

# Chief Executive CONNECTS



Dear Colleague,

24/08/2021

Earlier this week, Prof Stuart Walker, Steve Curry and I had the pleasure of meeting Dr Andrew Goodall, Chief Executive of NHS Wales, and Deputy Minister Lynne Neagle alongside The Chair and Deputy Chair, and we were ably supported by Scott McLean and Dan Crossland, to discuss an incredibly important topic: the impact of COVID-19 on mental health and the provision of the UHB's mental health services to address it.

We acknowledged and agreed on the impact the various aspects of the pandemic has had on the mental health of our colleagues and wider population, which in some cases has been severe. We took the opportunity to outline to Dr Goodall some of the innovative services the UHB has established and delivered in the last 18 months, including the Recovery & Wellbeing College among other initiatives, but recognised that there is more for us to do.

The Cardiff and Vale Recovery & Wellbeing College provides free courses on a range of mental health, and wellbeing topics. The College is underpinned by the Recovery values of Hope, Control and Opportunity. The college holds Co - production, Peer Support, and mutual learning as guiding principles. The Recovery & Wellbeing College is flexible and has an educational focus, with the promotion of wellbeing at its core. The service is self - referral with Staff, those accessing services, and carers attending as students on an equal basis.

All courses are co-produced and co-delivered by Peer Trainers with lived experience of mental health challenges, and physical health challenges who intentionally use their experience to support others, and work with the values of mutuality and shared learning. We believe clinical and lived experience expertise have equal value.

The Recovery & Wellbeing College is the first fully established college of its kind in Wales and continues to expand its course offering. Since the Recovery & Wellbeing College launched in September 2020 up to now, there have been 1095 enrolments, 343 teaching hours, 30 courses, and 133 sessions. Some other services we offer, include:

**SilverCloud** - People in Wales aged 16 years and over, who are experiencing mild to moderate anxiety, depression or stress, can sign-up for a free, 12-week course of online therapy. There are 17 courses available to choose from, find out more.

**Activate Your Life** - Improve your mental health and wellbeing with this free course that will help you live life with more confidence - supporting you with practical ways to help you cope with thoughts and feelings causing distress. Find out more.

**Primary Mental Health Support Service** - The Primary Mental Health Support Service offers a range of educational open access courses for adults in the local community. Free courses on offer include 'Understanding Me' and 'Action for Living' - find out more.

Employee Health and Wellbeing Service (EHWS) - For staff in our organisation, remember to take advantage of the EHWS. There are a number of services and resources available to support you with mental health and wellbeing in the workplace. More information can be found on the staff intranet.

There are also a number of resources dedicated to children and young people, more details about [which can be found here](#).

As mentioned above, we recognise that there is much more to be done and there will be a number of developments to our mental health services in the coming months and we will share more details about them as soon as possible.

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

## COVID-19 Recovery Update

Last week I updated you on the actions we continue to take in meeting the challenges of unscheduled care – in the context of the pressures currently being faced. This week, I will provide an overview of the resource the Health Board is receiving to begin delivery of the recovery of services following the impact to date of the COVID pandemic.

Welsh Government released £100 million of recovery funding in March of this year, specifically targeted at planned care recovery schemes i.e. elective services. We know that, as a result of the pandemic, elective services have been impacted significantly. C&V UHB was allocated £13.6 million of this funding and I will provide an overview of how that money is being used. It is important to say however that ‘recovery’ can be achieved by a number of means and that while additionality will be a key feature, particularly in the early phases, we will be placing significant emphasis on transformation as part of the recovery approach.

In these early stages therefore, recovering elective activity to pre-COVID levels (even with the existing IP&C restrictions) is an early aim. Within the Health Board’s planned care recovery plans we have already authorised a number of capacity related schemes. These include building two additional mobile operating theatres at UHW – due to be in place by late October; securing and expanding access to independent sector hospitals; increasing endoscopy capacity through insourcing; securing additional mobile diagnostic facilities and increasing evening and weekend work.

In addition to this, we are recruiting additional substantive staff to our key elective core services. This includes the recruitment of operating theatre staff, anaesthetists, surgeons and ward staff. All of these additional schemes are underway - if not already in place.

As at the end of June 2021 we had committed to increasing our Health Board’s in-patient and day case work to 70% of pre-COVID levels (despite a third wave and IP&C restrictions). By the end of June we were delivering 76% of pre-COVID activity.

Whilst the initial allocation for recovery was focussed on planned care, we recognised that recovery and re-design would have to happen on a whole-system basis. We have therefore submitted a further plan which extends beyond elective care to unscheduled care including primary, community and mental health services. Whilst an allocation against the second submission has yet to be fully agreed we have, given current pressures in the system and the urgency around recovery, progressed at risk with a number of schemes. These include further developing medical and surgical Same Day Emergency Care (SDEC) services at hospital, improving hospital flow through investing in medical, nursing and therapy staff, reducing length of stay for frail trauma through investment for therapy staff, developing a prevention model within GP clusters through a multi-disciplinary team approach, investing in specialist CAMHS mental health services and further recruiting to children and adult mental health crisis and assessment services.

A range of schemes have been supported in addition to this.

Finally, we have developed a support infrastructure to ensure recovery planning is co-ordinated and delivered in a timely way. This includes the development of a workforce recruitment hub under the direction of the Executive Director of People & Culture and the appointment of a Programme Director for Recovery.

The latter position has been taken up by Hannah Evans who joined the Health Board in the last few weeks.

We will continue to work with Welsh Government and will remain active in pursuing recovery plans which are clinically driven, informed by our data and risk oriented.

## Urgent reminder: Staff with coronavirus symptoms

We would like to take this opportunity to remind all staff about the importance of getting tested if you are feeling unwell and experiencing symptoms of coronavirus.

If you are experiencing a high temperature; a new, continuous cough or a loss or change to sense of taste or smell, you must isolate immediately and book a PCR test via the Staff Testing Pathway. It is very important to recognise that some people do not get these cardinal symptoms. We therefore ask staff who have any viral or respiratory-type symptoms e.g. sore throat, runny nose, sneezing, headache or any cold/winter flu symptoms to also book a PCR test.

- If unwell with COVID compatible symptoms, self-isolate and arrange a PCR test through your manager
  - If PCR positive – please isolate
  - If PCR negative AND symptoms resolve, come back to work
  - If PCR negative BUT still unwell; stay at home until symptoms have resolved
- Lateral Flow Tests (LFTs) are ONLY for asymptomatic screening and should not be taken if you have any respiratory symptoms.

If you experience any symptoms you must stay at home and contact your line manager immediately who will arrange for you to get tested at one of our Community Testing Units (CTUs).

### **Wearing Masks/Face Coverings around our sites**

As a Health Board we are taking a cautious approach when moving to Level 0 and will continue to adopt Masks/face coverings when on any of our sites. This includes health care settings, office based areas and restaurants on any site. This is to keep our staff, colleagues and patients safe as the virus is still in circulation. We will review this guidance regularly and also remind people to continue practicing good hand hygiene.

We are also reviewing the guidance and numbers in meeting rooms so when people are using these areas we would ask that you adopt a cautious 3 C's approach to mask wearing in these areas which includes:

- Closed space
- Crowds
- Close contact

We would like to thank all staff for continuing to work together to keep each other safe.

## Minister Meets 9-Year Old Shannon at the Artificial Limb and Appliance Centre

Last week, we were delighted to welcome Eluned Morgan, Minister for Health and Social Services, to meet 9 year old Shannon and her family at our Artificial Limb and Appliance Centre (ALAC).

Shannon was the first recipient of a sports prosthetic on the NHS in Wales, through Welsh Government funding providing specialist sport prosthetics for children and young people.

When Shannon used to play tag in school, her friends would slow down because they knew they could catch her. Thanks to the new sports prosthetic blade, Shannon is able to keep up with her friends and even participates in activities including running, basketball and horse riding. The new sports blade has given Shannon a massive confidence boost.

In addition to the cost of the prosthetics, the funding covers staff and resource at three specialist centres commissioned by WHSSC, at the ALAC in Cardiff, and others in Swansea and Wrexham.

The Minister also met with members of staff at the centre, including the Artificial Eye team, to find out more about the unique services we offer. The visit also provided an opportunity for the Minister to meet with Professor Stuart Walker, Medical Director, Jan Janczewski, Chair and Fiona Jenkins, Director of Therapies and Healthcare Science, as well as other senior Health Board colleagues for the first time.

Thank you to all of our team at the ALAC who work closely with patients, enabling them to have a better quality of life.



## Congratulations to Eye Care Team for HSJ shortlisting

I am delighted to be able to congratulate our eye care team for another award shortlisting. Their project, Eye care without boundaries: A true shared care vision for patient benefit in Wales, has been named a finalist in this year's HSJ Awards in the Workforce Initiative of the Year Category.

With COVID-19 creating long waiting times the project's ambition is to deliver "shared ophthalmic care" to the citizens of Cardiff and the Vale of Glamorgan in collaboration with higher qualified optometrists to address this issue. The operational ophthalmic Electronic Patient Record and Electronic Referral Portal will enable optometrists read/write access to the platform and the development of a new Teach and Learn Centre will deliver shared ophthalmic care in 2021.

Last year, the team were highly commended in the 2020 HSJ awards for their work to transform glaucoma eye care services by creating a digitised patient record, enabling shared care between optometry and ophthalmology.

I'd like to wish the team the very best of luck as they go through the judging process in the coming weeks and I will be keeping my fingers crossed for them during the award ceremony on the 18th November. Well done!



## Pride Cymru and the Pinc List

I was very pleased over the weekend to see that no less than three members of our staff are featured on this year's Pinc List, which recognises and celebrates Wales' most influential LGBTQ+ people.

Lisa Cordery-Bruce, Sophie Quinney and Darren Cousins all feature in the annual list, for the incredible contribution they each make to support the LGBTQ+ community locally and across Wales, which we should all be incredibly proud of.

Lisa, Sophie and Darren are joined on the list by patron of the Cardiff & Vale Health Charity, Nathan Wyburn.

The Pinc List is released during Pride Week, and this year the NHS in Wales is supporting Pride by running its own virtual event throughout this week. It promises to be a really fun and insightful week of activities and I hope that as many people as possible take the opportunity to get involved. You can [view the Virtual Pride programme of activities here](#), and book onto events by emailing: [lgbt.historymonth@wales.nhs.uk](mailto:lgbt.historymonth@wales.nhs.uk).

As a Health Board we are committed to supporting LGBTQ+ patients and colleagues. While it's great to have influential people in the LGBTQ+ community really driving forward our progress in this area, we must all take a personal responsibility to improve our understanding of the issues faced by the LGBTQ+ community so that we can become better allies for our patients and colleagues.

With this in mind, I would like to draw your attention to the following basic awareness training on LGBTQ+ issues that is taking place during the next couple of weeks:

- Trans and Non-Binary Issues in Healthcare - 25th August (tomorrow), 9am - 12pm, Cochrane Building
- Sexualities (LGBQ+) in Healthcare - 3rd September, 9am - 12pm, Cochrane Building
- Trans and Non-Binary Issues in Healthcare - 15th September, 9am - 12pm, Cochrane Building

Each session is three hours long and held in person to encourage interaction and the opportunity to ask questions. You can book your place through ESR or by contacting the LED department.

## Pharmacy opening times for this August Bank Holiday

Find out which pharmacies are open this August Bank Holiday in [Cardiff](#) and the [Vale of Glamorgan](#). Remember, if you live in Cardiff or the Vale, or you're simply visiting during the bank holiday weekend, you can visit a local pharmacy for advice on

- Minor illnesses or injuries (e.g. coughs and colds)
- Hayfever
- Headaches
- Diarrhoea
- Medications



## CAV 24/7 is open this August bank holiday

Our CAV 24/7 service, which runs 24 hours a day, 7 days a week, is open this August bank holiday weekend. So if you feel you may need to visit the Emergency Unit or Minor Injury Unit, or you need to speak to the Urgent Primary Care Out of Hours service, then please ring CAV 24/7 first on 0300 10 20 247. We must remind you that CAV 24/7 is an urgent care service only and cannot provide routine services such as:

- Blood tests
- Repeat medications or prescriptions
- Routine appointments
- Hospital referrals

If you are given a timeslot to attend our Emergency Unit or Minor Injury Unit then please do limit the number of relatives you bring with you. As a busy working hospital, we're still adhering to social distancing guidelines to help keep our staff and patients safe. If you know of friends or family visiting the area this bank holiday weekend, please ask them to save the CAV 24/7 number in their phone... 'just in case'.

## TriTech Institute Health and Social Care Technology Challenge

The TriTech Institute Health and Social Care Technology Challenge will fund up to 4 projects to the value of £20,000.00 each (inclusive of VAT) in addition to ongoing bespoke support from the Accelerate Healthcare Technology Centre (if eligible). Successful teams will also have the opportunity to present their idea at the opening of the TriTech Institute, showcasing their project to health board and industry partners on Tuesday October 5th 2021 at the TriTech Head Quarters in Dura Park, Llanelli.

This challenge is a means of stimulating early-stage ideas to develop smart devices and connected medical devices that might solve one or more of the clinical challenge themes listed below, whilst improving patient outcomes, patient experience and/or process and resources efficiencies.

The development of a network of connected, smart devices, and objects that can communicate with each other and automated key tasks that allows technology and people to be better connected.

The development of connected medical or care devices that can generate, collect, analyse, and transmit data that contributes to major advances in wireless technology and computing. Medical or care devices that demonstrate improvements in patient outcomes.

Artificial Intelligence (AI) that can be used in a device or system; diagnosis of heart disease, detecting cancer in mammography, detecting retinopathy, medical imaging of liver, lung and prostate cancer, in-vitro diagnostic tools.

The development of a mobile healthcare app that can assist health boards and social care organisations to be able to meet the ever-changing needs of our patients.

Open to anyone, this challenge strongly encourages collaboration between health and social care professionals, academia and the wider public and private sector.

[Read more here](#)

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## Other news and events

### Further funding for *Arts for Health and Wellbeing*

Cardiff and Vale University Health Board and Cardiff & Vale Health Charity's Arts for Health and Wellbeing programme is delighted to have the continued commitment from the Arts Council of Wales to provide funding for their programme for a third year.

[Read more](#)

### New exhibition in UHL corridors

The Cardiff and Vale Arts for Health and Wellbeing team are delighted to introduce their new Corridor Exhibition at University Hospital Llandough, Wild at Heart by local Artist Andrea Grottick. [Take a look here.](#)

### Improving environments for children at St David's Hospital

"The Children's Centre is now looking like a much friendlier environment" Great feedback received on funding from Cardiff & Vale Health Charity on a number of improvements which have been made at The Children's Centre, St David's Hospital. [Find out more about this here.](#)

### Cardiff Royal Infirmary Newsletter

With lots going on at Cardiff Royal Infirmary, a new newsletter has been produced which aims to give the latest updates, useful information and developments at site. [You can read it here.](#)

### FREE spaces available for the Cardiff Bay Run

There are still a few FREE spaces available for the Cardiff Bay Run on Sunday 26th September. Why not run (or walk!) to raise money for your service, ward or department! Please email [fundraising.cav@wales.nhs.uk](mailto:fundraising.cav@wales.nhs.uk) for your FREE space.