

# Chief Executive CONNECTS



 @CAV\_LenRichards

4 August 2020

## CAV 24/7 goes live tomorrow

Just after midnight tonight, our new CAV 24/7 'Phone First' system for the Emergency Unit goes live.

You may have seen the banners and information on the road signs across our sites, coverage in the media, adverts on the radio and outdoors as well as posts on social media about the upcoming launch.

If a person identifies as having an urgent care need that does not require an emergency 999 response or cannot be managed by their own GP, they phone CAV 24/7 on **0300 10 20 247**. A call handler will take the call and make an initial assessment, they will get a call back from a clinician within 20 minutes

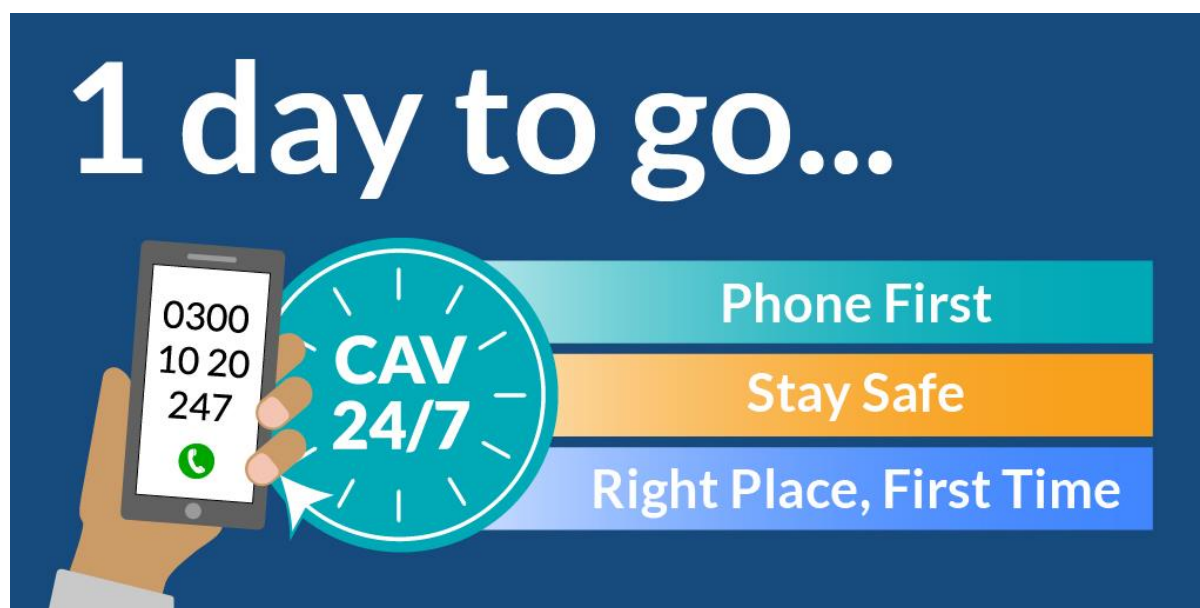


if urgent or 1 hour if less urgent. If needed, they will be given an appointment within the Emergency Unit, an Urgent Care Centre, or other appropriate healthcare facility.

Please remember, if it is a life or limb threatening emergency then you must call 999 or proceed directly to hospital – this does not change. **0300 10 20 247** is also the number for the GP Out of Hours service, your call will be taken as part of the same process as CAV 24/7. At present, CAV24/7 is the entry point for urgent care for citizens in the Cardiff and Vale University Health Board region; 111 has not yet been rolled out for residents in Cardiff and Vale University Health Board, the only service offered by 111 is the Covid-19 Symptom checker.

We've compiled a list of Frequently Asked Questions which is being continually added to, which you can find on our [website](#). These cover questions ranging from the wait of calls, accessibility of the service and information on the Minor Injuries Unit at Barry Hospital, plus many more.

I hope you'll join me in wishing the team every success ready for its launch and promoting the appropriate way to access the CAV 24/7 service to friends, family, colleagues and the public.



### **Shielding being paused on 16<sup>th</sup> August**

With shielding due to 'pause' in Wales from 16<sup>th</sup> August, those who have been shielding will be gradually resuming day-to-day life, and will be able to get back to doing tasks such as going to work or school, or going shopping, while taking steps to protect themselves by maintaining a two metre social distance from others and washing their hands regularly.

For many of our staff who are shielding, this means that they will be able to return to their place of work in the coming weeks. Some of our colleagues who have been shielding will be understandably anxious about doing this, but I want to assure them that we will be making sure that they can return to work safely.

Guidance for what shielding being paused means for those staff who are shielding has been produced, explaining how we will be managing people's return to their place of work, the considerations that will be made about each member of staff's personal circumstances and working arrangements, and support that is available for those who do feel anxious about returning to work.

For members of staff that this applies to, I am sure that your colleagues will be looking forward to seeing you, and will make every effort to making your return to work as happy and safe as possible. [Please read the guidance here](#), and discuss any concerns with your line manager.

### **Visiting update**

In addition to welcoming back some of our staff who are shielding back to our sites in the coming weeks, following the recent Welsh Government announcement about visiting, we hope to allow visitors to return to our hospitals in the near future.

I know that our patients will be desperate to see their loved ones, in some cases for the first time in a number of months. We want to make it possible for that to happen at the earliest opportunity, but the safety of our staff and patients and limiting the spread of COVID-19 remains our first priority.

We are currently working through how we can reintroduce hospital visiting safely, and hope to give a further update on this very soon.

## **Staying committed to physical distancing**

With many of our colleagues who have been shielding returning to work in the coming weeks and with visitors set to be returning to our hospitals soon, I want to reiterate the importance of physical distancing, and ask all staff to double their efforts to make sure that they are complying with the guidelines.

I know that I may sound like a broken record on this, but physical distancing is one of the key tools that we have for reducing the spread of COVID-19 and is something that we all need to commit to getting right wherever possible. This means ensuring that you are wearing PPE as appropriate, and keeping two metres apart while taking coffee or lunch breaks, having conversations with colleagues or walking through corridors together.

There are countless reminders around our sites about maintaining a two metre social distance, but we are still seeing examples where this isn't always being observed. Not only does failing to do so undermine our efforts to keep our sites safe and to limit the spread of the virus, but it could lead to significant numbers of contacts having to self-isolate where there is a positive case, which could have a substantial impact on our services.

It's about taking responsibility. May I ask all staff members to be vigilant in maintaining physical distancing and wearing PPE as appropriate in order to enable continuity in our service delivery, and help keep each other as safe as possible.

## **New Samaritans support service for healthcare staff**

In recent months, we've all been working under increased pressure and adapting to difficult circumstances. Now more than ever it's important that we look after ourselves and each other.

Samaritans, funded by Welsh Government, has launched a new confidential support line for NHS and social care staff and volunteers in Wales. All calls are answered by trained Samaritans volunteers, who provide confidential, non-judgemental support.

The Samaritans volunteers are on hand to support you when you've had a tough day, are feeling worried or overwhelmed, or just have a lot on your mind. They will listen without judgement, so you can talk to them about anything that's troubling you.

A friendly voice and a chance to talk things through could help you feel better after a busy shift or at the end of a long working day, which can help you to feel much better about heading to your next shift.

The support line is for anyone who works in the NHS or with social care in Wales, no matter what job you do. It's there to help you look after yourself so you can continue to look after others.

You can call the free confidential support line on 0800 484 0555. It's open 7am to 11pm, 7 days a week. The free support line is also available in Welsh at 08081642777. The Welsh language support line is open every evening from 7pm to 11pm.

[Read the Samaritans FAQ](#) to find out more, and help spread the word amongst colleagues by displaying the [poster](#) in your work area.

## **New website now live**

Over a number of months our communications team has been working to develop a new website for the health board, and I'm pleased to confirm that it has this week gone live.

The launch of the new website is part of a wider project that is seeing health boards and other NHS organisations across Wales moving their websites to the new 'MURA' platform, which offers a range of benefits including the websites looking far more modern, improved functionality, and making the websites far easier to navigate and use on mobile and tablet devices. The new platform will also enable health boards to comply with digital accessibility legislation.

While it is now publicly available, the website is still under development and the team will continue working to make improvements, but I'm sure that you will already see some of the benefits that it will bring, and that it will be a great improvement on the existing website that I'm sure you will all be familiar with. One important forthcoming development to the website in the near future will be ensuring that it is fully available in Welsh.

The existing website will remain available until December, but will no longer be updated by our communications team. After December, users will no longer be able to access or manage their pages within the old Cascade website, so if there is information within it that you need to save, please do so at the earliest opportunity.

The website will be maintained by a network of nominated users from services across the health board, and departments are asked to consider who the contact/s should be for their areas. The communications team will soon deliver training sessions to these users and hand over their areas of the site to them. Further information on this will follow soon.

In the meantime, if you require any content to be updated, have any queries or would like to add a new section to the new website, please contact the communications team by emailing [news@wales.nhs.uk](mailto:news@wales.nhs.uk).

You can view the new website at [cavuhb.nhs.wales](http://cavuhb.nhs.wales).

### **Staff Lottery Superdraw winner revealed!**



On Friday, no fewer than six members of staff received the very welcome news that they were winners on our Staff Lottery. Our Executive Nurse Director, Ruth Walker made each of the draws, which saw five of our colleagues take the lottery's weekly £1,000 prize, and Helen Mountjoy from our Maternity service at UHW scooping the £5,000 July Superdraw.

Helen was delighted to hear her wonderful news, and I understand that she is planning to put the money towards her wedding. Congratulations Helen, and wishing you the best of luck with your wedding planning.

We are only a few months away from the lottery's next big draw. As it is 2020 and to celebrate 10 years of Cardiff & Vale Health Charity helping make things better for both our staff and patients, there is something special coming...



The Staff Lottery SUPERMEGADRAW will be drawn on Friday 27th November, with £20,000 up for grabs for one lucky winner. Sign up today to make sure you're in with a chance of winning that fantastic prize.

Entry into the Staff Lottery is automatically deducted from your payroll and each entry costs £1 per week. Once you are part of the Staff Lottery you are given an allocated unique number and the winning number is generated at random by computer.

The Staff Lottery supports staff across Cardiff and Vale by creating new winners every month. It also enables staff to apply for funding from the Staff Lottery Bids Panel, which has recently awarded grants of over £1.5 million to support numerous projects across the UHB which benefit, patients, staff and visitors.

Lottery Application form can be completed electronically [here](#) and returned to [fundraising.cav@wales.nhs.uk](mailto:fundraising.cav@wales.nhs.uk).

### **South Wales Fire and Rescue Service – Have your say**

Our colleagues in the South Wales Fire and Rescue Service is asking for its partners and the local communities the organisation serves to share their views on the services that it provides by completing a short survey.

The feedback that SWFRS receives from the survey will help the service to understand how people want it to best keep people and communities in South Wales safe and shape the service into the future.

The survey takes just a few minutes to complete and all responses are anonymous. You can [complete the survey online here](#). The closing date is 17th August 2020, and you can ask any further questions by emailing [media@southwales-fire.gov.uk](mailto:media@southwales-fire.gov.uk).



### **Cycle to Work Day – Thursday 6th August 2020**

Those of you who follow me on Twitter will know that getting on my bike is one of my favourite ways to keep fit, so I'm always excited when Cycle to Work Day comes around.

This Thursday is the ninth Cycle to Work Day, but for many of us our commutes have changed significantly over the past few months, which in many cases means not having to commute at all.

In recognition of the unique times we're in, Cycle to Work Day is adapting this year. Participants can cycle anywhere, for any reason and with anyone. Whether it's early morning exercise, leaving the car on the drive as you nip to the shops, going for a socially distanced cycle with friends and family, or indeed heading into work.

Whatever journey you're planning on Thursday 6th August 2020, get on your bike, and don't forget to share your activity with the health board's Facebook and Twitter accounts, using #cycletoworkday. Find out more on the [Cycle to Work website](#).

**Len Richards**

**Chief Executive**

A handwritten signature in black ink that reads "L Richards". The signature is written in a cursive style with a large, stylized initial "L".