



Dear Colleague,

24/02/2021

To begin this week's issue, I'd like to discuss the future of the NHS in Cardiff and the Vale of Glamorgan. In order to continue to provide high-quality, safe and sustainable care for the future, we need to change the way a number of our clinical services are delivered. Like other regions around the UK, we face a number of challenges, including meeting the needs of a growing and ageing population, staff shortages and outdated hospital facilities.

Our Health Board provides healthcare services and specialist services to people in Cardiff and the Vale, South Wales, the whole of Wales and the wider UK. We are also a major teaching and research organisation. As one of the largest and most complex healthcare systems in the UK, we face unique challenges in the way we develop our services, staff and ambitions for the future.

Our vision as a Health Board is simple: a person's chance of leading a healthy life should be the same no matter who they are or where they live. This is a key part of our 10-year Shaping Our Future Wellbeing strategy. Building on this, we would like to make a number of transformations to the way people access our clinical services, with a focus on providing more care closer to home wherever possible, as well as the development of a new state-of-the-art hospital to serve the people of not just Cardiff and the Vale, but our entire region and the whole of Wales, which we are progressing with our colleagues in Welsh Government formally through the submission of a Programme Business Case.

Our Shaping Our Future Clinical Services programme aims to inform our communities of our thinking and seek feedback to inform our direction of travel. As part of the Shaping Our Future Clinical Services programme, we are proposing a number of changes to the way people access clinical services, including:

- Bringing care closer to our communities and continuing to develop Health and Wellbeing Centres and Wellbeing Hubs - as well as enhancing our model for care at home.
- Developing our two major acute hospital sites, University Hospital of Wales and University Hospital Llandough, as centres of excellence - each with a clearly defined role.
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The proposed transformations to clinical services would have a number of benefits to both staff and the population. These could include:

- High-quality, safe and sustainable care for the future with improved outcomes
- Accessible care provided closer to home wherever possible
- Enhanced specialist services
- State-of-the-art facilities in modern buildings
- Streamlined services with shorter stays in hospital.

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## Shaping our Future Clinical Services (continued from page one)

From 1st March to 19th April 2021, we are inviting members of the public to learn more about the proposed transformations and provide feedback.

In partnership with the South Glamorgan Community Health Council (CHC), Cardiff and Vale UHB is also running a series of open public engagement events. More information can be found via the Shaping Our Future Clinical Services engagement hub.

**Len Richards**  
**Chief Executive**



## St David's Day - Dydd Gŵyl Dewi

You will no doubt be aware that yesterday was St David's Day, and I was very pleased to see plenty of activity taking place within our organisation to mark the occasion. Dydd Gŵyl Dewi hapus i bawb! As one of the major public sector organisations operating in and around the capital, it's important that we embrace and celebrate our Welsh heritage and culture, and I was proud to see St David's flag flying at UHW.

Our Welsh Language team is implementing the Meddwl Cymraeg campaign, which encourages Health Board employees to actively think about the Welsh language, and make services more accessible to Welsh speakers. As part of this, and with support from the Health charity, the team has rewarded three members of staff for their efforts to promote and progress the Welsh Language in the Health Board. Thank you and congratulations to Lorraine Coultis, Dr Hywel Roberts and Lorena Garcia-Wright.

You may also have seen that a new face has joined the Health Board – that of 'Cadog', a new Welsh mascot to further encourage the Welsh language. Cadog features on an incredible new mural launched on space ward at the children's hospital yesterday, again supported by the Health Charity.

The Health Charity has also support the translation into Welsh of the Children's Rights animation which was launched recently and which you can watch here.

I am also very grateful to the Welsh National Opera for supporting our Arts Programme, by sharing a very special version of performance of Ar Lan y Mor for our patients and staff. Thanks to everyone involved for each of these initiatives for helping to create a special St David's Day. We must continue to build on this.

# COVID-19 Vaccination update

Cardiff and the Vale. We're on track to hit the 150,000 mark very soon this week, which is a fantastic achievement for everyone involved in delivering the vaccines and organising the logistics of such an operation. We are currently inviting priority group 5, age 65-69 to their GP Practice, and priority group 6, 16-64 with underlying health conditions and unpaid carers, and Priority Group 7, age 60-64, to a Mass Vaccination Centre. An online form will also be made available this week for unpaid carers to register their details with us, so we can schedule their appointment. We will provide a phone number for anyone who would like some assistance to complete the form.

In the last week, we have achieved a significant ramping up of our delivery of the Pfizer vaccine, giving approximately 1,400 doses every day of this one vaccine alone. Also, we also passed the milestone of having vaccinated over 60% of people in Cardiff and the Vale aged 65-69 in our GP practices. Today, a media day is planned at each of our Mass Vaccination Centres, offering a further opportunity for the media to profile the Mass Vaccination Programme in Cardiff and the Vale of Glamorgan. This coincides with Wales passing the milestone of one million people in Wales having been vaccinated.

In the week ahead, following a planned reduction to vaccine supply over the past two weeks due to the national supply chain, vaccine supply will increase again, with a significant delivery of the Oxford Astra Zeneca vaccine expected next week (8th March), enabling further acceleration of vaccinations. GP Practices will continue offering appointments to priority group 5, age 65-69 with over 4,000 vaccinations again expected to be delivered in primary care this week. They are on track to complete first doses for priority group 5 before the end of March.

Our Mass Vaccination Centres in Pentwyn and Barry will be delivering the Oxford Astra Zeneca vaccine to priority group 6, age 16-64 with underlying health conditions that could become seriously ill from Covid, and unpaid carers.

Second doses of the Pfizer vaccine will continue being delivered at the Mass Vaccination Centre in Splott and the satellite clinic at UHL.



# Help us help you

I want to once thank our staff for the level of dedication and commitment they show to patients, families and colleagues every day. I do however need to call on you and ask for your support. We are still facing many challenges in managing the coronavirus pandemic. There has been a significant increase in hospital acquired infections in recent weeks, which is cause for concern and has implications on how we deliver care. We are seeing themes of patients testing negative upon entering our hospital sites and becoming positive 5 days into admission.

This position is challenging for us all and highlights once again the critical importance of staff adhering to appropriate Infection Prevention and Control measures and indeed for members of the public visiting our sites to comply with the recognised guidance. It is absolutely critical that we all adhere to the advice from Welsh Government and Public Health Wales – Maintain physical distancing, wear a mask when required and wash hands regularly.

We must each take personal responsibility for our actions and think about the implications of not doing so. Individuals feeling unwell with any of the recognised COVID-19 symptoms should not be attending healthcare settings – to visit loved ones or to work.

Please be mindful of this and do everything you can to ensure we reduce the transmission of the virus in our communities. If you are unsure of any of the current expectations, information on the latest alert level 4 guidance can be found [here](#).

There is a need to reinforce the importance of risk reducing behaviours to protect patients, staff and our communities and this month sees the launch of a new campaign #HelpUsHelpYou which aims to positively influence staff behaviour by highlighting the serious nature of this issue. We can't afford for standards to drop and we are collectively responsible for everything that happens within our places of work.

Over the next few weeks, you'll see posters, social media posts and stories relating to this campaign. Its aim is to make you stop and think about your colleagues' actions and whether they're acceptable to you or not. The posters display a number of real-life scenarios that we wouldn't accept outside of a work setting on any normal day, and so we want you to think about your actions here too.

We all have a part to play in protecting each other.



## Resilience Project Pioneers Mental Health Support

A pioneering project to support the mental health of children and young people, who may have suffered adverse childhood experiences, is being piloted in Cardiff and The Vale of Glamorgan.

The Resilience Project is an 18-month initiative that is being rolled out in primary and secondary schools led by Cardiff and Vale University Health Board, in partnership with Mental Health Foundation, as part of the Welsh Government's A Healthier Wales vision for a seamless health and social care sector. Welsh Government Transformation Funding has been provided via the Cardiff and Vale of Glamorgan Regional Partnership Board.

To date it has already directly helped 147 families and trained more than 500 professionals.

The project is supported by the Mental Health Foundation and is aimed at building the mental health resilience of children and young people through educational settings, as opposed to the more typical clinic based alternatives.

It is being achieved by providing new resources and bespoke training for education staff, as well as clinician-led consultations for education staff. The project also provides group work promoting children's mental health, as well as direct interventions with children and their families. The Resilience Project resources can be accessed by visiting the [Cardiff and Vale University Health Board website](#).

## Video Consultations Enhancing Endoscopy Service

I've been very interested to hear about an innovative use of video consultations being piloted by our endoscopy services, which aims to speed up second opinions for procedures. The team is using video consultations to be able to give second opinions on unusual or complex cases immediately, without having to change into scrubs or don PPE.

Previously, patients would have had to wait during what can often be uncomfortable procedures for the consultant to attend, or return to hospital for a further procedure where the second opinion wasn't possible. But now, the new use of the NHS Wales Video Consultation service means that consultants can view live feeds of the diagnostic and therapeutic procedures, and discuss cases remotely.

It's great to see new innovative uses of video consultations such as this enhancing efficiency and improving patient experiences. This new initiative will shorten what can be uncomfortable procedures for some patients, and prevent others from needing to return for further procedures, as well as limiting the amount of PPE the service needs to use

I would urge other services across the health board to take inspiration from this great piece of work by the endoscopy service, harnessing the opportunities presented by digital technologies such as video consultation to drive healthcare forwards.

## All hospital grounds in Wales are now Smoke-Free

As many of you will hopefully be aware, our hospital grounds are now smoke-free. New laws introduced across Wales yesterday, build on the smoking ban introduced in 2007 and will protect more people from harmful second-hand smoke and help those trying to quit. Anyone found breaking the law by smoking in the hospital grounds could face a £100 fine.

The Health Board has been instrumental in supporting a smoke-free hospital environment and was the first health board in Wales to introduce a full No Smoking Ban across all hospital sites.

We know the harms smoking can do to health, so I look forward to having the backing of our staff, patients and visitors, to ensure we all play our part in building a healthier Wales for the future.

Read more about what this new legislation means here.

## Art at the heart of new Cardiff and Vale eating disorder support website

To mark Eating Disorder Awareness Week, Cardiff and Vale Adult Eating Disorders Service has launched a new website to support people living with eating disorders. Created in close collaboration with service users, artists, film-makers, counsellors, psychologists, a dietitian and web designer Rhys Welsh, the new website highlights pathways people can follow to find support.

Around 1.6 million people in the UK currently live with an eating disorder. Anorexia, bulimia and other eating disorders are challenging at the best of times. During the COVID-19 pandemic, additional stresses have included not being able to see family and friends, outdoor exercise being limited to once a day, and the potential binge-purge cycle arising from stockpiling food due to being required to shop as infrequently as possible.

The website launch is being celebrated with the opening of The Creative Insights exhibition, featuring artwork commissioned by Cardiff & Vale Health Charity. You can view The Creative Insights exhibition via [The Virtual Hearth Gallery](#). The healing benefits of creativity and art are central to the concept of the new website.

[The website](#) features especially created animations to help people to better understand eating disorders. The website is a collaboration between the Cardiff and Vale University Health Board Psychology directorate, Dietetics, Cardiff & Vale Health Charity and Tanio.

## Life Sciences Hub Wales – Stakeholder Survey

Life Sciences Hub Wales are asking stakeholders across health, social care, industry and academia to complete a short survey to help understand priorities and help shape their strategy over the coming years. The survey takes no longer than 10 minutes to complete and you can do so [here](#)

## Electronic Test Requesting Update

Last month we started a phased switch away from paper to only using Electronic Test Requesting (ETR) for requesting laboratory tests in our Health Board. Our Haematology department was one of our first implementers of a no paper approach and we would like to thank staff for all their hard work and support during the transition to ETR only. After the success of the roll-out in Haematology we will now begin moving other departments to ETR only, including our Emergency Department, with ETR being rolled-out here this month.



## Microsoft Office Information

We will be moving away from Skype to using only Microsoft Teams from the 26th of March 2021. We request you to familiarise yourselves with using Microsoft Teams. An Introduction to Teams training is also available on [Learning Pathways](#).

Microsoft Office 365 training sessions are available to staff throughout this month and can be booked through [Learning Pathways](#).

# Other News and Events

## Wishing happy birthday to Louie Stokes

Everyone at Cardiff and Vale UHB and our Health Charity want to wish Louie Stokes a happy birthday. His mum, Lottie Stokes, began raising funds for the Children's Heart Service for Wales after Louie was diagnosed with a major heart condition requiring multiple operations. [Read more.](#)

## Join the Easter Balloon race!

Support the Breast Centre by signing up to take part in a virtual balloon race organised by the Health Charity. [Sign up here.](#)

## Staff Lottery Superdraw!

Sign up today to be in with a chance at winning £5000 in our June 2021 superdraw. [Read more.](#)