



Dear Colleague,

29/04/2022

Firstly, can I say a massive thank you for your continued commitment, hard work and for continuing to deliver compassionate care and treatment to patients and their loved ones. We continue to experience extraordinary levels of demand across all areas of the Health Board and I'm enormously grateful for your continued support as well as proud of your achievements.

Last week, Eluned Morgan, Minister for Health and Social Services, visited University Hospital of Wales and spent time in the Emergency Unit speaking to patients and members of the team. The feedback shared following her visit was full of gratitude for the team whilst acknowledging the clear pressures and impacts on patients and colleagues alike.

As we approach another bank holiday I would like to remind all members of our community that attendance at the Emergency Unit is for those with a life-threatening or limb-threatening condition and waits for other presentations will likely be extended as priority will be given to those with the most urgent needs. If you think you, or someone you know experiences an injury or illness over the bank holiday weekend, and you think it needs to be assessed at the Emergency Unit or the Minor Injuries Unit, then please phone first by calling 111.

We recognise that long wait times are frustrating and challenging for those in our care, and this falls far below the standard of care we strive for, but I want to reassure you that colleagues at CAV are working tirelessly each day and night to provide the best care possible for you and your loved ones. Every time I go out to the hospitals, communities and healthcare settings I can see for myself how much is being put upon colleagues and how much they continue to deliver in the face of enormous pressure.

Shockingly, there have been a number of incidences of verbal or physical assault to members of staff. This is dreadful and absolutely not something we will tolerate. Team CAV have been asked to do more in the past two years than ever before and as we recover and adapt services from the impact of COVID-19, deal with long waiting lists and work through a shortage of frontline colleagues the team deserve to be treated with kindness, respect and understanding.

As we move into May, I have reached the end of my initial period of discovery at Cardiff and Vale UHB. Since joining this organisation, I have been keen to meet as many colleagues as possible, really understand the challenges we face and get to know and build relationships with key partners. Over the past three months I have been fortunate to receive

the warmest of welcomes and have been supported along the way by all I have met and I'm really grateful for that, thank you. I've also really enjoyed getting to you know you better and making new friends and colleagues and, despite all the challenges, feel optimistic about the future the ambitions we collectively share for patients and for the organisation more broadly.

This week I was invited to celebrate Eid al-Fitr at the Dar-ul-Isra Mosque in Cardiff which was a joyous and well-attended event celebrating different nationalities. I had the pleasure of meeting lots of people from our local community as well as a number of colleagues from Team CAV. Eid Mubarak to all those celebrating next week.

I am looking forward to speaking with colleagues during my next 'Ask' session on Friday 6 May with David Thomas, Director of Digital & Health Intelligence. David will be joining me to talk through the digital innovations we have implemented to date and importantly, look ahead to the priorities for the coming years in the digital space to further drive improvements. Over the coming months I will be hosting sessions with Rachel Gidman, Executive Director for People and Culture, Fiona Jenkins, Executive Director of Therapies and Health Science and Fiona Kinghorn, Executive Director of Public Health, and all colleagues are welcome to join.

1. Keeping yourself well this bank holiday weekend

As we look ahead to another long weekend, please see below our top tips to help prevent accidents or illness interrupting the fun. Whether you're doing DIY or a declutter at

home or you are going away for the weekend, here's some advice to keep you well.

From prepping your first-aid kit to familiarising yourself with the different ways you can access care, equip yourself with what you need to avoid a trip to our Emergency and Minor Injuries Unit, so that we can help those most in need.

Stock up your first-aid kit

Most minor illnesses and injuries can be treated at home or on the go. Keeping a well-stocked first aid kit on hand can help to treat any minor cuts, scrapes, bumps or illnesses quickly and easily. Your first aid kit should contain alcohol wipes, plasters, bandages, tweezers, scissors, antiseptic cream, painkillers, and antihistamines amongst other things. [This NHS website contains all the information you'll need for stocking a first aid kit.](#)

Getting away? We're still here for you.

If you need to access healthcare information, advice or urgent care support, 111 is available. Access a range of healthcare advice and local information on the [NHS 111 Wales website](#), or speak to a call handler for urgent health advice and access to urgent out of hours care 24 hours a day, 7 days a week by dialling 111.

Know your Primary Choice

Your Primary Care team is your first point of contact for health care. Your GP, community pharmacy, dental and optometry (eye health) services. Knowing who to see for the best advice at the right time can help to ensure you get the most appropriate treatment as quickly as possible, so you can get back to enjoying your break. [Click here to meet your Primary Care team and understand who your Primary Choice is.](#)

If you do need to be seen at the Emergency Unit or Minor Injuries Unit

If you, or someone you know experiences an injury or illness over the bank holiday weekend, and you think it needs to be assessed at the Emergency Unit or the Minor Injuries Unit, then please phone first by calling 111. A call handler will assess your condition and, if appropriate, a CAV 24/7 clinician will call you back. If the clinician decides you require further assessment, you will be given a timeslot to attend. Please remember that 999 is still available to you in a serious or life-threatening emergency.

Following this advice will help you to enjoy the long weekend and help to ease the pressure on our services so we can take care of those who need it most.

2. Moving More and Eating Well at Work

It can often be difficult to keep track of your physical and mental health if you are working but as we move towards summer with the weather brightening up, it's an ideal time to think about ways in which you can incorporate exercise and a healthy diet.

[Move More Eat Well](#) has a number of partners and resources to aid you with your health and wellbeing. [Make Your Move is a great place to start](#), with multiple resources to help you find physical activity sessions and sports teams to fit around your work schedule, no matter what your fitness levels. Additionally, Make Your Move has a number of home workout and fitness advice to help you become more active when your time is limited.

Cardiff & Vale Health Charity has launched the NHS 5k Do it Your Way event on 31st July 2022 in Pontcanna Fields in Cardiff. This event is open to all, whatever your ability. [To register, please click here.](#)

As well as staying physically active, a healthy diet can be difficult to attain while working. [Food Cardiff](#) has advice on how you can start eating healthier and more sustainably. With this resource you can make a pledge to choose healthier food choices and further your healthy eating journey.

Hydration is also incredibly important to your health while at work, at a number of Cardiff and Vale sites there are refill stations where all staff can stay hydrated on the go. Funded by charitable funds, the Health Board has proudly installed a total of seven Refill Stations across its sites. Since the first station was installed in Barry Hospital in June 2020, it has filled over 11,000 water bottles and between the two stations at St David's Hospital, that were installed in January 2021, they have filled over 15,000 bottles. More information on the Refill Stations can be viewed on the [Health Charity's website](#).

3. Thank you to our volunteers

As our local communities start to return to a new normal, I would like to join colleagues in the Voluntary Services Team and Patient Experience Team at Cardiff and Vale University Health Board to acknowledge and say thank you to a special group of volunteers for their help and support at Mass Vaccination Centres throughout Cardiff and the Vale of Glamorgan.

For the past 15 months, 295 volunteers from the British Red Cross Wales and St. John Ambulance Cymru have been volunteering alongside Health Board Volunteers and have given 18,000 hours of their time in clinical locations, providing invaluable support to medical staff who were administering COVID-19 vaccines, helping to protect tens of thousands of people.

Supporting across Pentwyn, Splott, Bayside and Holme View Mass Vaccination Centres, as well as at University Hospital Llandough



and the University Hospital of Wales and also assisting at the Allergy Clinic, volunteers have played in a huge role in providing a warm welcome and reassurance to visitors as well as ensure that safety measures were in place and adhered to.



It was fantastic to see our volunteers being 'Highly Commended' in the category 'Partnership and Systems Working in Volunteering' at the Helpforce Champions National Volunteering Awards 2021.

[If you are interested in volunteering with us, click here for more information](#) or tweet us [@Cav_PETeam](#)

4. Cardiff & Vale Health Charity

Good luck to Debs Harris who participated in the skydive last Saturday to raise funds for the Breast Centre Appeal. There is still time for you to support Debs, [visit the Just Giving page here to donate.](#)



Down to Earth have been working with staff and patients from the Centre for Neuro Rehabilitation at University Hospital Llandough to get out into nature and learn new skills whilst engaging with others.

[To learn more about the Down to Earth project, please click here.](#)

As I come to the end of this week's message I want to make you aware that I am going to alter the day of publication of the CEO Connects. I'm going to move to publish the message on a Monday so that colleagues have the week to connect with it should you wish. I hope this works for you but do share any feedback you have on this change with me in due course.

For those that are not working this weekend enjoy the long bank holiday with your friends, family and loved ones and for those who are working, thank you and I trust you are able to take sometime to relax soon.

Best wishes,
Suzanne