

Chief Executive CONNECTS



Dear Colleague,

18/11/2020

I have spent this week talking to staff and hearing how things feel for them and their patients. It was clear from listening to them that last weekend was tough for Cardiff and Vale UHB and we experienced some of the pressures that up until now we had managed, to some extent, keep at bay.

The onset of winter, combined with increased COVID-19 related activity has started to impact on our services. Our staff are not immune to COVID -19 and we have to abide by the same guidance as the public but even more stringently to keep our patients and colleagues safe. During these difficult times, you are our most precious assets and we are doing everything we can to keep infection rates down among our staff and, by doing so, keep services safe and open for the public. However, it is tough and we need your help.

We are increasing our communications as I understand that the messages have been ever-changing and sometimes confusing. I too have to check the latest guidance and ensure that I am maintaining social distancing and wearing a mask. I try to apply common sense and precaution wherever possible, accepting that in some work-related circumstances this is not always possible. The pressures we have felt around our system this weekend have resulted in us having to close some areas and wards. I would like to reassure you that we are doing everything possible to not close any services and to keep things running for as long as possible but they have to be safe.

Winter is now truly upon us and I would like to ask our communities to use our CAV 24/7 phone ahead service rather than turning up to our Emergency Department. Follow the guidance around keeping you and your families safe from COVID-19. If you have symptoms, book yourself a test and isolate as per the guidance; exercise caution and common sense to support the collective community effort. For our staff, we will be increasing the information and guidance to help support them stop the spread of any infection, not just COVID-19. For many of our vulnerable groups, a serious case of flu can also be harmful (even fatal). We have to exercise our duty of care to our patients as well as caution and common sense. We know that many staff have barely had time to recover from the first wave and we are doing a lot to support the mental and physical health of our staff. We hope to put more into this over the next few weeks and months.

I want to end on a positive; despite the challenging situation and the restrictions on our life inside and outside of work, we are still seeing fantastic acts of kindness. If you only have five minutes today, ask a friend or colleague how they are doing. It could make a huge difference to them and, you never know, it might help support your own wellbeing. Stay safe.

Len Richards
Chief Executive

Martin Driscoll to join Welsh Water

Martin Driscoll, Executive Director of Workforce and OD, and Deputy Chief Executive, has accepted a new position as Executive Director of People and Workforce at Welsh Water and will start his new position in February 2021.

Martin Driscoll said, "This is an exciting opportunity for me and my family and while I was not looking to leave CAVUHB, it was too good an opportunity that has presented itself. I will have worked at CAVUHB for nearly four years by the time I leave in February and I have learned so much about the institution that is the NHS but also the people who we employ. It has been a privilege to work alongside amazing colleagues who make a difference every day. The current global pandemic has brought out the very best in people and the organisational and individual responses was beyond anything I have ever witnessed and I will take those memories and the values that people demonstrated with me to my new position. While it is some time before I officially start my new post, I would like to formally take the opportunity of thanking everyone who has worked alongside me and supported me over the past four years."

While I am delighted for Martin I am sad to see him go. He has brought a new perspective and approach to NHS workforce and has made significant gains since he has been here. His work with the Staff Associations and Unions has greatly benefited staff and the UHB and his leadership through the culture change and Amplify programme has been exemplary. He is a deft negotiator and I have always found his sage advice and expertise to be enormously beneficial. He will be a loss to Cardiff and Vale UHB but I wish him all of the very best in his future career with Welsh Water.

Following discussions with the Board, we will be looking to recruit as soon as possible in order to provide stability within the Executive Team at a challenging time.



Dr Fiona Jenkins begins dual role with Cwm Taf Morgannwg UHB

As of November 16th Dr Fiona Jenkins, Executive Director of Therapies and Health Sciences will be splitting her time jointly between Cardiff and Vale University Health Board and Cwm Taf Morgannwg.

Dr Jenkins said, "I am delighted to be working alongside the Executive Team at Cwm Taf Morgannwg as Executive Director of Therapies and Health Science Services. Supporting them to review and strategically align some of the key AHP and Health Science services with their plan. This work is even more significant now with the advancement of long Covid-19 and the need to provide our patients with solutions for re-ablement and getting them back to physical and mental health. I will still retain my national portfolios and will remain in my substantive position at CAV UHB for half of my time."

Cardiff and Vale UHB has a good track record of offering support to NHS partners and neighbouring Health Boards. It's vital that we continue to do this: share the learning and expertise which we also benefit from greatly too.

Fiona started her position earlier this week and we will be looking to advertise additional Assistant Director hours to help this vitally important therapies and health sciences portfolio. Details will be placed internally over the next few weeks.



West Quay Medical Centre wins at HSJ Patient Safety awards

I would like to offer my sincere congratulations to everyone at West Quay Medical Centre who won Quality Improvement Initiative of the Year 2020 at this year's Health Service Journal (HSJ) Patient Safety Awards.

Their project, Improving Patient Safety through Better Access to Appropriate Professionals in Primary Care: A Whole System Approach took the top prize in a highly contested national category. The project worked to change the cultural norm of "GP first" for an appointment request, redesign the appointment system, and reduce waste and variation in the system.

According to the HSJ, the judges felt that this team demonstrated outstanding work with extremely good use of QI methodology and marked improvements.

They particularly liked the way that patient/service users were engaged, and how their experience remained central to the QI project. They were also impressed by the scaling up of the project, with other GPs using the project outcomes and methodology.

This is fantastic work, which aligns closely to the UHB's goals as set out in our ten-year strategy, and I would like to see it spread and scaled up across the UHB, adapted to suit the needs of our various communities across Cardiff and the Vale of Glamorgan. [Read more about it here.](#)

Huge congratulations also to the coeliac disease team for their co-production project which was shortlisted in the Service User Engagement category. It is fantastic work, which will no doubt make a huge difference to our patients' lives.

Time is running out to complete the staff survey

There is less than a week left for you to complete that all-Wales Staff Survey, *Our Reflections, Our Decisions, Our Future*, which closes on the 24th November 2020. So far, over 2,100 members of staff have completed the survey and I would like to say thank you to those who have taken the time to do it already.

At the time of writing, we are the Health Board with the highest total number of responses, which is fantastic. But we need many more responses to get an accurate picture of how you feel about your work and workplace.

I would implore line managers to ensure that their staff are given time and are encouraged to complete this vital survey. Please factor the time into your rotas this week; the survey should only take a few minutes to complete and everyone's responses are totally confidential.

Please do not miss this opportunity to have your say; your opinion could be the key to changing the way we work for the better!

[Access the survey here.](#)

Refurbishing the Chapel at CRI

Refurbishments are underway to transform the former Chapel at CRI into a vibrant health and wellbeing facility for the residents in the south and east of Cardiff. The development will provide a model for future community projects across Cardiff and the Vale of Glamorgan, implemented through the Shaping Our Future Wellbeing: In Our Community Infrastructure Programme, aimed at improving the health and wellbeing of our communities. Funding for the refurbishment and remodelling of the iconic grade II listed building has been provided by the Welsh Government's Integrated Care Fund (ICF), Cardiff and Vale UHB and Cardiff Council and is being delivered in partnership between Cardiff and Vale UHB, the Integrated Health and Social Care Partnership, Cardiff Council, and Third Sector Partners

Despite the ongoing pandemic, work is progressing at a good pace with the building scheduled to open to the public spring next year. [Read more here.](#)



Milestone for video consultations

At the end of last week, the NHS Wales Video Consultation service that we rolled out in April passed the 10,000 consultations mark at Cardiff and Vale UHB.

The service gives patients the flexibility of attending appointments from home or a private space at work, but the benefits extend far beyond that. I understand that we have already prevented approximately 100,000 miles of travel for patients – equivalent to approximately four trips around the globe, plus more than four tonnes of CO2 emissions having been avoided.

It all adds up to benefits for our patients, staff, and the environment, and I'm pleased that use of the service is accelerating. There were 861 consultations in the first week of November compared to 339 in the first week of September. It's an area with great potential, and we're making great strides.

[Find out more about the recent milestone for video consultations here.](#)

CRF Staff Run for Cure Leukaemia

A group of staff from the Clinical Research Facility (CRF) at UHW laced up their running shoes on Sunday in support of Cure Leukaemia. They each ran a distance of 14km to highlight that a person is diagnosed with blood cancer every 14 minutes in the UK.

The runners were supporting Chief Executive of Cure Leukaemia, James McLaughlin on the Cardiff leg of his 'Tour of the Tap', which will see him run 14km for each centre in the Trials Acceleration Programme (TAP) Network during November and December.

The CRF is one of 12 centres across the UK to receive funding from Cure Leukaemia as part of the TAP Network, which delivers clinical trials that aim to transform outcomes for patients with blood cancer.

I'd like to share my congratulations to the team for their great effort. [You can read more about the runners here.](#)



Congratulations to our StaffConnect winners

Users of the StaffConnect app will be aware that 30 lucky members of staff have won Decleor advent calendars thanks to the Cardiff & Vale Health Charity. If you missed out this time, there are further competitions on the way, so make sure you're signed up and using the app regularly for your chance of winning some great prizes.

The StaffConnect app gives all employees the opportunity to stay in touch with key updates within their teams, directorates and clinical, chat with colleagues in a secure, private environment, and access important files and documentation.

Signing up is quick and easy. [Find out more on our StaffConnect webpages.](#)



Other News and Events

Genomics survey for nurses and midwives

As part of the Welsh Government's Genomics for Precision Medicine Strategy, we are asking Nurses and Midwives in Wales to share your views about the impact of genomics in your area of work.

Your feedback will help inform future education and training initiatives and preparation of our workforce. [Access the survey here.](#)

World Prematurity Day

Yesterday was World Prematurity Day and Cardiff and Vale University Health Board's Neonatal Intensive Care Unit (NICU) Team lit up the Women's Unit in purple to mark the day. [Please read more here](#)

Diolch yn fawr, Ysbyty Calon y Ddraig

Cardiff and Vale UHB has formally left Dragon's Heart Hospital, as the decommissioning plan is completed. The hospital will leave a lasting legacy, with the collaborative work behind it a testament to the dedication, compassion and ingenuity of the teams involved. As a final farewell, a thank you wall has been created to capture the spirit of Dragon's Heart Hospital. [You can read heartfelt messages from members of staff and the community as we say diolch yn fawr, thank you here.](#) If you would like to send in your own message please email: news@wales.nhs.uk.

Alcohol Awareness Week

This week is Alcohol Awareness Week and we are supporting UK charity Alcohol Change to raise awareness of the impact alcohol can have on our lives. We're focusing on the link between alcohol and mental health. This has been a challenging year and many of us are feeling more stressed and anxious than usual and have a drink to relax. However in the long-term, drinking too much can result in feeling more anxious. The conversation on alcohol and mental health is extremely important. Please get involved this year and [visit the Alcohol Change website](#)

Safeguarding Week

This week (16th – 20th November) is safeguarding week. You can find [a full programme of activities from the Health Board here.](#)

“Diolch NHS” face masks

Cardiff & Vale Health Charity have designed these limited edition Diolch NHS face masks. They are available to purchase for £5 each and are available in light blue, royal blue, and purple. All profits will fund the vital work of our Health Charity. [Click here to purchase one.](#)