

Chief Executive CONNECTS



Dear Colleague,

15/09/2021

This week there's lots to celebrate as the Health Board marks one year since the South Wales Trauma Network was established. In its first year, the Major Trauma Centre has treated nearly 1,300 patients with life-threatening or life-changing injuries. To have launched this innovative service and provide life-saving emergency treatment to so many patients while we're still in the midst of the Covid-19 pandemic truly is testament to the hard work and resilience of our staff.

There's also cause for celebration as our Patient Experience team has been recognised in not one but two categories in the Patient Experience Network National Awards, a ceremony to recognise best practice in patient experience across all facets of health and social care in the UK. Find out how they did overleaf.

Our video consultation service also hit a very impressive milestone as almost 250,000 video consultations have now taken place – that's more than half a million miles of travel that's been prevented for our patients.

While it's important to recognise and celebrate our staff and services, particularly when such high achievements are met, we're also aware how difficult these past few weeks have been.

The health service across Cardiff and the Vale of Glamorgan has been experiencing significant operational pressures, making work conditions particularly challenging for staff. It's not only the Health Board but other parts of the system are feeling the pressure too, including our primary and community care teams and our local authority partners.

So I ask colleagues, regardless of role and across the diverse areas of health that we cover across the Health Board, and the public to please understand the pressures currently faced by all our staff. Please use our services appropriately, from using the CAV 24/7 phone-first system for urgent care to visiting local pharmacies for self-care wherever appropriate.

Please help us spread this message to friends and family so we can make sure our NHS services care for those who need our services the most, especially as we head into what will be a busy and challenging Winter.

Thank you.

Len Richards,
Chief Executive

Celebrating 1 year of the South Wales Trauma Network

In September 2020, the South Wales Trauma Network was established, marking a major step forward in the delivery of emergency care across South Wales, West Wales and South Powys.

The network which is made up of hospitals, emergency response services and rehabilitation services, ensures patients with life-threatening and life-changing injuries receive the best possible treatment and care.

Major trauma, which refers to multiple and serious injuries, is the leading cause of death in people under the age of 45 and is a significant cause of disability and ill health.

The Adult and Children's Major Trauma Centre, based at University Hospital of Wales in Cardiff, is Wales' only specialist neurosurgery hospital and home of the Children's Hospital for Wales. As major trauma is relatively uncommon and complex to manage, services provided in the Major Trauma Centre are highly specialised and available around the clock.

The centre collaborates with and supports hospitals across the network.

In its first year, the Major Trauma Centre has treated nearly 1,300 patients with life-threatening or life-changing injuries, as a result of vehicle incidents, falls, sports injuries and other events.

The South Wales Trauma Network is an essential life-line to patients experiencing major trauma and gives them the best chance of recovery.

I would like to thank all of our staff and partners who form part of the South Wales Trauma Network for their contributions in its first year which have made it a significant success.

[Read more.](#)

COVID-19 Vaccine / Booster Update

Our vaccination programme is still progressing well and we have now delivered 708,839 vaccines with 369,793 first doses and 339,046 second doses to those aged 16 and over. It is not too late to receive your vaccination and we have walk in centres open at Bayside MVC (Pfizer and Oxford AstraZeneca) and Holm View in Barry (Pfizer only).

If you have not received your first dose, it has been 8 weeks since your 1st dose and you are due a second, please attend one of the centres between 10am and 7.30pm.

Following the JCVI guidance this morning on Booster programmes our teams will be delivering the booster vaccination to care homes and front line staff from Monday 20th September. These will be delivered in order of the date of the first phase. Care Homes will be contacted directly for us to attend and staff will be sent appointments to attend MVCs from the 27th September.

Over 80s will be able to receive their booster vaccination closer to home from a GP led centre or Community Pharmacy in their area. Please note there is no need to contact the GP Practice or the Health Board at this stage as everyone eligible will be contacted directly as we move through the programme.

Video consultation milestone met!

In the past week, our video consultation service hit a very impressive milestone as we estimate that more than 500,000 miles of travel has been prevented for our patients.

We launched the NHS Wales Video Consultation Service in April 2020, and since then have undertaken just shy of 50,000 appointments for patients here in Cardiff and Vale UHB. We're one of the top users across Wales, where almost 250,000 consultations have taken place.

We have been long intending to introduce video consultations as part of our Shaping our Future Wellbeing Strategy to sustainably deliver care closer to people's homes, but the COVID-19 pandemic accelerated their introduction. The service has been one of the real positives to come out of the pandemic having been incredibly popular with our patients.

They have become an integral part of how we interface with our patients, and are proving to be a really popular, convenient option for patients to attend their hospital appointments flexibly.

The reduction in the number of journeys to our sites speaks for itself in terms of the significant positive contribution they are making to the environment.

We're continuing to look for new, innovative ways that we can use the service for the benefit of our patients and clinicians. Having completed a successful pilot earlier this year, we are currently pursuing the idea of a virtual village at University Hospital Llandough - a facility that will be available to all services to offer greater flexibility for delivering video consultations.

We know that video consultations don't work for everyone or in every scenario, but they have clearly been a great success since their introduction, and I'm looking forward to seeing further growth of the service and innovative new uses of the technology continuing to come to light into the future.

World Sepsis Day

Monday 13th September was World Sepsis Day, an important day on the calendar to highlight the importance of knowing the signs of Sepsis to be able to act quickly if you spot them.

Sepsis is estimated to affect more than 260,000 people each year in the UK and at least 44,000 of those affected will die. It kills more people each year in the UK than breast, bowel and prostate cancers combined.

Sepsis can occur following something as innocuous as a simple skin injury like a cut or bite, but can lead to shock and multiple organ failure if not recognised early and treated promptly.

I would urge everyone to take a few minutes to visit the [Sepsis Trust UK website today](#) and familiarise themselves with the symptoms of Sepsis, which could make all the difference in saving somebody's life in the future.

Deputy Minister Visits Community Addictions Unit at CRI

Recently, we welcomed Deputy Minister for Mental Health and Wellbeing, Lynne Neagle, to our Community Addictions Unit (CAU) at Cardiff Royal Infirmary, to find out more about the service and the availability of Buprenorphine to service users living with an opioid dependence.

The Welsh Government provided funding for Buprenorphine, an injectable maintenance treatment for ex-heroin users, supporting the Health Board to adapt and sustain critical services through the pandemic.

The Deputy Minister met with Catherine Phillips, Executive Director for Finance, Dr Neil Jones, Mental Health Clinical Board Director and Anita Lindsay, DaTT Nurse Manager for a tour of the CAU.

During the visit, the Deputy Minister also met with key staff and partners, including; Professor Jan Melichar, Consultant Psychiatrist, Lucie James, Principle Clinical Psychologist at the CAU, Councillor Thorne, Cabinet Member for Housing and Communities, and Adrian Price, Homeless Outreach and Multi-Disciplinary Team.

The visit also provided the opportunity for the Deputy Minister to meet a service user who has struggled with homelessness, mental health problems and addiction issues throughout her life. Through treatment with Buprenorphine, the service user has made significant progress, re-engaging with her family and her work.

We are proud to have played our part in leading the way with the roll out of Buprenorphine, working with partners like GP Shared Care, our Local Authorities and homelessness services. We are already seeing the positive impacts it can have on the lives of services users, as well as their wider support networks.

The visit was an excellent opportunity to highlight some of the fantastic partnership working that has gone on throughout the pandemic in order to continue to provide access to services. We look forward to continuing to work closely with our partners and thank them for their ongoing support.



Safe maternal and newborn care – World Patient Safety Day

Safer Pregnancy Wales

The theme of this year's World Patient Safety Day is 'Safe maternal and newborn care' which is a great opportunity to highlight the Safer Pregnancy Wales Campaign. The initiative aims to help expectant mothers understand the steps they can take to keep themselves and their unborn baby well.

There are 7 key areas of concern for expectant mums, such as: maintaining a healthy diet and lifestyle, attending appointments, vaccinations, monitoring fetal movements, smoking cessation and avoiding alcohol and drug use. [Find out more about the campaign and some of these areas here.](#)

Your midwife is always available to answer questions about your pregnancy, talk about what is normal, how to keep your baby safe, and to discuss how you are feeling both physically and emotionally.

Always seek advice for any concerns regarding your pregnancy. Our Maternity Assessment Unit is open 24 hours a day, 7 days a week. Just call 02920 744658.

COVID-19 vaccination advice during pregnancy

We would also like to take this opportunity to highlight some of the information and decision making tools that are available for expectant mothers around COVID-19 vaccination, as well as signposting how you can discuss the vaccination with us directly. For more information on COVID-19 vaccination and pregnancy, [visit this webpage.](#)

Online Staff Seminars

This World Patient Safety Day, the Patient Safety & Quality Team are hosting a range of online staff seminars on key patient safety topics. Staff can find out more about these sessions and find joining details via the World Patient Safety Day intranet page.

Staff information – Safe 2 Move

We have now implemented the Safe 2 Move risk assessment for new admissions and patient transfers. This has been developed following a very successful pilot and feedback from staff. The risk assessment, which is a single accessible document, supports ward based and operational teams in the decision making process.

You can find more information about ordering copies of the Safe 2 Move risk assessment, details of Q&A sessions on Teams, and an explainer video, on the staff intranet or via the Staff Connect app. Thank you for your continued cooperation and support.

Fire Safety Training Week – 27th September to 1st October

Here at Cardiff and Vale University Health Board we would like to acknowledge and thank all staff for all the hard work that has been undertaken during the pandemic.

The health and safety of people is vital and ensures we not only keep ourselves safe but also our patients and citizens.

The week of commencing 27th September 2021 is Fire Safety Training Week. We would like everyone to prioritise an hour to attend one of the available fire safety training sessions.

To fulfil our statutory requirement it is important that we are compliant and encourage everyone to complete an annual face-to-face fire safety training session. This is in addition to the online Fire Training you can access on ESR.

Fire Safety Training Week will run from Monday 27th September to Friday 1st October 2021. Please drop in to a session at either the Second Floor, Lakeside Wing, UHW or Staff Haven, UHL.

Session times:

07:30 – 08:30

08:45 – 09:45

10.00 – 11.00

11.15 – 12.15

12.30 – 13.30

13.45 – 14.45

15.00 – 16.00

Please discuss and arrange a suitable slot with your line manager.



Image shows left to right: Rachel Gidman, Executive Director of People and Culture, Cardiff and Vale Health Board, Shaunie French, Deputy Team Leader, District Nurse, Cardiff and Vale Health Board, Group Manager St. John Towell, Business Fire Safety Department, South Wales Fire and Rescue Service, Group Manager Owen Jayne, Head of Business Fire Safety, South Wales Fire and Rescue Service, Mal Perrett, Senior Fire Safety Officer, Cardiff and Vale Health Board, Robert Warren, Head of Health and Safety, Cardiff and Vale Health Board

Patient Experience Team PENNA Awards Success

Cardiff and Vale University Health Board's Patient Experience Team has been recognised in two categories in the Patient Experience Network National Awards (PENNA).

The prestigious awards are the first and only awards programme to recognise best practice in patient experience across all facets of health and social care in the UK.

Our Patient Experience Team won 'Team of the Year' for 'Listening, Learning and Improving in Real Time'. The Bereavement Support Service headed up by Faye Protheroe was also named a finalist in the Support for Care Givers, Friends and Family category. All finalists will present their project live alongside others in their category during a week of best practice sharing sessions taking place this week, with the Overall Winner Awards Ceremony taking place on 17th September 2021.

I am extremely proud of the adaptability the Patient Experience Team has shown, particularly over the past 18 months. The team has continued to adapt services offered to our patients in the most challenging of times. The support and services facilitated by the Patient Experience Team have made a huge difference to both patients and their families. A huge congratulations and well done to the team for being named PENNA Awards finalists.

Take part in the CAV Eisteddfod

The Eisteddfod is an important cultural event in Wales, but did you know that in addition to the national event, local towns and villages have held their own events to celebrate Welsh language and culture since Victorian times? We've decided to join this tradition through encouraging our staff to take part in a 'CAV Eisteddfod' arts competition this month.

The Cardiff & Vale Health Charity has teamed up with our Employee Health and Wellbeing Service and Welsh Language team as part of our Meddwl Cymraeg campaign to launch the new arts competition for staff. The theme for entries is 'A Place of Happiness', to celebrate the Welsh language and culture and the positive impact they can have on our wellbeing.

Whether it's a poem, short story, painting or photograph, we're accepting written and visual submissions that represent your place of happiness, which could be a location in Wales, somewhere in your neighbourhood or a mental space that you like to visit to support your wellbeing.

Take part in the CAV Eisteddfod - continued

There are £50 Amazon vouchers available for four chosen winners thanks to Cardiff & Vale Health Charity, and all staff regardless of their arts experience are welcome to enter by emailing their submissions to Cav.Welshlanguage@wales.nhs.uk by no later than Thursday 30 September 2021.

We're lucky to have a talented workforce right across the organisation, so I'm really looking forward to seeing the entries that come through. Wishing the best of luck to everyone who takes part.

Agile Working Framework for the Health Board

The COVID-19 pandemic has required all of our staff to be adaptable, flexible and resourceful to an unprecedented extent. For their own safety and the safety of colleagues and clients, there was an increase, almost overnight, in the number of staff who worked from home, some or all of the time over the last 12-18 months. This has reinforced the UHB's vision that many staff, including some in clinical roles, can successfully carry out a range of their normal duties remotely.

Our response to the pandemic has put the UHB in a position to "mainstream" agile working, which has the potential to benefit both the organisation and individual staff members, as long as the right safeguards are in place and there is appropriate IT infrastructure available to support it. A new **Agile Working Framework** has been developed to support this and to help us create the diverse and agile workforce we need for the future, in line with our strategy *Shaping Our Future Wellbeing*.

This Framework provides advice on how to create a good agile working environment that supports staff health and wellbeing and ensures excellent service provision for our patients.

There is not a 'one size fits all' solution to agile working. Managers should ensure that they know their staff and talk to them about how agile working will impact on them and the service they deliver. This framework does not describe what agile working will look like in your area – it allows managers and staff the freedom, within certain parameters, to discuss and agree suitable service, team and individual arrangements and highlights some of the benefits and risks to take into consideration when putting these arrangements in place. Embedding a culture of trust and mutual respect is essential to realise the benefits of agile working and is entirely consistent with the Values of Cardiff & Vale UHB and the Core Principles of NHS Wales.

Agile Working Framework for the Health Board - continued

We are in the process of developing guidelines for managers and staff on hybrid and remote working and these will be published in the near future. In the meantime, if you have any queries or questions about how agile working can work for you or your team, then please refer to the Adaptable Working Policy and its accompanying procedures and guidelines, or raise these initially with your line/department manager. Further advice can also be sought from the HR Operations team by emailing CAVHR_actionpoint@wales.nhs.uk.

This Framework has been developed in partnership with our staff representative organisations and Trade Unions, they are fully supportive of it and will also be happy to discuss agile working options with you.

Shine Bright appeal

Would you, your business or school like to sponsor a star at the University Hospital of Wales this Christmas?

Cardiff & Vale Health Charity would like to offer you the opportunity to “Be a star this Christmas” and sponsor an LED star at the University Hospital of Wales.

Each sponsor will see their star shine bright at the University Hospital of Wales from the start of December 2021 until January 2022. All stars will be placed on the outer walls around the University Hospital of Wales creating a magical haven for everyone to see.

All money raised will help to provide more equipment, research, treatment and patient care so that the Health Charity can support work and projects over and above what normal NHS funding usually provides.

The Health Charity would like to bring people together this Christmas and create a beacon of light, hope and joy to patients, visitors, staff and the local community after a very uncertain time.

Help to light up the University Hospital of Wales as bright as possible and show your support for our fantastic NHS.

To find out how to get involved in the Shine Bright Appeal and have a personalised star, please email fundraising.cav@wales.nhs.uk or visit the [website](#).

Falls Brief Intervention – Train the Trainer Online Course

Do you work with patients at risk of falling, or do members of your community feel a little unsteady on their feet? Gain practical information to identify the risk of falls and those at risk of falling with this virtual training session. The short course aims to help staff develop the confidence to develop a training resource locally by providing useful skills and techniques for starting a conversation about falls. The course will support the development of a primary falls prevention resource that lowers the risk of falling in the community.

The course takes place on Wednesday 22nd September from 2.00pm – 4.30pm virtually over Teams. **Book a place today.**

Register for the Bevan Commission Intensive Learning Week

Whether you are new to health and social care, or currently working to innovate and transform services, this is your chance to work with leaders in health and social care to get ready for 2022 and even 2030.

A fully online week delivered in partnership with the All-Wales Intensive Learning Academy for Innovation in Health and Social Care.

To register, visit the **Eventbrite website** or visit the **Bevan Commission website** for more information.

Physiotherapy equipment loaned to patients with neurological conditions

Cardiff & Vale Health Charity, supported by NHS Charities Together, has awarded funding to the Cardiff and Vale University Health Board Community Neurology Rehabilitation Services and Physiotherapy Neurology Outpatient Service, to deliver exercise equipment to patients with neurological conditions.

This investment in equipment allowed patients to continue with their physiotherapy at home, whilst areas of the hospital were shut due to Covid-19 restrictions.

Read more on the **Cardiff & Vale Health Charity website.**

The NET Service Transformation Project

The NET Service Transformation Project, delivered by the South Wales Neuroendocrine Tumour Service has been shortlisted in this year's BMJ Awards in the Cancer Care Team of the Year category.

A summary of the shortlisted finalists can be found **online, here.**

The awards will be held in a virtual ceremony on the 29th September – Good luck to the team!

Other news and events

TEC Cymru's upcoming event: Physical Assessments in a Virtual World

Do you need to conduct physical assessments of patients as part of your role or to provide intervention/treatment?

Are you using video consulting to its fullest potential?

TEC Cymru's next Community of Practice event will focus on Physical Assessments in a Virtual World.

Speakers include:

Leah Watson, Speech & Language Therapist at Swansea Bay UHB

Dr. Shirley Jonathan, Consultant Community Paediatrician at Swansea Bay UHB

Diarmaid Ferguson, Chair of National Back Pain Pathway & Clinical Network at Northumbria Healthcare NHS Foundation Trust

James Druce-Perkins, Dietician at Aneurin Bevan UHB

Who should attend?

Art therapists
Music therapists
Drama therapists
Dieticians
Occupational therapists
Orthoptists
Orthotists
Paramedics
Physiotherapists
Podiatrists
Psychologists
Prosthetists
Speech and Language therapists

[Register here.](#)

Good luck to Rhian Thomas-Turner

Best of luck to Rhian Thomas-Turner who is running the virtual London Marathon in Cardiff on 3rd October raising funds for Children's Cancer Care Sierra Leone and World Child Cancer.

You can show your support and read more about Rhian's story **[here.](#)**

Richard Evans takes on the 50km Trekfest challenge in the Brecon Beacons

Former patient Richard Jones is participating in the 50km Trekfest around the Brecon Beacons to raise money for the T4 Neurosciences High Care ward.

Read **[more here.](#)**