



Dear Colleague,

17/03/2022

Spring has definitely sprung and it's been a pleasure to see some sunshine this week and to start to enjoy the longer and lighter evenings. I have felt positively uplifted by the many colleagues I have met this week who are leading from the front, and working as a team through these challenging times. Thank you for your continued hard work and dedication.

I have had some interesting discussions with some of our key partners including Jenny Rathbone MS and Jeremy Vaughan, Chief Constable of South Wales Police. Since meeting Deputy Director General, Albert Heaney at the NHS Wales Leadership Board last month we met again to discuss the ways in which we can work to improve patient flow within our healthcare settings.

I also had the opportunity to attend the bi-monthly Regional and Specialised Services Provider Planning Workshop which I jointly chair with Mark Hackett, Chief Executive of Swansea Bay University Health Board.

I was grateful for the opportunity to get to know some of the Sisters and Charge Nurses too at their recent away days, joining Executive Nurse Director, Ruth Walker and other senior nurse leaders to discuss our vision for recovery. I enjoyed connecting with my nursing colleagues and really valued their insight, experience and knowledge. We all agreed there is much to do but also reflected on the

many successes and achievements that makes us all proud. Thank you to all those I met for your honesty and good humour.

This week NHS 111 Wales is launching in Cardiff and the Vale of Glamorgan. This free service is now available across Wales and replaces the previous NHS Direct Wales number and website.

The roll out means that anyone who needs health care and advice can now visit [NHS 111 Wales](#) and check your symptoms if you are feeling unwell. The symptom checker will then direct you to the most appropriate service for your needs.

Cardiff and Vale of Glamorgan residents are now also able to call 111 which is a free phone number from landlines and mobiles. In Cardiff and the Vale of Glamorgan it's important for our communities to know we still need you to phone first if you think you need the Emergency Unit and it is not life threatening. Now you can call 111 which is an easier number to remember and a call handler will take your details. If you do need access to urgent care a clinician from CAV24/7 will call you back and if appropriate you may be given a timeslot to attend the Emergency Unit or Barry Minor Injuries Unit to receive care and treatment.

It is important to remember that even though you can call 111 during the day, you should still access primary care services such as your

community pharmacy, GP, Dentist or Optician if you have a health care need while they are open.

When we look at unscheduled care it is good to see the demand on services has stabilised as part of our Main Effort however we are still working hard to ensure that timely discharges are happening so we can continue to care for the patients that require medical treatment. We would like to remind our communities that if you are able to help take a loved one home from hospital if they are medically well to please speak to the ward manager to help facilitate this. More timely discharges can mean patients spend less time in hospital and our waiting times in the Emergency Unit can be improved as a result.

With the ongoing crisis in Ukraine, NHS Wales has come together to respond and the contribution is multi-fold. There is work going on at a national level coordinated by Shared Services where medical supplies are being shipped to support Ukraine with the first shipment dispatched last Friday.

There is a UK wide sponsorship scheme in place which was launched this week and in Wales there are currently plans in place to take up to 1,000 refugees. We are planning how we facilitate healthcare for these individuals as they arrive via our CAVHIS service and there may also be individuals arriving into the UK who may require treatment including paediatric oncology, trauma, burns and Mental Health support.

I will be continuing my next series of 'Ask' sessions for colleagues and have released dates for these. Please head to the Staff Connect app in the events tab for more details. The events will take place at least once a

month online, and another session in person at locations to be confirmed. Each event will be themed around one of our main priorities and you will have the opportunity to ask questions and share discussion. Please keep a look out for more information coming soon. I'd really like to see you there and would be pleased to answer any questions or ideas you may have.

As we approach Super Saturday for the final round of the Six Nations this weekend, all eyes will be on France as they play for the Grand Slam, and I'll certainly be cheering for Wales as they host Italy at the Principality Stadium where I'm sure the atmosphere will be electric!

Enjoy the rugby and a rest if you can this weekend, and if you are working, you are much appreciated. Thank you

Recovery and Redesign: Endoscopy Services

As part of the Recovery and Redesign programme of work, our diagnostics services received additional funding to help tackle waiting lists for both treatment and surveillance. Since the last update in November 2021, our endoscopy team have made great progress with several projects that are helping facilitate an increase in activity.

The transnasal endoscopy (TNE) pilot has been completed in Cardiff and the Vale of Glamorgan, and our colleagues in Cwm Taf Morgannwg University Health Board will now undergo their three-month pilot. This pilot focused on introducing TNE into our diagnostic pathway.

This method of diagnosis has the potential to improve patient outcomes and efficiency with the procedure being less invasive and

requiring fewer resources. The pilot has been a joint venture by both Health Boards with our partners [Moondance Cancer Initiative](#), and following the six month trial, the work will be analysed and evaluated in collaboration with Life Science Hub Wales. To date we are pleased to share that the pilot has received positive feedback from patients.

In addition, a further joint venture with Cwm Taf Morgannwg University Health Board will create additional capacity and reduce waiting times for diagnostic services. The plans for a mobile endoscopy unit at University Hospital of Llandough (UHL) have progressed, with the unit due to be delivered on 16 March 2022 and the first patient planned for the week commencing 25 April 2022.

The team is continuing with insourcing activity during weekends and this is planned to continue into the next financial year, there have been 6,167 patients scoped since insourcing started in January 2021. On average activity is now at 123% compared to pre-COVID levels, which means that the service is continuing to address some of the backlog that has built up over the course of the pandemic.

The progress across our diagnostic services is another example of the innovative work taking place across the Health Board to reduce harm and improve access to our services.

Lakeside Wing: Changes to Footprint

A number of our services were displaced or moved across the Health Board as part of our response to the pandemic. This includes our Physiotherapy Outpatient and Pre-Operative Assessment Departments at University Hospital of Wales (UHW) who both moved out of their

previous homes to provide space for surge facilities. In order to provide a solution for these services we are configuring parts of the 1st and 2nd Floor of UHW's Lakeside Wing (LSW) to provide these teams with much needed space.

Among the benefits of these moves will be an opportunity for us to release outpatient capacity back in to our main department as we look to reduce waiting times for patients. Work started this week and during the construction access to LSW will be limited to the north side via the tunnels and we will keep staff updated with any further developments. The areas that will be moved to facilitate this change have been made aware, and staff can find out information on the associated moves via the Staff Connect app.

We would like to thank staff and patients for their patience and cooperation during this time. The updated footprint for LSW will continue to allow the site to be utilised as a surge facility if required and the Health Board is currently assessing a number of options for its longer-term use.

Sustainable travel: NextBike Scheme for free passes for staff and Cycle to Work scheme

As part of the [Move More Eat Well](#)

partnership, Cardiff and Vale University Health Board has joined up with

OVO bikes to offer 1,000 free one-year

memberships available for staff. For more information, visit the Staff Connect app and intranet to sign up for your free membership which must be used by the end of April.



If any staff are looking to purchase a new bike or any bike accessories, the Cycle to Work scheme is now open all year round and for this month there is a chance to enter a prize draw if you decide to sign up or refer a friend. More details are on the Staff Connect app and on the intranet.

Nutrition and Hydration Week

As part of Nutrition and Hydration Week (14 – 21 March), we are aiming to raise awareness of the importance of good nutrition and hydration through many of our services:

Staff Dietetic Service

Our Staff Dietetic Service offers clinics and other services that are available to all employees of our Health Board including:

- One to One Clinics - staff have the opportunity to discuss current diet and lifestyle and with support, develop a positive plan of action to promote their own health and wellbeing.
- Group Education Programmes - Weight management and diabetes awareness.
- Health promotion events and department nutrition-focused talks around a variety of topics including healthy eating, gut health, and good hydration.

We will be engaging with staff to develop other services around their needs as the service develops. Staff can get in touch with Heidi Arnot on Heidi.Arnott@wales.nhs.uk for further information and can access the Staff Dietetic Service referral form and self-help information [here](#).

Hydration

The typical average adult needs between 1.5 to 2 litres of fluid a day and drinking enough is vital for good health. Across Cardiff and Vale University Health Board, Refill Stations have been installed for use by patients, staff and visitors to increase access to free drinking water and to cut down on plastic waste, Cardiff & Vale Health Charity have been pioneering the installation to promote healthy hydration and reduce waste. For more information, visit Cardiff & Vale Health Charity's [website](#) and the [Keeping Me Well](#) website.

Stop smoking to spring clean your lungs

Spring is as good a time as any to look after our health, and in particular, for those of us it applies to, to stop smoking. There are many benefits to stopping smoking, in relation to your health, finances and those around you.

Our Health Board is committed to the health and wellbeing of our staff, patients and visitors. Therefore there is no smoking across any of our sites, this includes the use of e-cigarettes inside hospital premises.

Smoke free legislation means that it is illegal to smoke on hospital grounds, smoking in a smoke free space could result in a Fixed Penalty Notice of £100 and we have employed a No Smoking Enforcement Team to help enforce this law.

The Health Board offers a range of services to support individuals to stop smoking. We have a Smoking Cessation Service which supports all outpatients, inpatients, and their partners, parents of paediatric patients and staff to stop smoking.

You can find out more information on this service by visiting our website.

This service offers one-to-one, long term intensive behavioural support. You can make an appointment by contacting: Helen.Poole@wales.nhs.uk on 029 2074 3582 (UHW) and 029 2071 5420 (UHL).

Free, expert, NHS stop smoking support is available in the community from 'Help Me Quit'. Help Me Quit highlights the smoking cessation services available across Cardiff and the Vale. Click here for more info. Smokers can call 0800 085 2219, text HMQ to 80818 or visit www.helpmequit.wales.

Working together to make Cardiff and the Vale of Glamorgan a Digital Care Region

Many people across our region interact with many different health and care services, which are delivered by numerous organisations. People may have different pieces of information about their care held in the Health Board, council (for instance social services and education) and the third sector.

The Cardiff and Vale Regional Partnership Board (RPB) have recognised that to deliver integrated services, as called for in the Future Generations Act (Wales), organisations need to be able to easily share information in a way that is simple to use and complies with data protection laws. On a Wales-wide basis the National Data Resources (NDR) has worked to allow for care records to become shareable across teams, so care record can move across our many e-record platforms.

Here in the Cardiff and Vale Health and Care region, we have taken our first steps towards ensuring teams will be able to share information. We tested this within Looked after Children/Children Looked After (LAC/CLA). In January 2022, Cardiff Local Authority LAC/CLA provision was linked with to the LAC/CLA healthcare team within CAV UHB to allow care records to flow between existing IT/care records. This was a pilot project for more significant works to come in 2022 and beyond, as we increasingly become a region that can make the most of digital developments.

We are working together to create a Digital Care Region to support informed care and ensure relevant and agreed information is available across organisations.



Cardiff & Vale Health Charity

Robert Morris will be taking part in Ironman Tenby 2022 to raise funds for the Major Trauma Team who saved his daughter's life. To read more, please visit: <https://healthcharity.wales/robert-morris/>



A huge congratulations to Team Trauma who completed the first BIG NHS skydive for the Health Charity in 2022 and have raised an epic £3,362! You can still support them by visiting <https://www.justgiving.com/team/teamtrauma1>

March is Free Wills Month which means that Cardiff & Vale Health Charity is offering a limited number of free wills for staff, with an option to leave a gift in your will to Cardiff & Vale Health Charity. To find out more, please visit: <https://healthcharity.wales/free-wills-service/>

Congratulations to Katherine Ronchetti who is our Health Hero for March. Find out how Highly Specialist Paediatric Physiotherapist Kath is a worthy winner for all her work with children with neuro-muscular and complex respiratory conditions. <https://healthcharity.wales/katherine-ronchetti-is-crowned-health-hero-for-march/>

