

Chief Executive CONNECTS



Dear Colleague,

13/07/2021

For the England fans among you, I hope that you enjoyed the final of the Euros on Sunday night. It's no secret that I cheer for England but was happy to see Wales qualify for their second major tournament in decades. Despite the results both teams faced we can be really proud of what they achieved and hope to see them back in the World Cup next year. What I could not abide seeing return next year, however, is the abhorrent racist abuse that members of the England squad faced following the match on the weekend.

Last week, I opened this newsletter by discussing leadership, specifically compassionate, inclusive leadership. I believe that Gareth Southgate is an excellent example of this type of leadership and he was absolutely correct when he asserted that for the players in his squad to be racially abused is unforgivable.

Last summer the murder of George Floyd thrust the issue of racism into the spotlight and despite those who would deny its existence in the UK, it is clear that it has reared its ugly head again this week on a national scale. Therefore, it is also clear that we need to continue to take strong action to address it and call it out wherever we see it.

I would like to send a message of solidarity to the players at the receiving end of the abuse and also any Black, Asian or Minority Ethnic person who has been affected.

As well as being personally and professionally committed to the issue, I can say that organisationally we are committed to planned action to help end systematic racism and address racial inequalities at work and in wider society.

We are currently working on arrangements to pledge to sign the [Zero Racism Wales pledge](#). We have already begun some of the work suggested by the policy. For example, we have set up a task group in our Workforce and Organisational Development team to look at inclusive recruitment.

The areas and issues identified in the zero tolerance approach to racism in Wales laid out in the policy are something that we strongly support. In fact, organisationally, we have suggested to Welsh Government in our response to their consultation on the 'Race Equality Action Plan: An Anti-Racist Wales' that the focus should be on the unacceptable nature of racism as opposed to the 'not putting up with' that the words *zero tolerance* can sometimes seem to suggest.

I assume, as many of you reading this will cheer for Wales over England, you'll know that the Welsh team's motto is **Together Stronger**, a great saying which can be applied off the pitch as much as on it. We are all made better by diversity, we are quite literally stronger together. Therefore, there are a number of things we can and should all be doing to be anti-racist and make the communities we live in ones of compassion and acceptance, ones which celebrate diversity. I specifically want this to be the case in the culture of Cardiff and Vale UHB, and that the Black, Asian and Minority Ethnic members of staff that are part of our organisation feel welcome and know the incredible contribution they make. So if you see or hear any racism, be it online or in person, please call it out and report it for what it is: unacceptable.

Len Richards
Chief Executive

COVID-19 and operational update

You'll no doubt be aware of the increasing number of cases we're seeing in our communities and that this is beginning to translate into hospitalisations for COVID-19, including a small number of people in our intensive care unit.

It is clear that we are now in a third wave of the virus with the delta variant becoming the most prevalent in Wales. Therefore, it is crucial that if you have not already done so you get your COVID-19 vaccine as soon as possible; two doses of the vaccine are by far the best form of protection against it.

We have walk-in clinics operating at Bayside Vaccination Centre and Holm View in Barry every Saturday and Sunday for first doses of both Pfizer and AstraZeneca, and second doses of AstraZeneca provided is has been at least 8 weeks since your first dose. Please note we are unable to offer second dose walk-ins for Pfizer so you will be contacted directly about a pre-scheduled appointment if you are awaiting your second dose. When you are offered it, it is vital that you attend. We have now administered 354,031 first and 293,005 second doses. In a recent survey 99% of over 20,000 people who attended to receive their vaccine rated their experience as "good" or "very good". Incredible work by all involved.

Secondly, despite the so-called "freedom day" that is due to happen next week in England, we must continue to abide by the COVID-19 regulations as stipulated by Welsh Government and there is due to be an announcement by the First Minister on this tomorrow. Until the rules change, please continue to wear your mask, maintain social distance, wash your hands regularly, and not meet with people other than your extended household indoors in your homes. [All of the current regulations can be found here.](#) Please do the right thing and continue to follow them.

Finally, we are aware that staff in our emergency unit, and in primary care, are experiencing immense pressure at the moment. Please help us to help you by remembering that if you feel you need to visit the Emergency Unit but it's not life threatening then you must call CAV 24/7 on 0300 10 20 247 – please ask friends, family and colleagues who live in Cardiff & the Vale to save this number to their phones.

If you are offered a timeslot to visit the Emergency Unit when you call CAV 24/7 then please limit the number of relatives you bring with you. We still need to adhere to social distancing within the Unit to keep it safe not only for our patients but our staff too. Certain exceptions are made including carers, vulnerable people and patients with language barriers.

We're noticing an increase in the number of people walking in to our Minor Injury Unit in Barry. Our MIU operates the CAV 24/7 Phone First system too, you must phone first if you feel you need to visit.

The CAV 24/7 number is also the same number used for Urgent Care Out of Hours (also known as GP Out of Hours); we've seen a rise in the number of people calling the service on weekends asking for repeat medications or routine issues such as requesting blood tests or hospital appointment follow-ups –CAV 24/7 does not provide this. CAV 24/7 is to provide urgent care for patients whose condition cannot wait until their GP practice is next open.

Leading the way in HIV preventative medicine

I am incredibly proud of the work being done in this field by our sexual health team and that I'm able to report that they have been able to clear an 18-month long waiting list for HIV preventative medicine in just three months.

The medicine, known as PrEP, is made available through our sexual health team to people who do not have HIV but are at risk of contracting it. PrEP was made routinely available on the NHS in Wales last year in an effort to end HIV transmissions in Wales by 2030.

During the initial wave of the COVID-19 pandemic the face-to-face appointments normally offered by the team were forced to move online and they turned to technology to keep this vital service going.

Dr Darren Cousins, a consultant of sexual health, said, "While we appreciated that most people stopped having casual partners during the lockdown, we knew it was still happening and so we had to run a service that met their needs, even when we couldn't meet face to face... we turned to technology to see what positive changes we could make quickly.

"Services in other large UK cities recently used our learnings to implement free PrEP this year, so we're keen to continue sharing our best practice for other end-users to benefit as much as ours are now doing."

You can read more from Darren about this excellent piece of work [here, as it was recently covered by Wales Online](#). Well done to all involved!

Shaping Our Future Clinical Services Public Engagement

Thank you to everyone who took the opportunity to participate in the Health Board's Shaping Our Future Clinical Services public engagement which ran for 7 weeks in March/April 2021. We are grateful for the constructive conversations and rich feedback that were facilitated through the programme.

92% of respondents strongly agreed or agreed that there is a need to transform some of our clinical services and 74% strongly agree or agree with the principles to transforming those services.

The engagement has highlighted that people recognise the need to transform our clinical services and broadly support the underpinning principles for transformation.

The South Glamorgan Community Health Council and the Cardiff and Vale UHB Executive Board have reviewed the findings of the engagement independently and supported the case to move forward to the next stages of the programme.

[Read more about the key themes of your feedback and the next steps.](#)

Deadline extended for Climb programme applications

Due to exceptional demand, we are adding further assessment centre dates for the application process to the Climb Wales programme. To offer as many people as possible an equal opportunity to apply in light of these extra sessions, we are extending the deadline for applications to 10am on Monday the 19th July 2021.

The new assessment sessions will take place in the week commencing 16th August.

Climb promises to be a unique opportunity for NHS Wales staff to develop their skills, leadership and networks as part of the All Wales Intensive Learning Academy with a range of exciting international teachers joining us as partners on this journey.

Although there are only 30 places on Climb Wales, everyone who applies will be offered a variety of exciting other opportunities throughout the year so don't delay in submitting your application!

You'll need to complete a short supporting video and application form and submit it before the deadline.

[Read more and request a pack here.](#)

Spread and Scale Academy is back for October 2021

Following a successful three-day academy in March, we are delighted to announce that the Spread and Scale Academy will return in October 2021.

This will be the third Spread and Scale Academy hosted by Cardiff and Vale University Health Board and the Dragon's Heart Institute in partnership with the Billions Institute, a Los Angeles-based organisation which specialises in supporting innovators to unleash their potential and make large-scale meaningful change.

The initial Spread and Scale Academy was hosted in the Life Sciences Hub in Cardiff in 2019 and was described by delegates as "the best thing I've attended in my career by a long way" and "one of the most valuable courses I've ever attended."

There are incredible examples of what staff who have attended the Spread and Scale Academy have gone onto achieve such as [Paul Twose's team's work around tracheostomy care](#) and the launch of Green Health Wales.

We are anticipating being able to run the Spread and Scale Academy in person once again in Cardiff and look forward to welcoming the Billions Institute team back to Wales. If the COVID-19 situation worsens, we will run the Academy virtually and will notify successful applicants ahead of time.

If you're ready to unleash your ideas or project, [read more and submit an application to this autumn's Spread and Scale Academy here.](#)

Alternatively, if you have further questions about the Spread and Scale Academy, and the application process, please contact the team by emailing: Spreadandscale@wales.nhs.uk

Celebrating the anniversary of the Protected Elective Surgical Unit

This month we are marking the anniversary of the establishment of our Protected Elective Surgical Unit or Green Zones in the University Hospital of Wales and University Hospital Llandough.

Developed in response to the COVID-19 pandemic in the first half of 2020, the Green Zones are dedicated units in the University Hospital of Wales, University Hospital Llandough, and with outsourced providers, specially designed and operated to minimise the risk of patients catching COVID-19 in hospital while keeping essential surgical services running.

It was a multidisciplinary team effort, led by clinicians but with huge input from colleagues across the system including the Capital, Estates and Facilities, and Infection Control teams.

Separate entrances were created with separate changing rooms and staff were timetabled to be restricted to the unit for the day. Rules were designed in relation to PPE and the movement in and out of the units. A locked door system was even designed for deliveries onto the units.

Since the launch of the Green Zones a year ago, we have carried out over 10,000 surgical procedures across the full range of surgical disciplines and associated complexity and no patients have been infected with COVID-19 while an inpatient in PESU.

Although the main aim of the Green Zones was to prevent COVID-19 infection the unit has also recorded no C. difficile or MRSA infections in patients managed in PESU to date.

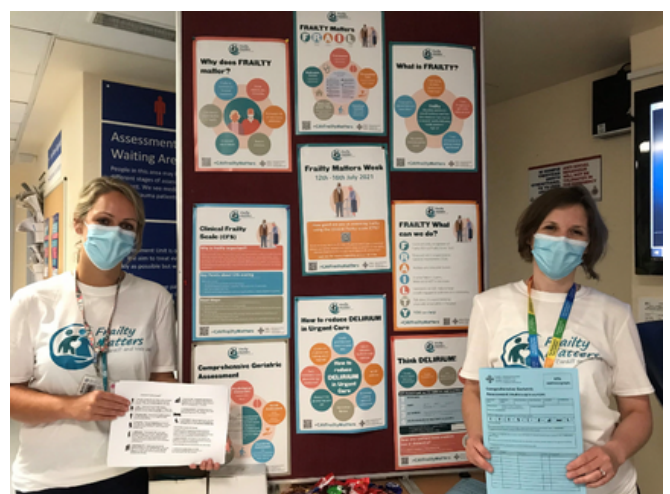
This is an incredible achievement and a testament to the excellent work carried out by staff in Surgery Clinical Board and across the system. Well done!

[Read more.](#)

Frailty Matters Week

To mark Frailty Matters Week (Monday 12th July – Friday 16th July), teams from our Medicine Clinical Board are holding drop-in sessions for our staff to provide information, resources and clinical frailty training at both UHW and UHL sites throughout the week.

Staff will also visit teams on wards and have produced a number of videos on topics such as delirium, falls and comprehensive geriatric assessment (CGA) for staff to watch ahead of the sessions. There's even a staff competition running throughout the week where two lucky winners can win a hamper of goodies! Staff can find more information on the StaffConnect app, intranet and closed Facebook groups about the week's activities.



Non-binary week

This week is non-binary week and a great opportunity to revisit the subject of pronouns. According to the LGBT Foundation, being non-binary means that your gender cannot be defined within the margins of gender binary. Instead, they understand their gender in a way that goes beyond simply identifying as either a man or woman.

Because non-binary includes anyone that doesn't fit the traditional narrative of male or female, non-binary communities are incredibly diverse. Non-binary people may identify as both male and female or neither male nor female. They may feel their gender is fluid can change and fluctuate or perhaps they permanently don't identify with one particular gender. The range of language and labels used within non-binary communities means that non-binary has become an inclusive umbrella term.

One way in which we can all be inclusive of non-binary people in our Health Board is by adopting pronouns and, if you haven't already, I would encourage you to include your pronouns in your email signature. I'm happy to confirm that I and each of my executive colleagues have done so in recognition that pronouns and using somebody's pronoun correctly is important. Remember, staff are also now able to include their pronouns when they are allocated their ID badges.

This activity has been encouraged and supported by our LGBTQ+ Network, which is already having a great impact. I would encourage LGBTQ+ members of staff and allies to get involved and help further strengthen their efforts. The network looking to recruit new members, particularly those from Trans, Black, Asian and Minority Ethnic backgrounds, and you can find out more by contacting: rainbownetwork.cav@wales.nhs.uk

Falls Awareness Week 2021

Stay steady on your feet this Falls Awareness Week! A third of all older people aged over 65 will have a fall every year, and it can have a major impact on their lives both physically and emotionally. But falls are not an inevitable part of growing older and there are many ways to reduce risks. To mark Falls Awareness Week (12th - 18th July) we are highlighting the importance of educating our communities about how older people can reduce the risk of falls. If you are worried about falling especially as we start to get out and about more often, there are many ways you can reduce the risks. From reviewing your medication to getting active, falls are not an inevitable consequence of growing older. It is important to tell someone if you have fallen or worry about falling, whether it's a friend, family member or your GP. [Find out more and read our tips for reducing your risk of falls here.](#)



Praise for the Breast Centre Team

This week I received a letter from a patient of our Breast Centre in UHL about their experience, which I would like to share with you.

I am writing to you to make you aware of the wonderful care I have recently received at the Breast Clinic by the extremely caring staff during the Covid pandemic.

I was diagnosed with stage 2 breast cancer November 2020. I underwent many mammograms, MRI, and biopsies, all carried out by very professional and caring members of your staff. I was then referred to Miss Donna Egbeare where I was advised to undergo a lumpectomy to remove the tumour and some calcification that was also present. I was admitted to Anwen ward for this procedure. The staff on the ward were extremely caring and professional, as indeed was Miss Egbeare. I was well enough to go home that same night.

Unfortunately, the pathology results showed up a rather large area of calcification, so I underwent a mastectomy on 17th February. The staff once again made me feel very relaxed and were very caring. Everything was explained to me very well and once again I was well enough to return home the same night. Fortunately, on this occasion, my results were good news.

I have since received excellent care from the breast care nurses who have been very supportive in my recovery, and in providing me with a suitable prosthesis, nothing has been too much trouble for them.

I am extremely grateful to Dr Nikki West who has been there guiding me through all the ups and downs of this very distressing journey, and the counselling sessions with her have been invaluable. Also, to Miss Donna Egbeare who has taken every opportunity to explain my care plan in such a friendly and down to earth manner.

I know that should I have any problems in the future I can phone the BC nurses who are more than happy to talk to me. I have to say that your BC provides a first class service that we should all be proud of in Cardiff, and to have benefited from this service during the Covid pandemic is incredible.

Many thanks to your wonderful staff.

Happy retirement to Liz Weeks!

This week we are sadly saying goodbye to Liz Weeks who is retiring after 25 years working in the TB Service and 45 years as an NHS Nurse. Liz has been a great source of knowledge and expertise to colleagues throughout the UK and she will be greatly missed. Although a huge loss to the nursing profession, we would like to wish her well on the next chapter of her life and all the fun and adventure that lies ahead. Thank you for your contribution to the NHS.



Other news and events

Art to recognise vaccination effort

Artist Nathan Wyburn has been commissioned by The Arts for Health and Wellbeing Team supported by Cardiff & Vale Health Charity and Cardiff and Vale University Health Board to create a piece of art to recognise the hard work and dedication of those working on the Covid-19 Vaccination Programme within Cardiff and Vale University Health Board

[Read more.](#)

3 marathons in 3 days for the Health Charity

Huge congratulations and thank you to Jason Ahmed for supporting Cardiff & Vale Health Charity by completing 3 marathons over 3 days on 2nd, 3rd and 4th July 2021.

[Read more.](#)

Funding for Grow Well

Cardiff & Vale Health Charity has recently been awarded funding from NHS Charities Together to enhance and develop the Grow Well Project to benefit patients experiencing mental health, physical health and social isolation.

[Read more.](#)

Health Charity Newsletter

The latest edition of the Health Charity newsletter is out – [read it here.](#)

Callout for artists on themes of identity and inclusion

The Arts for Health and Wellbeing team, part of Cardiff & Vale Health Charity, are looking to commission artists to create artwork, around the themes of Identity, Inclusion and Creativity for exhibiting within the Cardiff and Vale University Health Board estate.

[Read more.](#)

Leia Godwin Cardiology Fund

Family raise money for mobile ECG and Telemedicine equipment for diagnosing heart conditions remotely

[Read more.](#)

NHS Big Tea - thank you

Thank you to everyone who held NHS Big Tea parties to raise money for Cardiff & Vale Health Charity, [read a roundup of the activities and events that took here.](#)