



Dear Colleague,

24/01/2023

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Last week I visited the new Cardiff Edge development with Clive Morgan, Managing Director of the All Wales Medical Genomics Service and Paul Mears, CEO for Cwm Taf Morgannwg UHB alongside a number of other colleagues. The site provides facilities to support Life Science industries and partners from across a range of arenas including the NHS. The new home for the Genomics Partnership Wales will open later this year and will be an important contributor to the site where opportunities to continue to develop in life sciences and as well as health and education are being established.

There was lots of good discussion around additional opportunities for regional collaboration in this important and developing area which in addition to supporting the delivery of NHS care and treatment for patients will also importantly contribute to the local and national economy and support employment. The Cardiff Edge development is welcome news after four years of consultation, planning and preparation with key partners and stakeholders to ensure the new premises are future proof to meet the requirement of patients and colleagues.

This will also create a sustainable, internationally competitive environment for genetics and genomics to improve health and

care provision for the people of Wales, placing Wales at the heart of a globally recognised precision medicine ecosystem in Wales.

Cardiff Edge will offer something different in the field of genomics with a distinct advantage integrating research and clinical service delivery. The joint location will further support expanding technological infrastructure which will allow talented and diverse scientists, genetic technologists and bioinformaticians to achieve great things for the benefit of patients and their families who are receiving services.



In recent weeks the NHS has seen further industrial action with GMB and Unite union members from Welsh Ambulance supporting strike action. There are further dates planned on 6 and 7 February for Royal College of Nursing members. GMB members of Welsh Ambulance will also be striking on the 6 February alongside the possibility of other union colleagues. The Royal College of Midwifery and the Chartered Society of

Physiotherapists have also announced strike action on the 7 February.

We continue to work closely with colleagues and communities to ensure we are able to provide care for those patients who need healthcare services at this challenging time. During strike action please only use the Emergency Unit in circumstances where it is absolutely necessary and consider accessing support in alternative ways, such as your Community Pharmacy or NHS 111 Wales online and ensuring your first aid kits are up to date so you can self-care at home. We will keep colleagues and the public updated with the plans.

Last week, colleagues welcomed ITV Wales journalists into the Emergency Unit and Integrated Assessment and Care Unit (IACU) to work on a news outlining some of the pressures patients and teams are experiencing across the system and what collaborative and innovative work is being done to help alleviate those pressures and support patients to navigate through the system safely.

The piece reflected upon the current situation in the Emergency Unit, the incredible hard-work of colleagues right across the organisation to achieve a significant and sustained reduction in ambulance handover delays and the work that is being done to support medically fit for discharge patients within the new IACU ward in Lakeside.

I'm very grateful to everyone right across the HB who continues to work so hard to deliver great care and treatment to patients and in providing support to one another. My thanks and best wishes to you all.

Thank you to all colleagues who participated and helped to facilitate and welcomed the

ITV crew into their departments and to Dr Katja Empson, Judith Hill, Jane Andrew and Anjali Patel who took part in the interviews. If you missed the piece, [you can watch it here](#).

The Mass Vaccination Centres in Cardiff and the Vale will now be facilitating walk-in vaccination catch-ups for those who have yet to get their flu vaccination at Woodland House and Holm View.

Flu vaccination catch ups at both sites will be for all eligible groups, including children, with the opportunity to help improve access to vaccinations for the Cardiff and Vale community, allowing a more flexible walk-in option for those who have yet to attend an appointment.

SWAN clinic coverage on BBC Morning Live

It was brilliant to see the UK's first SWAN Clinic at University Hospital of Wales featured on BBC One's Morning Live last week on 17th January.



Commissioned by Welsh Health Specialised Services Committee (WHSSC) and funded by Welsh Government, the SWAN Clinic has been established by Cardiff and Vale University Health Board to improve pathways for people living with rare, undiagnosed conditions across Wales.

Although rare diseases are by their nature individually rare, collectively they are common with 1 in 17 people being affected by a rare disease at some point in their lifetime, equating to around 175,000 people across Wales.

There are thousands of known rare diseases that affect both children and adults, but some are so uncommon and difficult to diagnose they are known as a 'syndrome without a name' or SWAN.

Dr Xand of BBC One Morning Live highlighted the fantastic work the Health Board is doing to help patients with undiagnosed conditions find a diagnosis, and the innovative technologies being developed. Dr Xand interviewed Debbie Schwartz, Chris Jenkins, whose son has been diagnosed with a rare disease after eight years, and Dr Graham Shortland.

Speaking on the show, Debbie said: "It's exciting that even after all this time, the doctors are prepared to still look and that's wonderful."

Dr Xand said: "If you have a condition that is undiagnosed, don't lose hope. There are some fantastic people out there trying to find answers. At the SWAN Clinic, they're trying to solve the unsolvable cases and hopefully more patients will get the diagnosis they so desperately are seeking."

You can watch the full segment on [BBC iPlayer](#).

West Quay Surgery finalist in the HTN Now Awards

West Quay GP surgery in Barry have been shortlisted in the category of Health Tech Case Study of the Year for their Think Healthcare Platform in the HTN Now Awards. The project aimed to put patient happiness and access first, whilst also improving efficiency, saving money, and future proofing processes.

The 'THINK HEALTHCARE' platform is a cloud based telephony system designed by NHS specialists and ex-practice managers. Every project & platform is custom built to suit specific patient & practice demands. In West Quay, they were looking to address not just short term challenges, but also look to the future and make sure that any change made was supporting further improvements on an ongoing basis.

One of the first introductions was the Queue Buster functionality. Rather than sitting holding a phone waiting to get through, patients were instead offered the ability to press a single button, put the phone down and carry on with other tasks. The Think Healthcare platform calls them back automatically when they reach the front of the queue. As part of the consultation process they ensured that the cluster of practices in the area were able to work together on the new platform, with a roadmap for others to join.

Future developments may also include having those who find modern telephone menu systems challenging routed straight to a receptionist, avoiding any confusion with a menu where they may struggle to get through. This will improve inequality of access for the elderly, those with learning disabilities and cognitive impairment disorders.

GoodSAM App launched to help people suffering a cardiac arrest

The Welsh Ambulance Service Trust has partnered with a life-saving app that can help people suffering a cardiac arrest get the help they need quicker.

GoodSAM is a free life-saving app that uses GPS technology to alert registered first responders to a nearby cardiac arrest so CPR can be given while an ambulance is on route. Responders include NHS doctors, nurses, paramedics and therapists, as well as police and fire staff, first aiders and volunteers trained in CPR.

Since being first introduced in 2018, the app is now incorporated globally with a number of ambulance services and thousands of responders in Wales are already signed up. If your job requires CPR training, you can register to become a responder for free by simply uploading your work ID.

When someone is suffering a cardiac arrest and calls 999, WAST's Computer Aided Dispatch system (CAD) will automatically alert three GoodSAM responders who are logged into the app and are within a 500-metre radius of the patient.

At the same time, WAST's clinical control centre will be identifying the nearest ambulance resource to send to the emergency. If the GoodSAM responder receives the alert and is available, they can accept via the app which will give them directions to the patient. By arriving a few minutes before the ambulance and undertaking CPR and early defibrillation (where available) will improve a patient's survival after suffering a cardiac arrest. If a GoodSAM responder is not able to accept the alert, it can be declined, and the app will

continue to alert the next nearest registered responders.

GoodSAM is based on the idea that if you are rarely more than 5 metres from a spider, you are probably rarely more than a few hundred metres from someone trained in basic life support.

For every minute someone who is in cardiac arrest does not receive CPR or defibrillation, their chances of survival fall by 10%. Therefore, it is important to alert people with the right life support training skills who are in the immediate vicinity of the patient to start CPR until ambulance personnel arrive.

For more information and to sign up today, visit <https://www.goodsamapp.org/>.

Maggies Centre

Maggie's cancer caring charity provides free practical, emotional



and social support for anyone affected by cancer and their family and friends. The centre which is based in the grounds of Velindre Hospital Cardiff offers a warm welcome in a nurturing environment.

Coping with a cancer diagnosis and treatment can be difficult for patients and their loved ones as they come to terms with what is happening. The centre offers a number of sessions for patients and families including benefits advice, daily drop in sessions for support, art therapy, relaxation and emotional therapy. You can find out more about the local courses [here](#). Please sign post this great resource and opportunity for support to patients, their families and your family and friends who may benefit from the great services the Maggie's Centre offers.