

# Chief Executive CONNECTS



Dear Colleague,

20/04/2021

Today marks the anniversary of the opening of the Dragon's Heart Hospital, our temporary hospital built as part of the initial COVID-19 response inside the Principality Stadium. It was the largest surge hospital in Wales and the second largest in the UK. The hospital took just five days to design and the first 300 beds were ready to accept patients within the first 12 days with a further 1,200 beds made ready in 39 days. [You can take an interactive 360-degree tour of the build, here.](#)

I am eternally grateful to the people of Cardiff and the Vale of Glamorgan for their adherence to the COVID-19 regulations which ensured that we did not have to use it to its full capacity but I am incredibly proud of what was achieved and I shudder at the thought of what could have been had we needed it and not had that resource.

The hospital was a testament to a phenomenal team spirit, to bold and creative leadership, and to a coalition of partners that ensured the very highest standards were maintained in the midst of a chaotic and high-risk environment. Indeed, this team spirit was felt across the entire Health Board in its response to COVID-19 and has left a lasting legacy on the way we all work, and how our services will be delivered as we look to a post-pandemic future.

I am delighted that our partnership with organisations such as Archus, Mott MacDonald, Q5, Hoare Lea, BDP, Welsh Rugby Union, and scores of others has been recognised as a finalist at this year's Health Service Journal (HSJ) Partnership awards, which take place on the 29th June. I would like to wish everyone involved in this submission the best of luck and know that I will keep my fingers crossed for you.

There is always so much excellent work taking place across the Health Board that often it can fly under the radar of the wider system as we do not always find the time to celebrate ourselves and our incredible achievements. However, I would like our organisation and the amazing people it comprises to get the national and international recognition we deserve.

Therefore, if you have worked on a project or a piece of work that you are proud of, I would strongly urge you to submit it for consideration to the HSJ awards this year. There is a wide range of categories for submission and I would be delighted to see as many Cardiff and Vale UHB entries on there as possible. The deadline for submission is the 4th June and [you can find all the information you need to apply here.](#)

You have nothing to lose and an incredible accolade to gain, so please do seriously consider it! Thank you.

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

# Ramadan 2021

You may be aware that colleagues who are Muslims are currently observing Ramadan, which will end on the evening of Wednesday 12 May. (Subject to moon sightings)

Ramadan involves a daily period of fasting for Muslims starting at sunrise and finishing at sunset over the month. This means abstaining from food, drink (including water) and smoking. While fasting is an important part of Ramadan, it is also a time of self-reflection and self-evaluation for Muslims. This self-reflection normally takes place in the evenings after sunset, and can sometimes extend long into the night.

This year will again be very different for staff who are Muslim and observe fasting during Ramadan, as traditionally communal activities and prayer are observed and encouraged. Due to the COVID-19 pandemic, access to prayer facilities, quiet rooms and multi faith rooms internally and externally have been largely suspended, or significantly restricted. These restrictions may have a negative impact on staff wellbeing during an already difficult period. Line managers should encourage staff to talk to our local chaplaincy team for support.

Accommodating religious beliefs and practices during Ramadan is about being responsive to an individual's needs. It doesn't necessarily mean extra time off; it is about offering flexibility around existing holiday entitlement, working patterns or break periods, but this may be more challenging given the circumstances surrounding COVID-19.

Some Muslim jurists (those who are responsible for clarifying the laws of Islam) allow people who are experiencing hardship to break their fast during Ramadan (and make up the days later), if it affects their ability to provide care. Islamic scholars, experts, chaplains and leaders that have been consulted regarding this matter, have advised that regarding hardship and exemptions those staff providing support during the COVID-19 pandemic can be exempted from fasting should they fear that it will adversely affect their performance.

I would encourage discussion among teams to establish support needs and the potential to work flexibly. It is important for managers and supervisors in particular to bear these matters, taking a considered approach to planning rotas during the remainder of this period.

[Find out more about how you can support colleagues during Ramadan and Eid-ul-Fitr](#), or for advice on staying healthy during Ramadan, visit the [NHS Live Well website](#).

# COVID-19 Vaccination Update

We continue to make excellent progress and have now delivered over 330,000 vaccines and with 243,000 being first doses.

However, we are experiencing a number of people not attending, which we believe is due to out-of-date contact details on our system. If you have changed address or mobile number or address and have not informed your GP of the change, please make sure do so as soon as you can.

However, in the first instance to ensure you are prioritised for a COVID-19 vaccine, if you are in priority groups 1-9 (details of which can be found [here](#)) and have not been contacted for an appointment, please complete our "Leave Nobody Behind" form and we will offer you a vaccination appointment as soon as possible. Please see the form on our website. We also now have a reserve form for anyone over 18 who wishes to receive the vaccination. Complete this form on our website and we will contact you as soon as an appointment becomes available.

We have also started vaccinating in Community Pharmacies with Central Pharmacy in Roath being the second pharmacy to join the programme. People who request an appointment as part of the Leave Nobody Behind form can also request their appointment to be at a community pharmacy. All appointments for our community pharmacies are booked through our booking line as they are unable to accept walk-ins.

Western Vale Local Vaccination Centre also started vaccinating their communities last week with the opening of their centre at the CF61 Centre in Llantwit Major. Here, they will be concentrating on vaccinating the 30-49 age groups. People will be contacted directly by their GP Practice to attend.

# New Emergency Service is brought to the homes of Cardiff and Vale residents

Patients of Cardiff and the Vale of Glamorgan experiencing medical emergencies can now be treated in the community, thanks to an innovative new joint service from Cardiff and Vale University Health Board and Welsh Ambulance Services NHS Trust (WAST).

The new Physician Response Unit (PRU), the first of its kind for Cardiff and the Vale of Glamorgan, went live yesterday (Monday 19th April 2021) for a trial period of six months.

The service works when a member of the public calls 999, the call handler may choose to dispatch PRU to treat the patient at the scene. The unit consists of either an Emergency Medicine Consultant or Senior Emergency Medicine Trainee from the UHB and a Healthcare Professional from WAST travelling in a Rapid Response Vehicle.

By piloting this consultant-lead service, some of the community's most vulnerable groups including the frail, elderly, those who are shielding, and people experiencing mental health crisis could avoid attendance to the Emergency Unit completely.

This is an excellent piece of partnership working with our colleagues in the Ambulance service and will make a real difference to the emergency care of our population. Well done to all involved in this launch!

[Read more about the service on our website.](#)



## Quality Improvement: Team-Based Problem Solving Course

If you are new to quality improvement and looking to develop your skills, I would strongly recommend you think about attending this foundation-level course. This online course run by our Improvement and Implementation Team covers all the key tools and techniques needed to successfully deliver an improvement in a service.

The course will be held over eight 90-minute sessions in May and course delegates will have to attend and take part in each of the fully-interactive online sessions. There will also be additional learning for you to undertake in your own time.

Individuals or teams are welcome to apply. However, due to the limitations of virtual sessions if applying as a team all team members will need to be co-located for these.

To apply, [click here](#) and use the password CAVImprovement to register.

If you would like further details about the course please email:

Nick.tyson@wales.nhs.uk

matthew.turner4@wales.nhs.uk

# Shaping Our Future Clinical Services

We have now concluded our formal engagement for the Shaping Our Future Clinical Services programme. As we develop our plans we will continue to engage with our staff and the public. Thank you to everyone who has participated and offered feedback this far, we look forward to continuing the conversation.

We will now:

- Share the responses received with the South Glamorgan Community Health Council (CHC).
- Consider the responses received and write a report summarising the feedback and recommending a way forward.
- Liaise with the CHC to consider the outcome of the engagement exercise and next steps.
- Publicise the outcome of the engagement exercise and confirm next steps in our programme of transforming clinical services.

Updates on the outcome and next steps of this engagement will be published at [www.shapingourfuturewellbeing.com](http://www.shapingourfuturewellbeing.com) once analysis and considerations have taken place



**Shaping our Future  
Clinical Services**



**Llunio Gwasanaethau  
Clinigol y Dyfodol**

## Updates from Genomics Partnership Wales

Throughout this challenging time, each of our partners have shown incredible resilience, tenacity, a humbling willingness to do whatever it takes to help where it was possible, and to put the needs of our patients, our colleagues and the wider public, first.

Ways of working have changed immeasurably, yet collectively we have demonstrated our ability to adapt quickly, to develop and even re-design services in the face of extreme adversity.

I am extremely grateful for the work being carried out by the teams to establish a national, integrated hub for genomics services, transformative research and engagement activities and equally excited to see what we can achieve together.

Read the latest updates from Genomics Partnership Wales which highlights:

- Vision for the Future: Cardiff Edge Life Sciences Park
- A Spotlight on GPW Estates
- The launch of the first ever Genomics showcase the latest programme updates



**Partneriaeth  
Genomeg  
Cymru  
Genomics  
Partnership  
Wales**



## Feedback for Pulmonary Rehab team at UHL

This week, I received a letter from a patient who attended the Pulmonary Rehabilitation Course in University Hospital Llandough from January to March 2021. She benefitted greatly from her attendance in terms of managing her lung condition and breathing difficulties more effectively with positive outcomes for her wellbeing and independence. Please read her feedback below – excellent work!

*"I recently attended a six week course at the Pulmonary Rehabilitation Unit at Llandough Hospital. I would like to express my gratitude for the gift of a happier and more fulfilling life. The combined efforts of Mr Tom Lines, senior physiotherapist and his deeply committed team have changed things for both me and my family."*

*"I had thought that I knew how to deal with and control the effects of COPD. How wrong I was - all aspects of life and daily living were discussed and individual worries and anxieties were dealt with in a way that gave clear direction about how to improve quality of day to day life."*

*"It has enabled me manage my life safely and achieve things which are important to me. The discussions about how to change things were so important in particular the impact of stress on the condition and a straightforward way to deal with matters which cause distress in our lives. I learned how best to be as independent as possible and enjoy life."*

*"The breadth of the topics discussed during the course and the useful advice given each session were impressive and I apply the new knowledge on a daily basis. The energy of the team helped me try new things like exercise and weight management. I now understand and accept the need to eat well, exercise and alleviate stress in any way I can. I had assumed a diagnosis was key to any improvement but I now realise that this is only part of the solution to managing chronic illness. I want to pass my sincere thanks to all concerned."*

## Nigel goes the extra mile!

To celebrate MS Awareness Week (19th-25th April 2021), I'm taking the opportunity to highlight the achievements of a Multiple Sclerosis (MS) patient who has impressed us all with his determined fundraising efforts. Nigel Hughes from Barry has been with Cardiff and Vale UHB's Neurology department since his diagnosis in 2012. Nigel had a 30-year career as a South Wales Police Officer and was a keen rugby player. He challenged himself to walk a mile to raise funds for charity during the lockdown of summer 2020.

At the time Nigel was undergoing treatment for kidney stones and was in considerable pain. Nigel also has type 2 diabetes and is almost completely wheel-chair bound. It took momentous willpower for him to complete the one-mile walk in 99 days.

To date, Nigel has raised more than £10,300 for Woody's Lodge ([www.woodyslodge.org](http://www.woodyslodge.org)), a charity supporting armed forces veterans, emergency services and NHS employees past and present, and their families.

Nigel's achievement has been recognised with an Open reach Community Connectors Award, nominated by his MP Rt Hon Alun Cairns, Member of Parliament for Vale of Glamorgan.

Nigel is hoping to undertake a new challenge in 2021. What a champion!

[The fundraising page can be accessed here.](#)

# Healthy working relationships - awareness sessions

*A Healthier Wales: Our Workforce Strategy for Health and Social Care* sets out an approach to the creation of an NHS which has workplaces where staff experience compassionate, collective, healthy and fair behaviours. It is recognised that there are many opportunities to influence this change including leadership development, changing our approach towards colleagues' experiences of work and refocussing how our people "policies" are designed and used.

A recent Staff Survey also highlighted the need to address workplace relationships (including bullying and harassment) and the Minister for Health and Social Services was keen for this to be taken forward in partnership.

Through working on a replacement to the Grievance Policy and Dignity at Work Procedure it was felt that there was a real opportunity for employers and trade union colleagues to work together to re-focus our traditional way of doing things and move to building an approach which focussed on early intervention and the prevention of problems through building healthier working relationships and workplaces. A joint new approach has now been agreed in partnership and will be launched on 1 June 2021. Two key aspects to support the delivery of this new approach are the development of a Mediation Network to deal with issues as early as possible and the development of a new Respect and Resolution policy (which will replace the previous Grievance Policy and Dignity at Work Procedure).

A couple of awareness raising sessions have been arranged aimed at all managers and staff within NHS Wales and will provide:

- an overview of the new approach and;
- how the new Mediation Network and Respect and Resolution Policy will support the roll out.

The session (including an opportunity for Q&As) will be led by the following key colleagues: -

- Claire Vaughan, Executive Director of Workforce and OD, Welsh Ambulance Services NHS Trust
- Richard Tompkins, Director, NHS Wales Employers
- Rhiannon Windsor, Head of People, Organisational Development and Business Partnering, NHS Wales Shared Services Partnership
- Sioned Eurig, Solicitor, Legal and Risk Services
- Richard Munn, Regional Officer, Unite the Union
- Peter Hewin, BAOT/Unison
- Andrew Davies, Policy and Development Manager, NHS Wales Employers

The dates and times of the two sessions are:

**Healthy Working Relationships - General Session - 30 April 2021 - 12pm - 1pm**

**Healthy Working Relationships - General Awareness Raising Session - 5 May 2021 - 12pm - 1pm**

If you would like to attend, please contact [andrew.davies@nhsemployers.org](mailto:andrew.davies@nhsemployers.org) and an invitation will be forwarded.

# Other News and Events

## Have your say on the future of Our Orchard

University Hospital Llandough (UHL) is on the verge of developing of a remarkable new way of delivering health care through the use of the outdoors – and we want to know what you think!

[Read more](#)

## First team completes 1m step challenge

Seven members of Cardiff and Vale University Health Board staff are taking part in a Million Steps Challenge to raise money for Cardiff & Vale Health Charity's Our Orchard Appeal.

[Read more.](#)

## Captain Tom challenge – what will your 100 be?

Captain Tom 100 invites people all over the world to take on a challenge based around the number 100 to raise funds for Cardiff & Vale Health Charity.

[Read more](#)

## Call for portrait subjects

Artist and Illustrator Amy Jackson is looking for NHS staff who would like their portrait drawn as part of an ongoing project. The portrait will be free of charge and the recipient will also receive a print of the finished portrait.

[Read more.](#)