

# Chief Executive CONNECTS



Dear Colleague,

28/10/2021

The Health Board is working closely with our Local Authority partners in Cardiff and the Vale of Glamorgan to address the pressures across the system. Like other national areas, Cardiff and Vale University Health Board is facing significant workforce pressures, due to workload, vacancies and short-term sickness. We are working closely with our partners to actively improve the future situation whilst seeking further social care support.

The £48m Welsh Government funding to support social care in Wales last month should provide some much needed support to help alleviate challenges in the system.

We appreciate the huge pressures our teams will be under and encourage people to look out for each other. If you need to speak to a colleague or line manager please do so, our Employee Wellbeing Service is also available to support you.

It is important to note that our Local Authority partners are also seeing an unheralded degree of demand for community care and care home places, which is causing some delay in hospital discharges. We are working together to address these concerns and improve the flow through our hospital sites.

**Prof Stuart Walker**  
**Interim Chief Executive**

# A1 Ward Helps Relieve Pressure on Emergency Unit Thanks to Medicine Clinical Board Transformation Programme

From Monday 1st November, A1 ward can focus their care on patients with an anticipated short length of stay (LoS). This will include acute patients and will relieve pressure on the Emergency Unit and Assessment Unit, as a result of the Medicine Clinical Board transformation programme.

Clinicians and teams within Medicine Clinical Board have recognised that many patients can spend too long in the incorrect part of the hospital (UHW) and being moved more times than necessary, which could result in a patient's health deteriorating. The patients we refer to are the ones whose Length of Stay (LoS) is over 24 hours and need hospital admission; usually these patients spend too long in either the Emergency Unit or the Assessment Unit at UHW.

Developed and designed by staff working on A1, the new model is based on the 'SAFER' framework which helps improve patient experience patient flow, ward rounds and patient communication. LoS for a patient on A1 ward should be between 24 and 72 hours.

## What does this mean for patients?

This will improve the patient experience as it will involve them in their care, reducing their length of stay and mitigating against breakdowns in the continuity of care they receive.

Essentially, the model will improve communication and enable all patients to answer the following questions:

- What's the matter with me?
- What is happening today?
- What is needed to get me home?
- When am I going home?

## What does this mean for Health Board staff?

Not only are we improving our patients' experience and care, this model will help us standardise better ways of working.

The multi-disciplinary team have contributed ideas and suggestions on how this model would work and how can we take it forward; the model has been shaped by staff and patient feedback.

The benefits of working with this model include:

- Improved communication between teams
- Seamless teamwork
- Ensuring multidisciplinary teams work together to achieve the safe discharge of a patient
- Job satisfaction

## What happens next?

We will share the experience of the model on A1 to engage with staff on other wards across the Health Board.

We also encourage staff to reach out to us by having a conversation with us on how it may work on their wards/within their areas and sharing their ideas. If you have any feedback please speak to Ian Hardcastle, Interim Director of Operations, Katja Empson, Deputy Clinical Board Director, or Jane Murphy, Deputy Nurse Director.



# Recovery and Redesign Update: Ophthalmology Mobile Theatres

## What is the current situation?

As a consequence of the COVID-19 pandemic, much of the Health Board's routine elective operating was paused or greatly reduced. This has resulted in significant volumes of patients waiting for cataract operations, many of whom are now waiting over 2 years for treatment.

## What are we aiming to do?

We want to achieve an overall reduction in the volume of patients waiting for day surgery and are specifically targeting cataract operations. These are high volume lists so a targeted approach will enable us to offer patients a date for surgery much more quickly than at present and reduce the number of patients waiting to pre-COVID levels or better.

## How are we going to achieve it?

We have been successful in a bid to Welsh Government for funding to hire two mobile theatres with an admission/discharge area to run high volume cataract surgery, treating approximately 16-20 patients a day. The theatres are being supplied by Vanguard Healthcare Solutions and will be located in the (now closed) disabled car park opposite Lakeside Wing at the University Hospital of Wales for between 12 and 24 months. Additional disabled parking capacity was made available last year in car parks 8 and 9 and has remained in place.

## Latest updates

The Peri-operative Care and Ophthalmology Directorate teams have been working with various stakeholders such as IT, Capital Estates & Facilities, Workforce & OD, Finance and Vanguard to progress this project. The first mobile theatre is planned to arrive on site on 28th October 2021 with the remaining units scheduled to be on site shortly thereafter.

Enabling works will then need to be undertaken to connect the theatres to the UHB infrastructure so subject to any delays outside the Health Board's control such as supply chain issues related to the pandemic, the plan is for the theatres to be fully operational by the beginning of 2022.

Miss Siene Ng, Consultant Ophthalmologist and Clinical Lead for the Mobile Theatres project said "This exciting development is a significant step for us on our journey to improve clinical services and access for patients and start to restore some normality not only for our staff but also for our patients who have been waiting for treatment. I am delighted to say that the first operations are scheduled to take place early in the New Year."



# Autumn COVID-19 Booster Update

I would like to start by taking this opportunity to thank all our staff for the resilience and professionalism they have shown throughout our vaccination programme. We began delivering the COVID-19 booster vaccination on 20th September and have now administered boosters to the majority of frontline health and social care staff and care homes in Cardiff and the Vale.

As we begin to return to business as usual, we have adapted our vaccination programme to deliver booster vaccinations using a cluster model. This model involves offering a range of options including our Mobile Vaccination Team, Mass Vaccination Centres (MVCs), GP Practices and Community Pharmacies. For those aged 80 and over, along with the option to attend one of our MVCs, we have offered appointments that are closer to home either at a GP Practice or Community Pharmacy. In some circumstances, those aged 80 and over have also received their vaccination at home from our Mobile Vaccination Team.

We are continuing to move through the programme and we will invite further age groups, including people aged 50-79 and adults of any age with an underlying health conditions, carers and household contacts of immunosuppressed individuals, to be vaccinated at one of our MVCs in due course.

If you are eligible, you will be offered a booster no earlier than 6 months after your second dose. We are scheduling booster appointments in the order first and second doses were received. When it is your turn, you will receive an appointment letter inviting you for your booster. Please wait to be contacted, our booking line continues to receive a high volume of calls so please only call the booking line if you need to cancel or reschedule your appointment.

If you have any questions about the autumn booster programme, you can find more information on the Public Health Wales website by clicking [here](#).





# Vaccination Centre Volunteers Shortlisted for National Award

Volunteers from St John Ambulance Cymru, British Red Cross and Cardiff and Vale University Health Board are shortlisted for the 'Partnership and Systems working in volunteering' award at this year's Helpforce Champions Awards 2021.

The teams have played an essential role in the vaccination roll-out, delivering care and support to people at vaccination centres in Cardiff, the Vale of Glamorgan, and the surrounding area.

Thousands of volunteer hours have been given to the programme which ramped up its efforts in mid-January and hundreds more hours are expected as the booster programme gathers pace.

Red Cross volunteers have been welcoming people to the centres and giving them support before they receive their vaccine and alongside them, St John Ambulance Cymru volunteers, who are first aid trained, have been caring for people after their vaccinations and delivering assistance to people who need extra support. Cardiff and Vale University Health Board volunteers have also played an instrumental role guiding people through vaccination centres as well as providing emotional support where needed.

The award recognises the importance and value of bringing volunteers together to support the wider community and shortlisting comes off the back of one of the most turbulent 18 months for the healthcare sector and its volunteers, whose services have been needed more than ever.

I'd like to take this opportunity to thank all of the volunteers for their huge contributions to our vaccination programme and wish you every success at the awards on Friday.

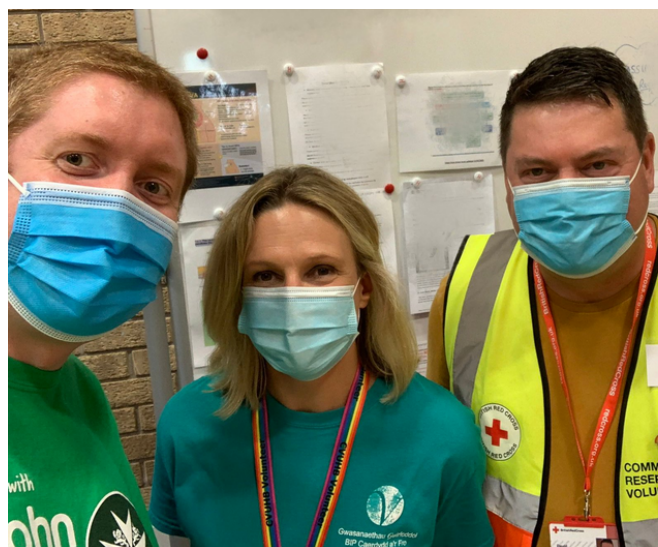


IMAGE CREDIT: ST JOHN AMBULANCE CYMRU

## Other Updates

### Trelai Park Run

The Trelai Park Run took place on Saturday 23rd October, supported by Cardiff South West Primary Care Cluster. Participants who attended were welcomed to walk, run, jog, or simply turn up to offer their support. Residents of Ely, Caerau, Canton, Riverside, Pontcanna and wider areas were invited to take part. A number of GP practice teams also participated in the event. First Minister, Mark Drakeford, also attended to show his support. Thank you to everybody involved in organising the Trelai Park Run, and to those who took part and supported it.



IMAGE CREDIT: CARDIFF SW CLUSTER



IMAGE CREDIT: CARDIFF AND VALE ARTS FOR HEALTH & WELLBEING

### Artwork Supporting Equality, Diversity and Inclusion for All

Visitors and staff at Cardiff Royal Infirmary will now see inspiring and uplifting artwork displayed on the walls. The artwork reflects the Health Board's commitment to continuing to work with patients, staff and colleagues, as well as providing support as part of a collective commitment to equality, diversity and inclusion for all. [Find out more.](#)



IMAGE CREDIT: ADELE PASK - SYNERGY