decontamination of Endoscopes, Policy and Management](#) - mae'r nodyn hwn ymhliith cyfres o ddogfennau polisi a chyngor sy'n seiliedig ar dystiolaeth ynghylch rheoli a dadhalogi dyfeisiau meddygol ailddefnyddiadwy, a luniwyd oherwydd yr angen i wella diogelwch cleifion, profiadau cleifion ac effeithiolrwydd clinigol yn barhaus.



30 Mehefin 2017

[WHTM 04-01 – Performance specification D 08: hermostatic Mixing Valves \(healthcare premises\)](#) - mae'r fanylob hon wedi ei diwygio mewn cydweithrediad â NSF, BuildCert, gweithgynhyrchwyr TMV a chyrff masnach.



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasanaethau
Shared Services
Partnership

Manylion Cyswllt Gwasanaethau Ystadau Arbenigol

Gall y rhai sy'n gweithio yn GIG Cymru ddefnyddio naill ai ein cyfeiriadur gwasanaethau neu restr o staff i ddod o hyd i'r person iawn i wneud y gwaith, a gall y rhai nad ydynt yn gweithio i GIG Cymru ddefnyddio'r rhestr o staff ar ein gwefan.

Ein cyfeiriad post yw:
3ydd llawr Tŷ'r cwmniâu
Ffordd y Goron, Caerdydd, CF14 3UB

**Dyluniwyd a chynhyrchwyd gan Gyfathrebu
Corfforaethol Partneriaeth Cydwasanaethau GIG
Cymru.**

Introduction

from Specialist Estates Services Director Neil Davies



Welcome to the fourth issue of the Specialist Estates Services (SES) newsletter.

As we note in our History

Corner, SES have amassed quite an extensive photo library over the years. If you need any photos of your local hospital its always worth giving Jess, our Information Officer, a ring before commissioning work locally as Health Boards and Trusts are often surprised by the range of images we have available. Most large hospital facilities have an image-gallery commissioned to accompany the official opening and many of the original portfolios have been retained by SES.

In the future we are looking to provide more direct access to our images but for the time being please give Jess a ring. And, as always, if you have any comments relating to any of our current services or any service development ideas then contact me and I'll be pleased to discuss them with you.

Email: Neil.Davies4@wales.nhs.uk
Tel: 029 2090 4117

How are we doing?

It would be extremely useful to receive feedback on this newsletter to help us know whether it meets your needs. Please send all comments or suggestions for future content to Jessica Morgan at: Jessica.Morgan2@wales.nhs.uk

Newsletter



Specialist Estates provides advice and support to the Welsh Government and NHS Wales on a wide range of estates and facilities matters. The department is made up of a range of specialised sections. Each newsletter will concentrate on a different department – in this edition of the Newsletter we look at our environmental services.

Estates & Facilities Performance Management System (EFPMS)

Each year, the seven Health Boards in Wales, Velindre NHS Trust and the Welsh Ambulance Services NHS Trust submit their management data returns to the online 'Estates & Facilities Performance Management System' (EFPMS for short).

This annual online database captures a snapshot of the Trusts' Estates & Facilities performance, their data can then be used to identify areas where cost savings and/or improvements can be made. This digitised reporting system also allows for Trusts and Health Boards to benchmark against one another, helping the drive towards best practice.

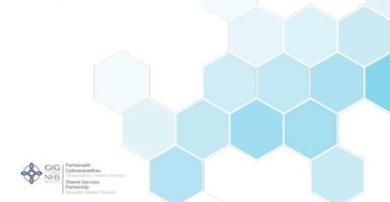
The Estates Development section at NWSSP-SES maintains the EFPMS. It was set up in 2002, as part of the Welsh Government's commitment to improve the management of the NHS estate in Wales. The performance of the health estate continues to be measured against national key performance indicator targets, set by the Welsh Government.

What's inside

- Moving Towards A Meaningful, Estates & Facilities Reporting System in Wales - [page 2](#)
- Staff Update – [page 3](#)
- ISO9001:2015 Standard – [page 4](#)
- GP Rental Valuation Service Customer Survey – [page 5](#)
- NHS Wales — History Corner – [page 6](#)
- Publications – [page 7](#)

ABERTAWE BRO MORGANWG UNIVERSITY HEALTH BOARD
Estates and Facilities Performance Breakdown

2016/2017



GIG
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NHS
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Partnership
Cydwasaethau
Shared Services
Partnership

Moving Towards A Meaningful, Estates & Facilities Reporting System in Wales

More Flexible Data Management and Reporting

The historic Estate Condition & Performance Report and Facilities Performance Report have been replaced by digitally based **national and regional dashboards**. The national dashboard focuses on the following information:

- National key performance indicators, i.e.:
 - physical condition
 - statutory and safety compliance
 - fire safety compliance
 - functional suitability
 - space utilisation
- Backlog maintenance costs
- Age profile of the estate (Figure 1)
- Energy performance and carbon dioxide (CO₂) emissions
- Net energy consumption

The **local dashboard** is similar to the national, but gives a local breakdown by site, to include:

- detailed energy and waste data
- flexible graphic illustrations which offer insights at a glance relating to costs of:
 - cleaning
 - catering
 - portering
 - laundry and linen

The availability of comprehensive, accurate and up-to-date estates and facilities data and information is a fundamental requirement for the effective management of the health estate and potentially benefits a range of stakeholders.

- The system assists NHS Health Boards and Trusts in their commitment to improve the performance of their estate through the application of a disciplined approach to systematic data collection, dissemination and review (Figure 2 & 3).
- It provides the Welsh Government with a better understanding of the health estate and assists in their decision making process, better supporting its strategic management function.
- The data enables the Trusts to support business cases where investment is required to drive future improvements and savings.

Going forward NWSSP-SES has established a benchmarking sub group to;

- Review current benchmarking metrics
- Act as a forum for the exchange of more detailed benchmarking data
- Promote benchmarking good practice

The aim of which is to help in moving towards a more meaningful, Estates & Facilities reporting system in Wales and ultimately improvements in performance.

For more information contact Chris Lewis on Christopher.Lewis4@wales.nhs.uk or on 029 2090 4096.

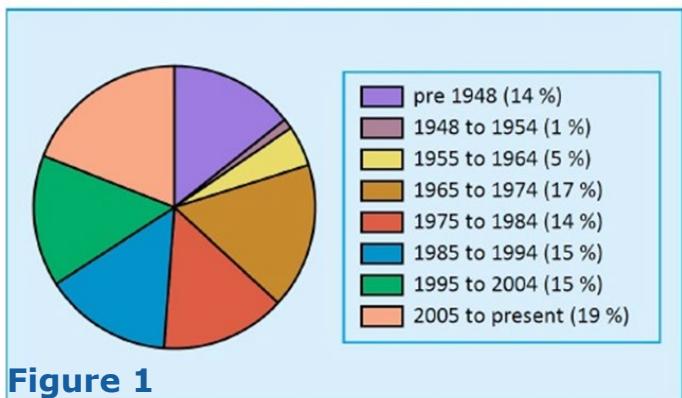


Figure 1

Age Profile of the Estate - 2016/2017

Below is an example of the “traffic light” performance summary displayed on the national dashboard. This chart illustrates performance against the national performance indicators for the estates management categories as set out in the Estatecode five facet survey approach.

National Key Performance Indicators

Percentage of the estate which is of reasonable standard and therefore falls within Estatecode category ‘B’/‘F’ or above.

	Physical Condition (%)	Statutory & safety compliance (%)	Fire safety compliance (%)	Functional suitability (%)	Space utilisation (%)
ABERTAWE BRO MORGANNWG UNIVERSITY HEALTH BOARD	79	90	100	90	97
ANEURIN BEVAN UNIVERSITY HEALTH BOARD	89	89	95	90	90
BETSI CADWALADR UNIVERSITY HEALTH BOARD	74	78	79	85	88
CARDIFF & VALE UNIVERSITY HEALTH BOARD	80	87	91	57	89
CWM TAF UNIVERSITY HEALTH BOARD	85	87	85	97	97
HYWEL DDA UNIVERSITY HEALTH BOARD	87	89	93	92	99
POWYS TEACHING LHB	62	77	70	72	94
VELINDRE NHS TRUST	85	95	94	88	99
WELSH AMBULANCE SERVICES NHS TRUST	36	90	90	36	99

Figure 2

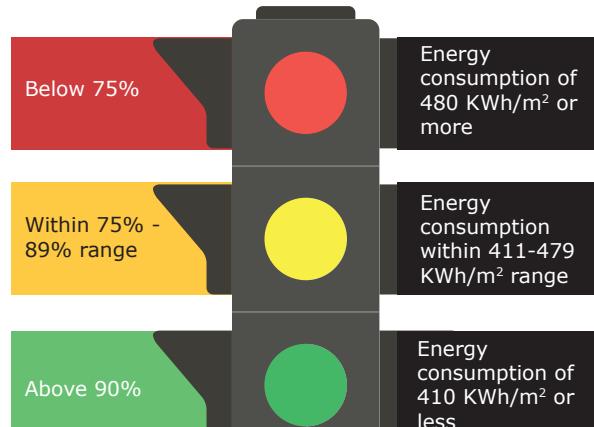


Figure 3

Staff Update



Jessica Morgan



Nigel Baker



Stuart Douglas

Since the last newsletter we have made three excellent appointments to recently generated vacancies:

- Nigel Baker (Nigel.Baker@wales.nhs.uk) joined on the 20th November as a Performance Standards Engineer. Nigel brings with him a wealth of public and private sector engineering experience more latterly with Bridgend County Council and previously with the Welsh Health Common Services Authority (WHCSA), a predecessor organisation of NHS Wales Shared Services Partnership (NWSSP).
- Jessica Morgan (Jessica.Morgan2@wales.nhs.uk) joined SES as recent as the 4th December to take up the vacant Information Officer role. Jessica has considerable experience as a journalist for Media Wales reporting on local and national issues and will bring those developed skills to bear in the production of technical guidance for NHS Wales and our other communication activities.
- Stuart Douglas (Stuart.Douglas@wales.nhs.uk) commenced his duties as the Head of Estates Development on the 1st February 2018. A quantity surveyor by profession Stuart has considerable experience of working within the NHS in England and Wales both as an employee and over the past 13 years as a consultant specialising in the management of various estates and facilities projects.

Dylan Evans has also recently joined the engineering section on a short term basis (Dylan.Evans3@wales.nhs.uk). Dylan will be supporting Kevin Ridge, Head of Engineering, with the completion of independent ventilation validations.

We also, for the first time, dipped our toe into the world of apprenticeships and have been very lucky to attract to the organisation Aidan Parkes (Aidan.Parkes2@wales.nhs.uk), a Mechanical Engineering student at the University of South Wales (USW), through USWs Network 75 scheme. Aidan will receive professional and technical on-the-job training from us while studying for his degree over the next 5 years.

Unfortunately for every new starter there is usually a leaver. Our recent leavers are:

- Mark Rowe, Performance Standards Engineer, successfully secured an engineering position with Aneurin Bevan Health Board.
- John Wright, Facilities Management Advisor, left SES to take up a position as Head of Facilities at a high school in Cardiff.
- Jennie Roe, Information Officer, joined Abertawe Bro Morgannwg Health Board to set up and manage a clinical library at Morriston Hospital.

We wish them well in their new roles.

ISO9001:2015 Standard



Having operated an accredited quality management system (QMS) for the best part of 20 years Specialist Estates Services (SES) in June 2017 became, according to the British Standards Institution (BSI) external assessor, '... one of the first organisations in Wales', to achieve accreditation to the new ISO9001:2015 standard that superseded the 2008 standard in September 2015.

The subsequent external audit report received in July highlighted that we had, '....set a number of goals to be achieved in 2017, one of them was to complete transition to the new standard ISO9001: 2015 before November 2017. The organization implemented the requirements of the new standard in a timely, efficient and controlled manner. The preponderance of evidence (based on sampling) and discussions with top management team demonstrated compliance with the requirements of ISO 9001: 2015, therefore the recommendation for Certification will be made.'

Neil Davies, Director, SES, who attended the external audit closing meeting with Suzanne Pullen, Quality Manager and Martin Cooper, Business Manager, indicated that accreditation to the new standard was further validation of the excellent work of our staff in relation to the way we manage our relationships with customers through strong leadership, service consistency, continuous improvement, risk management, objective/target achievement and effective communication.

Suzanne in particular was praised for guiding the SES management team and staff through the transition process from the old standard to the new and for her management of the QMS generally since taking over the quality manager role in April 2016.

With the new standard in place, we will now find it easier to incorporate the QMS into core processes in order to gain greater business benefit for customers.



If you want to find out more about the SES QMS then please contact Suzanne Pullen on 02920 905382.



GP Rental Valuation Service Customer Survey

In response to demand from NHS Wales customers NWSSP-Specialist Estate Services (SES) (Primary Care) launched in 2013 a pilot General Practitioner (GP) Rental Reimbursement Valuation Service for Hywel Dda Health Board. The pilot was a resounding success and led to the gradual expansion of the service to cover all 7 Health Boards in Wales from September 2016 replacing the former Rent and Rates Valuation Scheme operated by the Valuation Office Agency.

The chargeable service involves the inspection, measurement and valuation of approximately 650 GP Surgeries for rental reimbursement purposes in accordance with the NHS (General Medical Services (GMS) – Premises Costs) Directions 2015. The surgeries are valued on a 3 yearly cycle, and include negotiation on notional, leased and cost rent premises.

Such is the success of this service it has now been extended to include additional valuation services such as advice on premises improvements funded through Health Board improvement grants.

To seek further service validation we launched our first GP Rental Reimbursement Valuation Service Customer Survey in April 2017. The survey was designed to assess the efficiency, performance and cost effectiveness of the service provision and to identify potential areas for improvement.

We were delighted with the positive and constructive feedback received from all the Health Boards. Highlights included:-

 **100%** rating of good/excellent on service efficiency

 **100%** rating of good/excellent on clarity of advice.

 **84%** in agreement that the service represented good value for money (no response reflected the remaining 16%).

 **100%** of respondents were satisfied or very satisfied with the change in valuation provider.

 **9** of the **13** respondents considered the quality of the service to be much better than the previous provider.

Our customers also indicated that they:

"Welcome the objective advice and time given to enable team members to understand rental reimbursement and estates issues."

"... would say that on the whole the Rental Reimbursement service is an excellent service." "communication is always very quick with excellent service."

Suggested areas of improvement around invoicing processes have already been implemented. Ceri Jones, Principal Property Surveyor, commented:

"We are delighted with the results of the survey and look forward to continuing to provide an efficient informed service. We value the opportunity to expand on our knowledge of the Primary Care Estate in Wales and identify areas of further support to the Health Boards. It has engendered a collaborative approach to resolving valuation and estate issues and enabled us to build on closer working relationships with Health Board staff, increasing the awareness of the additional support we can give."

A full copy of the GP Rental Reimbursement Service Customer Survey can be found on the intranet site at



If you are interested in finding out more about our Primary Care services or the survey then please contact Ceri Jones on **02920 904095**.

NHS Wales – History Corner



Through various guises over the years SES has had a long association with the health estate in Wales. We have an extensive photograph library of hospital buildings. It's difficult to predict the future for hospital construction in Wales, but the past is more certain. A root around the archives identified the following which hopefully you will find of interest.

The grand building of Craig-y-Nos Castle is one that is steeped in a rich and very interesting history.

It has been home to a 19th Century Opera singer, turned into a tuberculosis (TB) hospital, has been used as a location to film Dr Who, Torchwood and has also featured on the paranormal investigation programme Most Haunted.

Craig-y-Nos meaning Rock of the Night, was first built in 1841-43 by Captain Rice Davies Powell a county magistrate and High Sheriff of Brecknock and a member of a local land owning family. After the deaths of his wife and three of his children Captain Powell was said to have gone blind and turned insane before his death in 1862. His only surviving daughter sold the property to Morgan Morgan in 1876 before financial difficulties led the family to sell it two years later to Opera Singer Adelina Patti for half the price.

Singing in opera houses around the world it was Craig-y-Nos where Adelina felt at home. Overhauling the castle she headed a major building project adding the North and South wings, the clock tower, winter garden, conservatory and theatre. It was also the first house in Wales to receive electricity.

The Adelina Theatre is a Grade I listed opera house which was designed by Swansea architects Bucknall and Jennings. The brief they were given was to make it a miniature version of La Scala, Milan, it also incorporates features from Wagner's Bayreuth Festspielhaus opera house in Bayreuth, Germany and the Theatre Royal, Drury Lane, London.

Adelina died in 1919 and after her death the castle was sold to the Welsh National Memorial Trust an organisation founded to combat tuberculosis, for £11,000 in March 1921. At the request of her third husband and widower Baron Rolf Cederström it was called the Adelina Patti Hospital and was turned into a sanatorium which admitted its first patients in August 1922.

In 1947 children were sent to Craig-y-Nos Castle and were among the first in Britain to receive the first effective TB medicine – the antibiotic streptomycin. Later in 1959 it became a hospital for the elderly, it closed its doors as a hospital on March 31st 1986 after the remaining patients were transferred to the new Community Hospital in Ystradgynlais.

Craig-y-Nos and its theatre were declared surplus to requirements by the Welsh Office after the new Community Hospital opened. Today the building operates as a hotel.



Would you like us to feature your hospital? If so please contact Jessica Morgan at:
Jessica.Morgan2@wales.nhs.uk

Publications

Over the last eight months SES has published the following guidelines:

Welsh Health Building Notes (WHBNs) are a range of documents that provide guidance on the planning and design of a range of healthcare buildings providing specialist services in Wales. Welsh Health Technical Memoranda (WHTMs) are a range of documents that provide technical guidance on a wide range of specialist systems within the healthcare estate in Wales.



5 April 2017

[WHBN 01-01 – Cardiac Facilities](#), this Welsh Health Building Note (WHBN) is a guide to the planning design of general medical practice premises in Wales. It provides advice on the design and specification requirements for primary healthcare premises. The document draws from, and replaces, previous guidance on the design of general medical practice premises.



02 October 2017

[WHBN 00-07 - Resilience Planning for the Healthcare Estate](#), provides guidance for NHS Wales-funded providers on designing and planning for a resilient healthcare estate.

02 October 2017

[WHBN 00-01 – General Design Principles](#), gives general design guidance for health care buildings. Because of its general nature, its content will be familiar to experienced architects and health care planners.



23 May 2017

[WHTM 01-06 – Part A, Decontamination of Endoscopes, Policy and Management](#), is part of a suite of evidence based policy and guidance documents of the management and decontamination of reusable medical devices designed to reflect the need to continuously improve outcomes in terms of; patient safety; clinical effectiveness; patient experiences.



30 June 2017

[WHTM 04-01 – Performance specification D 08: Thermostatic Mixing Valves \(healthcare premises\)](#), this updated specification has been amended in conjunction with NSF, BuildCert, TMV manufacturers and trade bodies.

Contact Specialist Estates Services

Those working within NHS Wales can either use our [services directory](#) or [staff list](#) to find the right person for the job, and those outside NHS Wales can look up the staff list on our website.

Our postal address is:

3rd Floor Companies House,
Crown Way, Cardiff, CF14 3UB

Designed and produced by
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