



Dear Colleague,

8/4/2022

As we continue to face heightened pressures across the system, bringing high demand across all areas of the Health Board, I want to thank you all for your continuing hard work and commitment to meet patients' needs.

As I meet and discuss the issues with colleagues I am always humbled by the energy, resilience and positive spirit I feel from you despite your fatigue from working through what has been a prolonged challenging period with little or no let up.

The pressures described mean that for many, access to services remains a challenge and waiting times are longer than desirable, contributing to a level of patient and team experience that is not of the quality I would wish for all.

I'd like to reassure those of you who are in need of care and treatment, that we are prioritising patients who are in the most urgent need.

I would like to express my sincere apologies to all affected for any poor experience or negative impact in any way and confirm that we are working hard with colleagues and partners to improve the situation as quickly as possible.

My ask to you, as members of the community, is please only attend the Emergency Unit where absolutely necessary and that is if you have a life-threatening illness or serious injury. If you

are unwell and think you need to be seen urgently in either our Emergency Unit or Minor Injuries Unit, please phone first by calling [NHS 111](#). If it is deemed appropriate a clinician from CAV 24/7 will call you back and book you a timeslot if necessary.

If you are unwell and unsure what to do, call NHS 111 Wales for advice. Don't forget we have a range of services in the community such as Community Pharmacies that can provide advice and over the counter medicines for many minor illnesses.

We are also asking those with loved ones who are in hospital and are well enough to be discharged to support their discharge home or place of residence where possible. This is best for your loved ones as it avoids the complications of a lengthy hospital stay as well as enabling the admission of those most in need of care.

Please help us to help you by using services appropriately, and sharing this information with your friends and family.

With COVID-19 infection rates at an extremely high level in Wales, it's important to remain vigilant and do your best to look after yourselves and those around you. With schools breaking up for Easter this week and many of us now enjoying getting back to

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normal in terms of being able to socialise and attend events, please be aware that COVID-19 is still out there.

Last week we had a very interactive board meeting where we discussed the draft Integrated Medium Term Plan 2022-2025. I am looking forward to speaking with colleagues today at my next 'Ask Suzanne' session where I will be joined by Abi Harris, Executive Director of Strategic Planning and Catherine Phillips, Executive Director of Finance, who will present a summary of the IMTP to the team and discuss what this means for each of us as we go around our everyday business.

During the board meeting, mental health was a huge area for discussion and my colleagues Daniel Crossland, Director of Operations, Mental Health Clinical Board, and Cath Wood, Director of Operations for Women and Children's Clinical Board, delivered a joint presentation on how both clinical boards are working together to meet the challenges of treating children, adolescents and adults with mental health needs. Many thanks to Dan and Cath for a great presentation and for stimulating such a good debate.

One of the key service areas is eating disorders in which we have experienced an increase of 150% in referrals. Good mental health is the cornerstone to overall health and wellbeing and we have clearly seen the detrimental impact of the pandemic across all age groups, from early childhood right through to adults within the communities we serve. Those living with mental health issues and their families and friends will understand only too well the wider impacts and it is therefore important that seeking innovative and person-centred ways of supporting the many who suffer as a result remains a high priority for the Health Board.

If you would like to attend future board meetings or see the papers from previous meetings, please [visit the website here](#) to keep up to date.

**As we approach Easter I will be taking some leave to catch up with friends and family, and I wish you all an enjoyable Easter break too. If you are working, thank you for everything you're doing. Please take care and look after yourselves and your loved ones.**

### **Phase one of Same Day Emergency Care (SDEC) assessment unit open to patients**



The new assessment unit, located at University Hospital of Wales (UHW), has been created to allow rapid access to surgical treatment through ambulatory care. This state-of-the-art multidisciplinary unit will allow our surgical teams to provide same day assessment, rapid access to diagnostics and treatment, reducing patient admissions and length of stay in hospital.

The assessment unit is part of the Health Board's ongoing work to improve access to our surgical services, by providing same day specialist care and improving communication with Primary Care. The unit utilises Consultant Connect and WiFi phones to provide advice and triage of patients, which ensures patients are seen in the right place first time.

This approach to care, known as Same Day Emergency Care (SDEC), was first introduced prior to the pandemic and has been a key part of redesigning how we provide surgical services to patients throughout the pandemic and into recovery.

As a consequence of the reduced length of stay and avoiding unnecessary admissions, the new multi-speciality unit will increase the Health Board's surgical capacity even further. The first phase in the opening of the assessment unit took place over the weekend, with the SDEC Trolley Bay now operational. This will feed into the Same Day Emergency Care (SDEC) Theatre lists, allowing patients to go home under a virtual inpatient system and come back in on the day of their procedure to help prevent inpatient admissions and free up beds for our acutely unwell patients.

This work is one of a number of projects being supported by the Health Board's Recovery and Redesign programme, which aims to recover services to pre-pandemic levels by increasing activity and improving access to care.

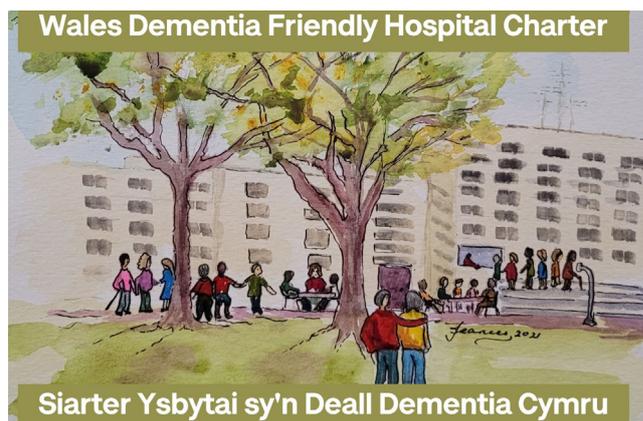
We would like to take this opportunity to thank all the staff involved for their continued professionalism and resilience in completing this vital work during unprecedented times.

### Ask sessions for nursing staff

Ruth Walker, Executive Nurse Director, and the Directors of Nursing from the Clinical Boards will be holding two 'Ask' sessions for nursing and midwifery staff including theatre practitioners and healthcare support workers. The first session will be on Wednesday 13 April, from 7.30pm to 8.30pm and the second on Tuesday 10 May, from 1pm to 2pm. Ruth

and the Directors of Nursing will provide an operational update before a discussion around the issues and challenges faced by our nursing workforce. If you are nursing staff and you want to join these sessions, look out for information on Staff Connect and the intranet.

### All Wales Dementia Charter



The All-Wales Dementia Charter was launched this week (6 April) which aims to enable hospitals to create the right environment for people with dementia, their families and carers in Wales. It will focus on improvement and offer a short, accessible and visible statement of principles that contribute to a dementia-friendly hospital.

It was built with people with dementia and their families and carers and will clearly explain what people can rely on in a dementia-friendly hospital. The Charter is based on the foundation offered by the Royal College of Nursing's Staff, Partnership, Assessment, Care and Environment (SPACE) principles.

This will build on the excellent work happening across our region. As you know small changes can make a big difference. The Charter will be supported by top tips about how everyone can help create a hospital environment that is as accessible and friendly to people with dementia.

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For instance:

- Ask me what I like to eat and drink. Provide examples of choices and give me time to consider the options. Show me the menu in pictures as well as in words.
- Comfortable seating in quiet spaces are available in high traffic areas and in wards
- Clear and consistent dementia friendly signage to support a person's orientation throughout the hospital

We know that everyone is committed to supporting people with dementia and we will update you with our plans to support development in this area. [Watch the launch video here.](#)

### Age Friendly City Status

Cardiff has recently received Age-Friendly City Status from the World Health Organisation. Cardiff has been accepted as the first Local Authority to join the Global Network of Age Friendly cities and communities. Work has commenced on an evaluation framework to track the progress of the Action Plan which is a key element of the application process.

A new Age Friendly Cardiff website is now in development and will aim to showcase the fantastic Age Friendly services and activities taking place in the city.

Our Health Board worked collaboratively with key partners including Cardiff Council, South Wales Fire and Rescue Service, South Wales Police, educational institutions, and the third sector.

The Age Friendly Cities Network was established in 2010, with the aim of connecting

cities, communities, and organisations worldwide, with a common vision of making communities a great place to grow older.

The aim is to deliver an age friendly vision of Cardiff as a great place to grow older and a place where people are more empowered, healthy, and happy.

### New weight management and prevention services to support children and young people

A new weight management and prevention service for children and young people has been launched by Cardiff and Vale University Health Board, supported by Cardiff and the Vale's Public Health Team and regional public service boards.

The Nutrition for Your Little One (NYLO) and Active Families, Active Lives (AFAL) programmes were launched in alignment with Welsh Government's Healthy Weight Healthy Wales strategy, to give children the best start in life. Additionally, the service corresponds with Cardiff and the Vale's Move More, Eat Well 2020-2023 Plan, which strives to ensure that people are moving more and eating well throughout their lives.

Considering wider determinants of health, the children's weight management service offers families, children and young people support and advice on a range of children's health topics such as: food, activity, sleep, stress, to give families skills and knowledge to support healthier lifestyles.

On assessment support can be provided by the Health Board's NYLO and AFAL teams and people can be directed to services that are deemed appropriate for their needs at that time. Where needed, specialist input is available from Doctors, Dietitians, Occupational

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Therapy, Physiotherapy, Psychologists and School Nurses.

Referrals to both the NYLO and AFAL teams can be directed through the Community Dietitians at Riverside Health Centre, Wellington Street, Canton, Cardiff, CF11 9SH or emailing [Dietitians.cav@wales.nhs.uk](mailto:Dietitians.cav@wales.nhs.uk).

### **Cardiff and Vale of Glamorgan Population Needs Assessment 2022-27**

The Cardiff and Vale Regional Partnership Board has published the 2022-27 Population Needs Assessment for the region. [Read the summary](#) or [the full report](#).

The [Social Services and Well-being \(Wales\) Act 2014](#) introduced a duty on local authorities and Local Health Boards to prepare and publish an assessment of the care and support needs of the population, including carers who need support. This report details the assessment for Cardiff and the Vale of Glamorgan.

We used existing data, assessments and reports to understand what information had been collected since the last [Population Needs Assessment in 2017](#).

We ran a series of focus groups to update the information and more fully understand people's experiences in Cardiff and the Vale of Glamorgan. In addition a public survey was available for people to complete and promoted by our partners and on social media. Covid-19 restrictions limited our face to face engagement. We used these findings to shine a light on the key challenges our population faces and what services and support they find useful. People told us what they would like to continue and what they would like to change in the future.

The work was overseen by representatives from [Cardiff Council](#) and [Vale of Glamorgan Council](#), and [Cardiff and Vale University Health Board](#), and reported to the [Cardiff and Vale Regional Partnership Board](#).

Detailed findings are presented in the report, along with cross-cutting findings. The report also describes the next steps in addressing the issues raised.

### **The Nitrous Oxide Project**

As part of our commitment to the Wellbeing of Future Generations Act (2015) and to help Welsh Government reach their target of net zero carbon emissions within the public sector by 2030, we are working on many different projects and initiatives to deliver more sustainable healthcare.

One of these projects is the Nitrous Oxide Project which aims to reduce our environmental and financial impact by supplying anaesthetic nitrous oxide gas to our wards by portable cylinders instead of the older piped systems.

The Nitrous Oxide Project will save around 1 million litres of nitrous oxide per year, the equivalent to 535 tonnes of CO<sub>2</sub>. Our aim is to spread this project across Wales and achieve a culture shift away from N<sub>2</sub>O use.

Following a successful pilot at the Noah's Ark Children's Hospital for Wales, we are rolling out the use of small nitrous oxide cylinders. This pilot proved that delivery of the gas through this method is more efficient than piping the gas throughout a hospital. There are further gains to be made from moving over to a portable cylinder supply, such as reduced spend on the gas as less is used.

At University Hospital Llandough we have installed portable nitrous oxide cylinders on trolleys, one will be available per clinical theatre

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area. As a result of this we are decommissioning the nitrous oxide manifold at UHL at the start of April. Please note that the nitrous oxide manifold is to remain in place in Dental with no plan to change the delivery of nitrous oxide to this area.

For further information on this project, please contact [Elaine.Lewis5@wales.nhs.uk](mailto:Elaine.Lewis5@wales.nhs.uk) or [Charlotte.Oliver@wales.nhs.uk](mailto:Charlotte.Oliver@wales.nhs.uk).

### April is Bowel Cancer Awareness Month

April is Bowel Cancer Awareness Month, a fantastic annual opportunity to raise awareness of the fourth most common cancer in the UK. Every 15 minutes someone is diagnosed with the disease - that's nearly 43,000 people each year.

Bowel cancer is the UK's second biggest cancer killer, however it shouldn't be because it's treatable and curable especially if diagnosed early. Early diagnosis really does save lives.

That's why we're supporting Bowel Cancer Awareness Month and Bowel Cancer UK to raise awareness of the symptoms of bowel cancer on our social media channels and website. For more information about bowel cancer and details of how to get involved in Bowel Cancer Awareness Month, visit [www.bowelcanceruk.org.uk](http://www.bowelcanceruk.org.uk)

### Health Charity

Were you inspired by the amazing **Cardiff Half Marathon** runners? We have limited spaces available to support Cardiff & Vale Health Charity in the October Cardiff Half Marathon. Please email [fundraising.cav@wales.nhs.uk](mailto:fundraising.cav@wales.nhs.uk) to secure a space.

Good luck to everyone skydiving this Sunday in support of Cardiff & Vale Health Charity: Martin Ford, Lisa Partridge, Lianne Sheppard and Louise Kennedy. You can support them here: [www.justgiving.com/campaign/bignhsjump](http://www.justgiving.com/campaign/bignhsjump)

Originally funded by a Gifts in Wills donation, Our Health Meadow has opened many opportunities for individuals like Geoff. You can learn more about his inspiring story by visiting: [www.healthcharity.wales/gifts-in-wills-the-positive-impact-of-our-health-meadow/](http://www.healthcharity.wales/gifts-in-wills-the-positive-impact-of-our-health-meadow/)