

Chief Executive CONNECTS



Dear Colleague,

02/02/2021

I am afraid that I have to begin this week's edition with some sad news. Andrew Woolhouse, a porter at University Hospital Llandough has passed away as a result of COVID-19. Andrew was 55 years old, and leaves behind his wife, Marianne, and daughters to whom he was devoted. Andrew joined the UHL Portering Team in August 2015 and was a hardworking and well respected member of the team and, I am told, a pleasure to work with. He often went the extra mile for our patients will be missed profoundly by everyone at Cardiff and Vale UHB.



It pains me deeply to have lost another colleague. Andrew will be remembered by all of us at the Health Board alongside the five other members of staff who we lost to this terrible disease: with great sadness and fondness in equal measure and an overwhelming sense of pride that we were able to call ourselves their colleagues.

We are offered some hope by the falling case rates of COVID-19 in Wales and the vaccination programme, but events such as this pull the reality of the situation we are currently in back into sharp focus. I am under no illusion about the intense level of pressure that everyone at the Health Board is under currently and although, tragically, we cannot bring anyone back, we must continue to lead by example to ensure that as few people as possible succumb to this disease going forward.

It is absolutely necessary that we continue to follow COVID-19 regulations in our day-to-day lives and at work. We must continue to challenge insidious disinformation and conspiracy theory that surfaces online with facts and science. Finally, we must vaccinate as many people as possible so that they are protected against COVID. We owe it to the memories of all we have lost.

Len Richards
Chief Executive

Update on the COVID-19 Mass Vaccination Programme

As a Health Board, our vaccination programme continues to accelerate at pace, with a mass vaccination centre in Pentwyn opening its doors yesterday and another one due to open in Barry next week.

On Saturday, we administered our highest daily number of vaccines with 3,694 given and, as of yesterday, we have passed the milestone of giving 60,000 vaccines to people in the priority cohorts 1-4 as per JCVI guidelines. We are on target to complete these groups by mid-February as long as we receive the vaccine supply.

We have now vaccinated all older adult care homes with the first dose of the vaccination. There are some further sessions scheduled over the next few weeks for residents or staff we were unable to vaccinate due to an outbreak situation, where the vaccination cannot be given until 28 days post positive COVID-19 result.

This week, our mobile vaccination team will also begin visiting the homes of people who are housebound to give them their vaccine as well as people in sheltered accommodation. The satellite vaccination centre at University Hospital Llandough has also reached an exciting milestone of reaching the capacity to give 350 vaccines every day, which is absolutely fantastic. Thank you to everyone working tirelessly to increase our capacity,

Our GP Practices have been vaccinating older people aged 80 and over at practices and will continue to do so. All GP Practices are involved in the vaccination programme. Over the weekend they have made significant progress with some practices completing their 80 and over cohort with 14,212 people receiving their first dose.

Finally, we have reached a significant milestone within the Health Board as every frontline staff member has now been offered the first dose vaccine and other staff cohorts will soon be offered theirs.

If you are waiting to receive your vaccine, please continue to be patient. Appointments are being automatically scheduled and letters are on the way so please do not call the booking centre or your GP demanding a vaccine.

Our communications team is working tirelessly to capture what's happening on the ground of our vaccination programme and report it via our website (<https://cavuhb.nhs.wales/covid-19/cavuhb-covid-19-mass-vaccination-programme/>). So, If you are waiting patiently for your turn to be vaccinated you can keep up to date with our progress there.

Memorandum of understanding signed with BAPIO

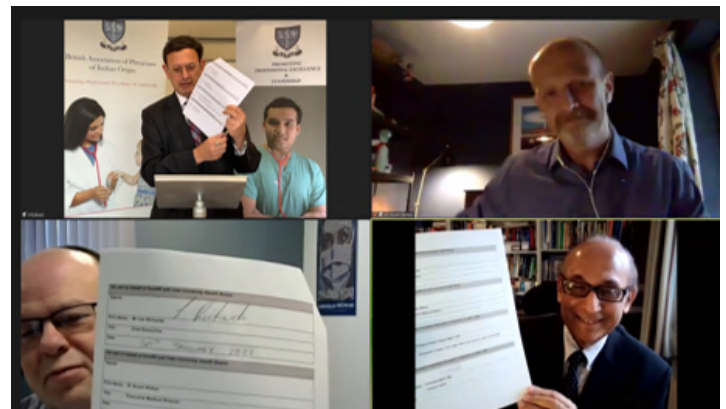
On Saturday, 30th January, Dr Stuart Walker and I were delighted to sign a Memorandum of Understanding between the Cardiff and Vale University Health Board and the British Association of Physicians of Indian Origin (BAPIO). This is the first of its kind for the UHB and BAPIO, and I believe it demonstrates our commitment and willingness to drive forward meaningful and tangible change. Cardiff and Vale UHB is an inclusive employer which thrives on the diversity of its staff, benefiting hugely from the multiple cultures, heritages and nationalities we have in our employ.

I have recently taken a lead role in how we tackle issues of inequality across the UHB and recognise that staff from an ethnic minority background still face inequalities in the workplace compared to their white colleagues. It has been important to see our organisation from a different perspective and the Memorandum of Understanding will help us work on this. The collaboration also committed to assisting recruitment and retention of clinical staff, particularly those joining the UHB from overseas and in early dispute resolution. Prof. Keshav Singhal, Chair of BAPIO, was delighted to recognise the pathfinding role of Cardiff and Vale UHB in our endeavours to promote equality and diversity and expressed the hope that this MOU would serve as a blueprint for the rest of NHS Wales. This is just the beginning of this work and there is clearly a lot more to do.

My aim by signing this MOU is to demonstrate my personal commitment to these areas, to continue to tackle inequality and challenge unacceptable behaviour, while actively promoting inclusion and diversity across all of our clinical areas and support services.

It is vitally important that we are not just talking about inclusivity but actively practising it and that all of our staff, regardless of who they are, know they are valued members of the UHB and the NHS.

While progressing this work internally, I want to develop alliances with and support of Black, Asian and Minority Ethnic organisations that will contribute to a more positive and inclusive working environment. This is how we will continue to drive through tangible, meaningful cultural change within the Health Board and across the health system in Wales.



Success in the Protected Elective Surgical Unit

Since the arrival of COVID-19, our surgical teams have been working tirelessly to ensure that the Health Board has been able to undertake surgical procedures at both the University Hospital of Wales and University Hospital Llandough. The risks from COVID-19 to patients recovering from major surgery meant that incredibly robust processes had to be put in place to create protected units and mitigate these risks as much as possible.

This included establishing dedicated entrances and exits, new staff areas, changing rooms and showers for staff as they are required to remain in the dedicated units for the entirety of their shift. Any deliveries to the units are contactless using an 'airlock' door system. Designing this system and process is an excellent example of co-production and collective leadership, with teams breaking down traditional organisational boundaries in order to solve the challenges they faced.

I am delighted to say that we have recently received data from the surgical team of their work between March and December 2020 that makes for impressive reading. In this period, were 4,901 operations undertaken, which in itself is an incredible feat. However, the team was also successful in reducing our cancellation rate to just 6% down from 18% in the same period in 2019.

What is perhaps most impressive is that according to their data, during this period there has not been a single post-operative hospital-acquired infection. This is not just for COVID-19, but also C-Difficile, MRSA, and MSSA. This is absolutely astounding work, and I would like to congratulate and thanks every single person involved for their efforts.

National Prescribing Indicators 2020–2021: Analysis of Prescribing Data to September 2020

National Prescribing Indicators (NPIs) are developed annually by the All Wales Medicines Strategy Group (AWMSG) with the aim of promoting rational prescribing. These NPIs are used to highlight therapeutic priorities for NHS Wales and compare the ways in which different prescribers and organisations use particular medicines or groups of medicines.

NPIs remain an important tool in helping to shape medicines management in Wales and supporting patients in getting the best outcomes from their medicines.

The latest NPI Quarterly Report, providing an analysis of prescribing data to September 2020, has been produced by the All Wales Therapeutics and Toxicology Centre (AWTTC) and is now available [here](#).

In order to prepare for the development of the next set of NPIs for 2022-2023, AWTTC is seeking feedback on the current set of indicators. This feedback is important for shaping the NPIs going forward. To provide feedback or suggestions on any of the NPIs or the supporting documentation, please complete the survey [here](#). The survey remains open until 1st March 2021.

Employee Wellbeing – It's Time to Talk

This Thursday marks Time to Talk day, a day organised by Time to Change Wales every year to get people talking about mental health. This year's theme is the Power of Small, highlighting that even a small conversation or action can make a massive difference to somebody who is struggling with their mental health.

We all know that it's been an exceptionally difficult year for us all, which makes talking about mental health and supporting each other more important now than ever before. The Employee Wellbeing Service is encouraging colleagues to get involved in Time to Talk day by putting on their own events in the month of February. You could:

- Organise a 'Wellbeing Walk' while being careful to maintain social distancing

- Host your own virtual 'CAV a coffee and TALK' event or other wellbeing time for your team
- Download [mental health information and resources](#), and display them around your workplace
- Host an online event (Find out more on the [Time to Change Wales website](#))

The Employee Wellbeing Service also has a [series of workshops](#) taking place during February, and has a wealth of information, advice and resources to support colleagues across the Health Board. Don't forget that there further support such as the Access to Work Mental Health Service are also available. The next virtual support sessions are [available on 23rd February.](#)

Find out more on the Employee Wellbeing Service webpage, or contact the team at employee.wellbeing@wales.nhs.uk.

Electronic Test Requesting is coming

Electronic test requesting (ETR) is the preferred method of requesting laboratory tests in our Health Board. Over the next few months ETR will be rolled out across the whole of the Cardiff and Vale University Health Board, which will start this week with the phased switch away from paper to only ETR in some of our departments.

We are committed to ensuring our services are as safe and as efficient as possible and full use of ETR will allow us to further improve patient safety. The transfer from paper to electronic tests brings a multitude of benefits including quicker turnaround times for tests by providing accurate and efficient requesting. If you are a member of staff, you can find out more about ETR via the intranet and StaffConnect app.

Consultant Connect

Consultant Connect has been available to clinicians within the Cardiff and Vale Health Board since June 2020, giving GP's and AHP's rapid access to Secondary Care consultants for telephone advice and guidance. For those that have yet to use it, the system works via a Free App or a unique surgery dial in, where the Primary Care clinician requests advice from a certain speciality. There are now over 20 specialty lines to choose from including Acute Surgery, Elderly Care, Emergency Medicine, Paediatrics and Respiratory plus direct lines to Bed Bureau and the CAV 24/7 Booking line. A full list of services is available within the app. The Cardiff and Vale project is one of the most successful in Wales, with over 1,885 calls made so far, with an overall average first time connection rate of 73% and an average connection time of 25 seconds. In the last week, first time connection rate was 79%.*

The service has been well received by both Primary and Secondary care. It is important to note that for the majority of Elective lines, the lines are not dedicated ones i.e. Consultants or their teams will be answering calls around existing clinical commitments.

In addition to enabling telephone advice and guidance the Consultant Connect App allows for digitally secure and IG compliant capture of clinical images which can then be shared to your NHS email account.

For more information on this service, please contact Dr Haydn Mayo haydn.mayo@wales.nhs.uk or Kimberley Cox Kimberley.Cox@wales.nhs.uk

(*data taken from Tuesday 26.01.21)

Nutrition for Your Little One (NYLO) Launches for Cardiff and Vale Families

A brand new nutrition education programme aimed at families of Children aged five and under will be available to residents of Cardiff and the Vale of Glamorgan from this week. The free six week programme aims to support families in providing a healthy, balanced diet at home and to help children achieve a healthy weight by the time they start school.

Sessions will be delivered virtually by the health board's Public Health Dietitians and the focus will be on building the knowledge and confidence of parents/ carers to feed their family a healthy diet which will in turn build life-long healthy eating habits for their children.

Programme Manager and Public Health Dietitian at Cardiff and Vale University Health Board Claire Fulthorpe said: "We consulted with parents in Cardiff and the Vale and found 94% of parents had faced challenges when trying to feed their family a healthy diet. The Nutrition for Your Little One (NYLO) programme has been designed specifically to address some of the common concerns parents and carers have when it comes to managing healthy eating habits at home."

For further information about the NYLO programme, please email Nutrition.Skillsforlife.cav@wales.nhs.uk

Staff Flu Vaccination programme

If you are a health board staff member, please remember that you can contact your Clinical Board Flu Lead to arrange a flu vaccination.

Occupational Health continue to offer seasonal flu vaccines to UHB staff - health board staff should call Internal 43264 or External 02920 743264 in advance to book a slot.

Open access clinics are also available each Friday between 9am and 4pm at Denbigh House, UHW.

Thank you once again to all staff involved in the delivery of this programme for their determination and hard work.

Each staff member receiving a flu vaccine in work is eligible to be entered into our weekly prize draw. Congratulations to all of our lucky winners so far who have received a wide range of prizes:

Congratulations also to our latest winners – Ann Baldwin from Children & Women clinical board who received an Aroma voucher and Graham Roblin Surgery Clinical Board who will receive a £25 Marks and Spencer's Voucher.

Members of the public who fall into high risk groups are encouraged to get their flu vaccine. Individuals can check their eligibility for a free NHS flu vaccine by visiting [here](#) or www.beatflu.org

Other News and Events

Remote Heart Rhythm Monitoring

With support from the Caridff & Vale Health Charity, a remote heart rhythm monitoring and emergency tele-echocardiography service has been launched across Wales, which has proved invaluable during the current COVID-19 pandemic. [Read More](#)

Our films with Hijinx Theatre

Staff can now access training films to support patients and staff with learning disabilities, [the resources are now available here.](#)

Lakeside Wing Staff Haven

The Staff Haven is now open, this calm and tranquil space is now available for staff to use for rest and recuperation at the University Hospital of Wales. [Take a look at the facilities here.](#)

Our Health Charity – supporting the Breast Centre

The Health Charity celebrated its 10 year anniversary in December 2020. Each month they'll be taking a look back at the major projects it has funded. This month they'll be highlighting the important work of [The Breast Centre](#) which was opened in 2010