

Chief Executive CONNECTS



Dear Colleague,

02/06/2021

Yesterday saw the start of Pride Month, a time for us all to reflect on the experiences of our LGBTQ+ colleagues, patients and the wider community, celebrate the strides forward that we have taken to embed a culture of inclusion and acceptance in our organisation, and consider how we can double our efforts to tackle the discrimination, prejudice and even violence that people in LGBTQ+ communities sadly continue to experience in society, simply on the basis of who they are.

Here at Cardiff and Vale UHB, it has been with a sense of pride that I have seen the excellent work being undertaken by members of the new LGBTQ+ Staff Network's committee. Their efforts behind the scenes are helping to drive the Health Board towards being an increasingly inclusive employer, through a range of activities such as developing new training for staff, contributing updates to our policies, creating materials to support people to become more effective allies.

A positive example of where this work has already come to fruition is the recent introduction of the option to include pronouns on new staff ID cards which, supplemented by staff being encouraged to share their pronouns in the email signatures, is helping to spread the message that pronouns are important and getting them right makes a big difference.

I'll be sharing more detail about further initiatives in forthcoming blogs through Pride Month, but in the meantime I'd like to encourage staff who are members or allies of the LGBTQ+ community to join our new Staff Network and contribute to their outstanding work. Find out more by viewing the [LGBTQ+ Staff Network recruitment poster](#), or emailing: rainbownetwork.cav@wales.nhs.uk



Len Richards
Chief Executive

Dragon's Heart Institute launch and publication of COVID-19 Discovery Report

Last week, I was thrilled to see the launch of the Dragon's Heart Institute website, (<https://dragonsheart.org>). The Dragon's Heart Institute has been formed as a result of our response to the COVID-19 pandemic to spearhead innovation in the UHB and act as a catalyst for improvement and change.

I have always advocated that staff on the front line have the permission to be bold in their practice and make the changes necessary to deliver the best outcomes for patients. However, we know that those with the big ideas do not always know where to turn to get the support they need to enact them effectively. The Dragon's Heart Institute will be the key to unlocking ideas, skills and specialist knowledge of our staff, helping us to achieve the goals in our ten-year strategy, Shaping our Future Wellbeing, and beyond.



**SEFYDLIAD
CALON Y DDRAIG
DRAGON'S HEART
INSTITUTE**

The team have already begun working with Health Board partners such as the Innovation MDT to make it as easy as possible for staff to develop their leadership skills and make improvements in their areas of work. Do visit the website and get in touch with the team if you would like to discuss an idea.

The Dragon's Heart Institute has also published a COVID-19 Discovery Report, written by Cardiff and Vale UHB to capture what we learnt in the initial stages of the pandemic alongside a number of case studies of exceptional, innovative practice.

I have been incredibly proud of the way in which staff across the Health Board have come together and worked in new ways to solve the challenges we are currently facing, and this report justifies why. It is an incredible collection of stories from the frontline and beyond, showcasing the very best of our Health Board, detailing the problems we were presented with and how we solved them.

As this report details only the action taken during the first wave of the pandemic, I expect that in the future there will be more which will chronicle what happened next, including our mass vaccination campaign and the construction of the Lakeside Wing at the University Hospital of Wales. I would like to thank everyone involved in the work this report details for their effort over the last year and the members of staff involved in putting it together, including the Improvement & Implementation, Communications, Organisational Development, Welsh Translation, and Medical Illustration teams.

Innovation across NHS Wales in response to COVID-19

You are invited to the above webinar, taking place on Monday 7th June 2021 at 9.30am via Microsoft Teams Live Events.

This is an opportunity to hear more about the innovation that has taken place across NHS Wales in response to the pandemic, captured through the multi-agency “NHS Wales COVID-19 Innovation and Transformation Study”.

You will hear from leaders across NHS Wales, including myself, on the seven themes emerging from the Innovation Study, illustrated with specific case studies and examples.

The event will inform NHS leaders, health and care staff and stakeholders:

- On the reasons NHS Wales organisations and staff could and did innovate;
- Highlight key themes and learning from the COVID-19 Innovation Study;
- Discuss how we can sustain the adoption of innovative practice and transformative ways of working;
- Examine how evidence from the COVID-19 Innovation Study can inform policy-making and service delivery in the future.

Delegates will hear from a range of speakers including:

- Dr Andrew Goodall, Director General HSSG/Chief Executive NHS Wales
- Tom James, Assistant Director – Innovation, Aneurin Bevan University Health Board
- Professor Alka S Ahuja MBE, Consultant Child & Adolescent Psychiatrist & National Clinical Lead, TEC Cymru
- Kerrie Phipps, National AHP Lead for Primary and Community Care, Strategic Programme for Primary Care
- And me, Len Richards, Chief Executive of Cardiff and Vale University Health Board and lead for Innovation.

There will be an opportunity to ask questions following the presentations.

[Register to attend here](#)

Following registration, you will receive a confirmation email and joining instructions will be forwarded on Friday 4th June.

COVID-19 Vaccination Update

You will have no doubt seen that Wales is now leading the world with the COVID-19 Vaccination rollout!

In Cardiff and Vale, we have now delivered 498,838 total doses with 84% of our adult population receiving their first dose and 38% of our adult population receiving both doses.

Following the success of the vaccination walk in centre over the weekend, Bayside Mass Vaccination Centre will continue to encourage first dose walk in appointments until Sunday 6 June.

The four day trial over bank holiday period saw 2,150 people turn up to receive the first dose of their COVID vaccine with word of mouth in the local communities encouraging more people to come forward.

With COVID still circulating and new variants being discovered it is more important than ever to get vaccinated so we can continue to move back to some degree of normality.

Second doses are still being administered at 11 weeks after the first and people will receive invitations in the post to attend for their second. If you haven't heard from us by week 11 please contact our booking line on 02921 841234 so we can get you booked in.

Thank you to all of our volunteers

Over the course of the past year we have had to change and adapt the way we support our patients, their families and our communities – our volunteers have been a valuable part of this. Although many of our volunteers have not been able to return to us because of the pandemic, where appropriate we have been able to welcome the support of volunteers.

You may have been supported by a volunteer in your community for food or pharmacy deliveries, have accessed the Patient Clothing Drop-Off Service at one of our hospital sites or visited a Mass Vaccination Centre. We have been truly fortunate to have volunteers who give their time and support to others during what has been a worrying time for many.

Volunteers have also been instrumental in supporting NHS staff in the roll out of the vaccination programme and we have had additional support from partners like St John's Ambulance and British Red Cross, providing volunteers for meet and greet and exit care across our vaccination centres.

Our volunteers are a friendly and uplifting presence and a valued part of our Health Board community, appreciated by staff and visitors. This volunteer's week, we would like to extend a special thank you to all volunteers who go above and beyond to offer their support to others.

Employee wellbeing update

The Employee Wellbeing Service has published its programme of activities, information and support for June, and this month's focus is men's mental health.

It's an important subject, with studies showing that men are less likely than women to access psychological therapies, report lower levels of life satisfaction than women and are three times as likely to die by suicide.

The programme features a range of wellbeing workshops appropriate for all staff including a session focussing on Men's Mental Health on Tuesday 29 June, as well as information about a range of further support that is available related to the wellbeing of our staff.

You can view the Employee Wellbeing Service programme for June here, or contact the Employee Wellbeing Service on 02920 744465, or by emailing employee.wellbeing@wales.nhs.uk.

David Thomas joins the board as Director of Digital & Health Intelligence

I'd like to welcome David Thomas, Director of Digital & Health Intelligence, to the board.

David joined the UHB in January 2019 and created a new directorate bringing together IT and Information functions.



Previously, David worked as Director of ICT in various NHS commissioner and provider organisations in central London where he developed and led ICT strategy and implementation programmes across primary and secondary care services.

In addition to gaining broad ICT management experience over the past 20 years, David graduated from the NHS Leadership Academy in 2014 having successfully completed the Nye Bevan course in Executive Leadership in Healthcare.

A native Welsh speaker, David is committed to the values of the NHS and is keen to ensure that digital solutions, as key enablers, can support the evolving services of the NHS. David is also the SRO for the Welsh Government led and funded All Wales IT Infrastructure Programme, developing robust IT infrastructure environment and the supporting management processes to underpin delivery of the NHS Wales digital strategy.

Sign up for website training

This month, the Communications Team will begin rolling out introductory training sessions to all staff who require access to add or edit content on the new Health Board website.

The sessions will offer an insight into the new content management system, and take attendees through a step-by-step process for how to create and maintain pages for their service areas across the Health Board.

The sessions will emphasise the importance of digital accessibility and cover how to maintain webpages in both English and Welsh to ensure that we can work towards making the website work for everyone.

All members of staff who would like to receive the training should complete the online training request form. If you are unable to make any of the dates, please email the Communications Team to discuss further options.

Take Action on Sustainability

I'm writing to everyone in Cardiff & Vale UHB today with a call to action.

Welsh Government have committed to a net-zero carbon public sector by 2030. NHS Wales have recently published their decarbonisation strategy, highlighting how we as the NHS will contribute to the net-zero aim. The strategy requires all Health Boards and Trusts to publish action plans showing how they're going to contribute to the net-zero goal.

We're slightly ahead of the curve. We declared a Climate Emergency in early 2020 and have had a Sustainability Action Plan since last year, but we need to go further however if we're to satisfy the expectations of NHS Wales, Welsh Government, our colleagues and our patients. 62% of NHS Wales' carbon footprint come from the products we buy – the medicines, and the single use plastics to name but two. 21% of the NHS Wales carbon footprint comes from building use. We have made great strides towards improving the efficiency of our buildings with plans for more projects across our estate this year.

At Cardiff and Vale UHB, sustainability is key to our plans for ensuring we can continue deliver healthcare outcomes that matter today and in the future. The following shares just a few of the many steps our Capital, Estates and Facilities team have taken towards our goals of becoming more sustainable and reducing our environmental impact.

Biodiversity at the UHB

We are working towards an agreed Biodiversity Action Plan to establish a greater more effective Environmental Management System. While we have always worked towards boosting diversity across our green spaces, this Plan further commits the UHB to its environmental responsibilities throughout its extensive site portfolio.

One of the UHB's proactive initiatives is the WellBEEing project, which has established a bee garden at Our Orchard located at University Hospital Llandough (UHL) and introduced a number of bee hives at UHB sites throughout Cardiff and the Vale of Glamorgan.

The project aims to help people understand their immediate environment and will also look to generate antibacterial strength honey, which will be used for research around infections and towards the healing of patients.

Energy/water-efficient healthcare

Cardiff and Vale UHB is fully committed to reducing its carbon and water impacts and recently embarked on the Re:fit Cymru programme and an NHS Wales Decarbonisation Strategy programme, both of which are designed to identify and adopt energy generating/saving technologies and energy strategies to meet the Welsh Government's aims of a carbon neutral public sector by 2030.

A Combined Heat and Power plant installed at the University Hospital of Wales (UHW) is the largest of its kind ever to be installed by the NHS in Wales, it produces 60% of UHW's needs, saving the health board around £1m every year.

The Re:fit programme is continuing on further with its LED lighting and Solar Photovoltaic installations generating electricity using energy from the sun, the upgrade of Building Management Systems and the installation of more efficient plant.

In addition, a sustainable approach to procurement ensures all electricity purchased by the Health Board is renewable

Waste management

The UHB has for several years established a zero waste to landfill strategy, whilst looking to also improve upon its recycling activity.

Recycling stations at the Aroma cafes at University Hospital of Wales (UHW), UHL and Woodland House, Y-Gegin restaurant (UHW) and the main concourse area of UHW allow users to separate liquids, cups, plastics and general waste, reducing the volume of waste for disposal. All non-recyclable waste from these sites go to the energy recovery facility in Splott, Cardiff.

In 2020, 564 tonnes of paper, cardboard and plastic were recycled.

Active and sustainable travel

The UHB actively supports our visitors, patients and staff members towards making sustainable travel choices to and from as well as between health board sites. The UHB has a Park and Ride scheme. The Health Board provides public transport information and links to the latest travel and weather information in the local area, as well as operating a Cycle to Work Scheme which is designed to further encouraging and support staff members into active travel. The health board also facilitates a shuttle bus which runs between University Hospital Wales and University Hospital Llandough which is designed to encourage staff to avoid commuting in their own vehicles between sites.

All of Cardiff and Vale UHB's efforts keenly assist and support the steps towards the success of the Healthy Travel Charter.

I'd like to challenge everyone in Cardiff & Vale to ask what you can do to reduce our carbon footprint. The most sustainable form of healthcare is where demand is reduced and people stay well. Wherever you sit in the organisation you have a part to play: from turning off a light at night that doesn't need to be on, turning off your PC monitor to making a decision to get to the root cause of a patient's issues working with multiple partners to prevent repeated presentations or choosing an environmentally kinder treatment method. You all have the ability and permission to make a contribution.

Interested to learn more? Some of our Cardiff & Vale colleagues along with partners in other Welsh NHS organisations have organised an online conference on 29th June called [Green Health Wales](#). It's a network of clinical, non-clinical, administrative, support and managerial colleagues across Wales who recognise that the climate crisis is a health crisis. I'd love as many of our colleagues as possible to attend to raise your awareness, build will and transfer skills so you could help address the climate crisis. [Register your place here.](#)

The Cardiology Team wish Karen McCarthy a very happy retirement.

Karen McCarthy will retire as Medical Secretary in Cardiology on the 11th June 2021 after working at UHW for 43 years. Karen began her career at UHW in June 1978 after obtaining her AMSPAR Qualification at Barry College. Karen was employed to cover medical secretary absences initially in the Medicine Department but in October 1978, Karen began working in the Cardiology Department as Medical Secretary. Karen went onto work with a number of Consultant Cardiologists over the years including and has also provided essential support to cardiologists from other Health boards. Karen has made many friends over her 43 years and has fond memories of her time working in Cardiology especially spending time with colleagues outside of work on day trips and Christmas parties.

Dr Peter Groves, says “Karen has been a remarkably dedicated and committed member of the UHW Cardiology Department for the last 43 years and I feel very fortunate that she has worked as my secretary throughout the whole of my 25 year career here. She has been a very important historical figure in the evolution of our Department and has provided exceptional continuity and solidarity in supporting the clinical service. Numerous junior secretaries and Cardiology trainees have turned to Karen for help and support over the years and she has provided important leadership for the Medical Secretaries in our Department. Karen’s efficient and highly organised way of working is legendary and I hope that she will look back with great pride at what she has achieved in her career – I am certainly very grateful for the support that she has given to me and my patients.”

Dr R Mitra, says “I can remember Karen from the days when I was a Registrar about 15 years ago and I was greatly relieved and happy when we agreed to work together after I was appointed in 2008. I found out very early on that there was very little madness in your superior method and that things always seemed to work out smoothly. Over the years I’ve tried to incorporate this into my work with some success; so thanks are in order. Underneath the efficient PA role also lies a warm, funny, interesting person who has not only provided us much entertainment from behind the scenes in Elvis festivals but also brought up highly qualified children who have gone on to do very well. I was dreading your retirement for selfish reasons and very glad that you’ll be coming back on your own terms; you deserve this and more”

Karen has played an important role in delivering an efficient administrative service to the Cardiology Department and more importantly to our patients. Karen has a wealth of experience and knowledge which she continues to share with new members of the team. Thankfully Karen will be returning to work part-time but is very much looking forward to spending more time with her family and friends.

On behalf of everyone in Cardiology and across the UHB, thank you for your hard work and commitment and we wish you a very happy retirement.



Apply for the EU Settlement Scheme

There's now less than a month remaining for people from the EU who need to apply for the EU Settlement Scheme to do so, before the deadline of 30 June 2021.

We're fortunate to have a diverse workforce, as it means the services we provide to our population benefit from a wide range of experiences and skills, and it's important that we can continue to benefit from the invaluable contribution made by our colleagues from the EU long into the future.

I want all of our staff to be confident that they have secure, vibrant and fulfilling futures here with us. The EU settlement scheme is an important step towards achieving that, so I would urge all staff from the EU who are yet to do so to please take the time to submit your application for the scheme, before the end of the month.

For support or assistance in applying for the EU settlement scheme, you can get in touch with a trained advisor at Newfields Law free of charge on 029 2169 0049, via info@newfieldslaw.com or via their website.

You can apply and find out more information about the EU Settlement Scheme at: www.gov.uk/eusettlementscheme.

Other news and events

Excellent feedback for thrombectomy team in the New Statesman

The Stroke Association have sent the UHB a very positive patient story that we treated in October 2020 which has been published in the New Statesman. This is a great example of when our whole system approach worked perfectly well with an excellent outcome. Fantastic work!

[Read more.](#)

Congratulations to Lt Paul Holvey

On behalf of everyone at Cardiff and Vale UHB, I'd like to wish a heartfelt congratulations to Lt Paul Holvey, who has recently been awarded the Most Outstanding Service Personnel in Lockdown award at the Armed Forces Community Lockdown Awards. Lt Holvey has won this award for his work supporting Cardiff and Vale UHB both at the Dragon's Heart Hospital and in the COVID-19 vaccination programme.

[Read more.](#)

Other news and events

Nursing, Genomics and Healthcare Conference

Are you interested to learn about the application of genomics in your area of practice?

There is still time to apply for a funded place to attend the [Nursing, Genomics and Healthcare Conference](#) this July. Genomics Partnership Wales is funding 20 places for nurses and midwives in Wales. To find out more and to apply, email: genomicspartnerhipwales@wales.nhs.uk

NHS Big Tea

Have a brew and say thank you by holding an NHS Big Tea in your department

[Read more.](#)

Funding for the Third Sector Small Grants Scheme

Cardiff & Vale Health Charity is delighted to fund the Third Sector Small Grants Scheme. This scheme offers small grants to local third sector groups and charitable organisations

[Read more.](#)

Celebrating 10 years of the Health Charity

the Health Charity will be taking a look back at how its fundraisers, donors, volunteers and community partners have helped to change things for the better over the past ten years. [Here's their reflection on 2013.](#)