



CHIEF EXECUTIVE CONNECTS

Dear Colleague,

21/06/2022

It's been another very busy week with plenty of meetings and discussions and I've very much enjoyed the opportunity to get out and about to meet with colleagues across our sites.

It was a pleasure to meet with Dr James Martin, Dr Rhodri Lewis, Gareth Thomas and Paul Evans (the Patient Participation Group Chair) at West Quay Medical Centre. I was very impressed to hear about their approach to working with patients and patient feedback to drive innovation and improve access to health services including the 'My Surgery' App which has been co-designed to enable patients to manage their own health and connect with the surgery without having to phone for an appointment.

I was delighted to be able to spend an afternoon familiarising myself with a range of elements of the Ophthalmology Service that included an invite to the Cardiff University School of Optometry. I saw for myself the innovative ways in which the school is training the next generation of optometrists. The School is internationally acclaimed for its interdisciplinary health research and is doing some phenomenal work in advancing therapies and diagnostics. A huge thank you to the team for your time in showing me some of the excellent work you are doing including Ms Siene Ng, Clinical Director, Ophthalmology; Hayley Dixon, General

Manager, Ophthalmology; Professor Sharon Beatty, Chief Optometric Advisor, Cardiff and Vale University Health Board; Fiona Jenkins, Executive Lead, Ophthalmology; Gareth Bulpin, National Digital Architect, Implementing the National Ophthalmology Eye Patient Record (Open Eyes); James Morgan, Glaucoma Consultant, Supporting the implementation of Open Eyes and Barbara Ryan, School of Optometry.

I also had the opportunity to visit the Ophthalmology Outpatient Department and the Accident and Emergency Eye Clinic – a very busy service that sees up to 200 patients a day, most within four hours which is fantastic, so well done to all who are involved in delivering this important service.

We are delivering a number of eye care reform initiatives as part of the recovery and redesign programme including the introduction of two mobile theatres to run high volume cataract surgery, treating up to 20 patients per day. The theatres have been funded by Welsh Government and have enabled us to increase capacity enabling us to address the needs of patients on the waiting lists more quickly. A big well done and thank you to all those involved in delivering Ophthalmology Services.

I held a recent online Ask Suzanne session jointly with Rachel Gidman, Executive Director for People and Culture and her team, who discussed progress on the People and Culture Plan 2022-25, talked about our recent wellbeing initiatives and provided an update on the main areas of recruitment including the successful Kickstart employment scheme, Health Board recruitment events and key milestones including the 271 nurses who have joined us as part of the overseas nurses programme and have now achieved NMC registration. They are a fantastic addition to the team and many congratulations to them all.

A visit to Cardiff Royal Infirmary to meet colleagues from the Sexual Assault Referral Centre and the team behind the CAV 24/7 service was a great reminder of just how important and valuable services are that are delivered out of hospital in the heart of the communities we serve. I hosted an Ask session with colleagues based there and we had some very interesting discussions about how we can build upon the existing work being done to improve access to primary care services and address inequalities of access and outcome often experienced by vulnerable groups.

The next Ask session is 1 July with Fiona Kinghorn, Executive Director of Public Health, and all colleagues are invited to attend. Please don't be shy – put your hand up and ask a question on any burning issues you have, I'm more than happy to help and support as much as I possibly can to overcome any barriers or challenges you are facing.

I would like to share my appreciation for all colleagues for working so hard in across all areas of the Health Board's health and care delivery – you really are doing an amazing job. Thank you.

New Chief Operating Officer

I am delighted to announce that Paul Bostock has been appointed as Chief Operating Officer at Cardiff and Vale University Health Board.



Paul began his NHS career at Southampton General Hospital as a clinical coder in 1994 and has worked his way up through the ranks undertaking a number of general operational management roles in the English Health System.

Paul is currently the Operations Director for Family and Clinical Support Services at Hampshire Hospitals NHS FT and has previously held the position of Chief Operating Officer in both Surrey and Cornwall. I am sure you will all join me in welcoming Paul to the Health Board when he starts his role in September.

Caroline Bird remains in the interim COO role until the end of July and more details of the arrangements following Caroline's departure to follow.

Celebrating our Capital, Estates and Facilities colleagues on the first National Healthcare Estates & Facilities Day

Last Wednesday 15 June marked the first National Healthcare Estates & Facilities Day, a national celebration of the essential work of all Capital, Estates and Facilities professions in the delivery of health and social care. We hosted an event at University Hospital of Wales to encourage colleagues across these services to take a break and enjoy tea and coffee with

their teams. We will host another at University Hospital Llandough in the coming weeks and look forward to announcing more information soon on the Capital, Estates and Facilities Awards later this year.



Amazingly, colleagues in these services are estimated to make up 8% of the NHS workforce across the UK, a total 250,000 people. At Cardiff and Vale University Health Board, 1,400 of our colleagues work in our Capital, Estates and Facilities teams, many of whom are frontline members of the team and continually strive to deliver the best possible service to patients, colleagues and visitors.

We continue to celebrate the huge contribution made by our unsung heroes who truly deserve our appreciation for everything they do to keep our hospitals and community sites running, our patients and visitors fed and watered, and the work they do to maintain a clean and safe environment. Without them, the work of the rest of us across our hospitals, community and healthcare settings, would be impossible.

Did you know:

- Our switchboard recently received 66,000 calls in a day?
- Our porters walk an average six miles during a shift?
- Our ward based catering teams serve around 1.3million meals per year and approximately 100,000 patient sandwiches
- Our linen teams deliver and collect more than 3.5 million pieces of linen per year

You may have seen videos and photos of the Capital, Estates and Facilities team shared on our social media channels. Please take a look and join us in celebrating those who each make a huge contribution to the delivery of our services and patient care at Cardiff and Vale University Health Board.

Porter Meryl Hosapian crowned Health Hero for June

Cardiff & Vale Health Charity is pleased to announce Meryl Hosapian



has been crowned Health Hero for June. Meryl is a porter so it was great timing for National Healthcare Estates and Facilities Day. She's described by her colleagues as having the most wonderful way with patients, engaging them and calming them down when on route to often upsetting and anxiety-inducing scans. With a positive attitude, she often works hard and never grumbles. [Read more here.](#)

Rail Industrial Action

The National Union of Rail, Maritime and Transport Workers (RMT) has announced strike action is planned to take place on Tuesday 21st June, Thursday 23rd June and Saturday 25th June running from midnight to midnight.

This is part of UK-wide strike action, which will see disruptions across the UK's entire rail network.

In Cardiff and the Vale of Glamorgan all rail services across the Wales and Borders network will be suspended, with a limited service running on passenger services on Core Valley lines north of Radyr. Due to the scale of the strike action there will not be any adequate rail replacement bus services in place.

Network Rail and Transport for Rail are advising passengers to only travel by rail if essential for 20th, 22nd, 24th and 26th June.

If you are travelling by train, check before you travel and plan journeys ahead. For more information about this planned strike action please visit the Network Rail website by [clicking here](#). You can also plan your journey and get the latest rail updates on the Transport for Wales website by [clicking here](#).

Moondance Cancer Awards

Huge congratulations to the winners of first Moondance Cancer Awards which recognised their achievements and innovations taking place in cancer services.

This is wonderful acknowledgement for the innovation and partnership working with other health boards to improve cancer detection, diagnosis and treatment for our patients.

And the winners were:

- Emerging Medical Leader – Hasan Haboubi, Consultant Gastroenterologist
- Response to Covid – Protective Elective Surgery Team (Surgery Clinical Board)
- Innovation in the Independent Sector - Transnasal Endoscopy (Olympus Medical, Cardiff and Vale UHB and Cwm Taf Morgannwg UHB)
- Innovation in Treatment – All Wales Genomics Oncology Group (AWMGS)
- Working Together Award – South Wales Lung Cancer Collaboration (Cardiff and Vale UHB and Swansea Bay UHB)



Moondance Cancer Initiative exists to find, fund and fuel brilliant people and brave ideas to make Wales a world leader in cancer survival.

The awards celebrated people across NHS Wales and its partners who have maintained and innovated cancer services despite the extraordinary circumstances of the last two years.

Well done to you all.

All Wales Adult Cystic Fibrosis Centre Accepts UV Disinfectant Robot

Last week, the All Wales Adult Cystic Fibrosis Centre accepted delivery of a UV Disinfectant Robot from the EUREKA Robotics Centre at Cardiff Metropolitan University.

As part of an ongoing partnership between Cardiff and Vale University Health Board and EUREKA Robotics Centre, the UV Disinfectant Robot is designed to enhance the work undertaken by valuable housekeeping colleagues within the Cystic Fibrosis Centre, to deliver maximum efficacy.

Patients with Cystic Fibrosis, a genetic condition that impacts the movement of salt and water in and out of cells, causing a build-up of mucus within the lungs, digestive system and other organs, are particularly susceptible to infection and avoiding illness that may cause lung infection is extremely important.

Within the All Wales Adult Cystic Fibrosis Centre, effective infection, prevention and control measures are taken to reassure patients that the environment they are in is safe. The pilot scheme, which has been funded by Welsh Government, has introduced Healthcare Robotics as a Service (HRaaS), to further enhance the disinfection service conducted by housekeeping colleagues to offer a reliable, efficacious and expeditious service.

Children's Homeless Vision Screening Service

In an effort to avoid children without a permanent address or school placement missing out on valuable vision screening, Sharon Beatty, Optometric Advisor to Cardiff and Vale University Health Board successfully

secured funding to develop a Children's Homeless Vision Screening Service within the Health Board.

Working closely with the Optometrist Lead, Vikki Baker, Cardiff Council and Cwtch, the Primary Care Optometry Team held their first session at the end of May 2022 which provided vision screening to children who may not be seen by school nurses due to their temporary accommodation circumstances.

The Children's Homeless Vision Screening Service aims to alleviate barriers faced by families experiencing homelessness and provides a service that mimics the school nurse vision screening service. Any children failing the vision screening are then directed to their local optometrist for a full sight test and eye examination.

Following their successful first session held in a Cardiff hostel the team (pictured) will work closely with local Optometrists, Cardiff Council and Cwtch, to ensure this service is sustainable and successful in the future.



Photograph shows Vikki Baker, Optometrist Lead with her Optometry Team volunteers.

Panel Members for Patient Funding Requests Needed

The Cardiff and Vale Commissioning team is recruiting for Individual Patient Funding Request (IPFR) Panel Members. IPFR and Prior Approval requests fund NHS healthcare for individual patients who fall outside the range of services and treatments that the Health Board has agreed to fund and/or to provide routinely which can include a request for any type of healthcare including a specific service, treatment, medicine, device or piece of equipment. If you are interested, email Commissioning Officer Zoe Rees for further information on zoe.rees@wales.nhs.uk

Celebrating Project Search in Learning Disabilities Week

In light of Learning Disabilities Week (20-26 June) we want to highlight the exceptional work of the Project Search Interns across our Health Board.

Project Search offers training and work experience scheme to young people with Additional Learning Needs (ALN) so that they can successfully go onto employment. The scheme is supported here by Cardiff and Vale University Health Board, and interns were placed in several departments in University Hospital Wales in Heath, including pharmacy, cellular pathology, restaurant, switchboard and linen.

Operational Service Team Manager, Lee Barker said: "Our interns have demonstrated their capability through working long hours across multiple departments of the organisation. They have certainly proven to be essential to our work force, and become key members within their teams. Some individuals have

even been encouraged to apply for permanent positions in our health board.

"Just by giving these individuals the opportunity and encouragement to dip their toe into the large and intimidating ocean of employment, it has given all of our interns the confidence to drive in knowing that they CAN swim just like everyone else."

[Read more about the interns' personal journeys here.](#)

Dietitians Week 20-24 June – Come and chat!

An information stand will be run by Community Dietitian, Heidi Arnot, in the following areas:

- Barry Hospital Reception Area, Monday 20 June: 08:30 – 13:00
- UHL Square (by the porters' office), Tuesday 21 June: 08:30 – 13:00

The display is to raise awareness to colleagues and patients on the importance of hydration, healthy eating and fruit and vegetable intake. For more information, heidi.arnot@wales.nhs.uk. [For further information or to self-refer click here.](#)

'Healing Together' this Refugee Week

The 2022 theme of Refugee Week is 'Healing Together' and to mark this week are raising awareness of the support available across Cardiff and Vale to those who find it challenging to access healthcare services.

Cardiff and Vale Health Inclusion Service (CAVHIS), offers a patient centred service to people seeking sanctuary or vulnerable individuals within Cardiff and Vale. Providing access to public health screening, and short-

term healthcare support, the service supports individuals with their healthcare needs during a vulnerable time with respect, compassion and dignity. To find out more about the service provided by CAVHIS and support available from third sector organisations, [please click here](#).

Recognising Research on Red4Research Day

On Friday, University Hospital of Wales and University Hospital Llandough were lit up in red to celebrate #Red4Research, a day of recognition for the incredible contribution made by people working in Health Research.



#Red4Research Day began in 2020 as a way of saying thank you to the incredible research teams collectively working to develop new diagnostics and treatments. Research isn't undertaken by individuals working in isolation but made possible by people around the world working together.

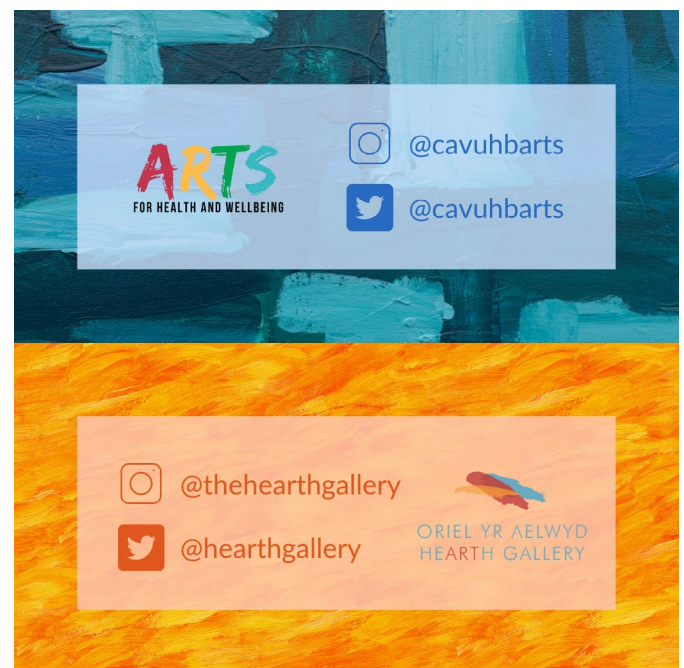
Colleagues in research are often unsung heroes, but over the past couple of years they have rightly been in the spot light for their pioneering work at the forefront of global efforts to identify effective treatments for COVID-19 - not least in becoming the first Health Board in the UK to launch the

RECOVERY trial. Across Wales, researchers set up and delivered 119 COVID-19 studies, including seven vaccine trials, providing an opportunity for more than 60,000 people in Wales to take part in research.

Those efforts during the pandemic scratch the surface of our research teams' monumental impact on healthcare more widely, delivering research today to unlock the new treatments of tomorrow. I'm pleased we were able to take this opportunity to say thank you, and show our huge gratitude for the hope our research teams provide in driving forward healthcare.

New Arts Social Media Channels

Please follow our new social media accounts for the Arts for Health and Wellbeing Programme. We've made some changes to in our communications to allow our social media channels to be easier for our supporters to keep up to date with, so please follow BOTH the Arts for Health and Wellbeing Programme and the Hearth Gallery.



Therapies Musical Garden Project Supported by Staff Lottery

Mental Health Services for Older People began a project to transform their inpatient garden into an inviting, stimulating and relaxing area that patients would enjoy and use as part of their therapy.

With funding from the Staff Lottery Bids Panel, the team purchased outdoor musical equipment to create an interactive experience throughout the area. The instruments will have a positive impact on patients' health and wellbeing, helping them engage with musical activities and outdoor sensory interventions, promote independence, developing daily routines, with the aim of improving mental health and wellbeing. [Read more here.](#)