



Dear Colleague,

09/08/2022

This week marks six months since I joined Cardiff and the Vale University Health Board and I can honestly say that everyone I have met has warmly welcomed me and has been so generous in giving their time to help me understand the complexities and scale of this organisation.

We have a wonderfully committed team here at Cardiff and the Vale UHB and I am truly thankful to all whom have supported me in my role as Chief Executive so far, from the Executive Team to all colleagues I have been fortunate enough to meet, get to know and work with over the past six months.

Since day one I have wanted to spend as much time as possible meeting new colleagues and partners as well as visiting our sites and this has been very helpful in helping me to deepen my understanding of the Health Board, so thank you. What's struck me most is the genuine determination, commitment and passion you all show in your roles and it makes me very proud to lead an organisation formed of people who truly care and always strive to deliver the best possible care for patients and their loved ones.

That's not to say it hasn't been challenging. As you know, we and NHS teams everywhere remain under huge pressure across primary, secondary and tertiary care in physical and mental health, dentistry as well as community

and children's services. Our colleagues in Cardiff and the Vale of Glamorgan local authorities and social care are also experiencing very great pressure right across their service delivery which of course impacts us as well. The full impacts of the pandemic are slowly emerging and together with the cost of living crisis we are going into a tough autumn and winter so staying resilient as a team and continuing to collaborate and support each other will be really important.

Nevertheless, it's important to celebrate the extensive range of innovative work you are delivering. As a team we have many successes to be proud of (too many to mention them all here!) from the incredible work in precision medicine and the Genomics Partnership Wales to the recently established Same Day Surgical Assessment Unit, to the work of colleagues in primary and community services such as the District Nursing teams, the innovative approach to "no-wrong front-door" in mental health and the development of facilities to support the health and wellbeing of both patients and the team such as Horatio's Garden at University Hospital Llandough (UHL) and the Camerados facility at University Hospital of Wales (UHW). Not to mention the extraordinary amount of patient care and treatment that is routinely delivered every day, so much great work achieved through the commitment and dedication of Team CAV.

Looking back over the past six months, there have been so many highlights, and I want to take this opportunity to share just some with you in this issue of CEO Connects.

A visit that particularly stood out for me was meeting the Cardiff and Vale Health Inclusion Service at Cardiff Royal Infirmary (CRI). This service was developed for Asylum Seekers, homeless communities and sex workers to give them a safe space to access health care. The work they have done with the Afghan Settlement Scheme is incredible and I was delighted to learn that two of the Red Cross Volunteers there are peer workers who were supported by the service themselves in the past. The team more recently have been providing great assistance and support to Ukrainian refugees.

The Sexual Assault Referral Centre provides a 24-hour service for police forensics as well as help, support and advice to people who have experienced sexual assault. I was pleased to see the refurbishment of the centre which continues to be developed in partnership with the police, health and voluntary services to ensure that people who experience sexual assault get the best possible care.

I was very grateful to be invited to celebrate Eid al-Fitr at the Dar-ul-Isra Mosque in Cardiff where I got to meet many colleagues as well as people from the local community. Thank you for the warm welcome and I am looking forward to coming back again.

Cardiff and Vale UHB has supported the Project SEARCH programme that helps young people with learning disabilities develop the skills and experience they need to get meaningful paid jobs. I was thrilled to be asked to present the CAV Project SEARCH interns with their

certificates and thank them for the fantastic contribution they have made to the Health Board.

The Welsh Artificial Limb & Appliance Service is doing some incredible work to help patients with an impairment. The team provides a quality service to patients to help maximise their abilities and it was a pleasure to meet them and find out more about how they have improved the lives of so many.

I was honoured to be invited to attend the Terrence Higgins HIV event at the Senedd a few weeks ago to mark forty years since Terrence Higgins himself sadly became the first named person to die of an AIDS-related illness in the UK.

The first National Healthcare Estates and Facilities Day in June gave me the opportunity to meet many of our unsung heroes of the organisation – our porters, housekeepers, carpenters and maintenance colleagues, to name a few, are all incredibly important to the running of whole organisation and we could not deliver the right care to patients without their essential contribution. Thank you for sharing your experiences with me.

Hosting the Minister for Defence, People and Veterans Leo Docherty MP and the Veterans' Commissioner for Wales James Phillips at the University Dental Hospital was a fantastic opportunity to learn about ways in which we can continue and improve the veteran population in with their physical and mental health needs. The Veterans Trauma Network Wales which was established in 2019 here in Cardiff and Vale UHB ensures that the most severely injured veterans living in Wales have equitable access to appropriate specialist care for their injuries and just last week I met the

Veterans NHS Wales team based at the CRI that provides a single-point of access so that veterans can access a range of physical and mental health services.

UHL is home to the developing Our Health Meadow, a beautiful community green space that puts nature at the heart of health and wellbeing. The sun shone when I visited in June with Simone Joslyn, Head of Cardiff & Vale Health Charity and Arts Programme to meet with Minister for the Economy of Wales, Vaughn Gething MS and our Down to Earth partners to receive the prestigious Building with Nature Full Award.

Horatio's Garden in the Spinal Injury and Neuro Rehabilitation Centre at UHL is another amazing green space for patients, colleagues and visitors to use and it was an honour to be invited to attend the official opening last month and meet rugby legend, Sir Gareth Edwards.

I had the pleasure of meeting Harry Holland, a much respected and admired artist at UHL and it was very exciting to get a first look at his latest masterpiece of Aneurin Bevan, the founder of the National Health Service. The artwork is aptly named, 'For Everyone', and can be viewed in the main entrance of UHL if you wish to go along.

The Health Charity makes an enormous difference in enhancing the experience of colleagues, patients and their families as well as the wider community through projects such as these.

Not long after I joined Cardiff and Vale I had my first sample of the Welsh language on St David's Day with a lesson from the Welsh language team. I am getting to grips with the

pronunciations and trying to improve my vocabulary range and practice what I have learnt so far.

Earlier this year NHS 111 Wales was rolled out in Cardiff and the Vale of Glamorgan to make it easier for patients to access around the clock healthcare services. On a Sunday afternoon I had the opportunity to meet the Out of Hours team and the colleagues from CAVOC 24/7 who received referrals from the 111 services. I very much enjoyed meeting the team and learning about how they respond to the needs of those seeking their help and expertise.

The Queen's Platinum Jubilee celebrations across the sites was a great opportunity to lift spirits and be part of a national celebration with patients and colleagues.

The recent Annual General Meeting was a timely opportunity to reflect on how far the organisation has come and we were delighted to share an [end of year review video](#) to bring together the team's achievements. If you haven't had the opportunity to watch it, please do, it's a pleasure to watch.



I am very lucky to be part of the CAV team and I want to say a big thank you to each and every one of you caring for making me so welcome, spending time with me and most of all for taking care of patients and each other.



1 - 'For Everyone': Meeting Harry Holland at UHL to view his latest masterpiece of Aneurin Bevan, the founder of the National Health Service.

2 - Our Health Meadow: Cardiff & Vale Health Charity and Cardiff and Vale University Health Board are working with partners such as Down to Earth to further develop Our Health Meadow which is believed to be the first of its kind at a hospital site in the UK.

3 - Veterans in Wales: Leo Docherty, Member of Parliament for Aldershot and Welsh Veterans Commissioner Colonel James Phillips visit Cardiff and Vale UHB to find out more about health and wellbeing support for veterans in Wales.

4 - Estates Day: Shining a spotlight on the 1,400 Capital, Estates and Facilities colleagues

in Cardiff and the Vale University Health Board to show how they keep our services running to deliver care for our patients.

5 - Opening of Horatio's Garden; Dr Olivia Chapple and Professor Charles Janczewski, Chair of Cardiff and Vale UHB expressed their thanks for the garden, and hope for improving the health and wellbeing of staff and patients with nature and the environment.

6 - HIV strategy launch at WMC – I attended an event to mark 40 years since the death of Terence Higgins with Rachel Gidman and Jason Roberts.

7 - Visiting and speaking to staff in EU to discuss and understand the pressures they are facing. Pictured with Aled Roberts CBD Lyndsey MacDonald CD, Richard Lee CD and Lead Nurse Ceri Martin.

8 - Meeting at the OPAT Centre with Scott McLean, Managing Director of UHW and Alun Tomkinson site based leadership team at UHW – making space for creativity and innovation to improve today’s hospitals and be ready for tomorrows.

9 - The Children’s Hospital visit: Meeting Karenza Moulton – Lead Nurse, Becci Ingram, General Manager, Dr Rim Al-Samsam Paeds CD & PICU Consultant, Andy Jones DON and Clare Rowntree CBD.

Ask Suzanne

I will be visiting Camerados, The Public Living Room, at Jubilee Gardens UHW on Tuesday 9 August from 12-1pm to meet with colleagues in person. Everyone is welcome to join and I’m looking forward to seeing lots of faces. It’s an open session for all teams who would like to say hello, discuss their work or ask me a question. Please do spread the word to your teams and encourage them to join. I’m looking forward to meeting you.

Cardiff & Vale Health Charity

Cycle Challenge – London to Paris

Two Geriatricians working in Cardiff and Vale UHB, Drs Biju Mohamed and Govind Menon, are planning to cycle from London to Paris over three days to raise money for Cardiff & Vale Health Charity to support Cardiff and Vale Memory and Parkinson’s Services. These two colleagues have been training incredibly hard, and their hope is to raise money to go towards research and supporting direct patient care, such as enhancing counselling, education and support when people receive life changing and difficult diagnoses. [Read more here.](#)

Arts for Health and Wellbeing Programme

Our Art Asset – Exhibition as Barry Hospital

We are delighted to present the ‘Our Art Asset’, exhibiting donated artwork from the ‘NHS Online Art Auction 2022’ that took place at the Hearth Gallery this spring.

All work on display is available, and has been kindly donated by local artists who have worked with us over the years, and ones who are new to the Arts for Health and Wellbeing Programme. [Read more here.](#)

Artist Dilys Jackson Unveils Artwork at Our Health Meadow



On Wednesday 20 July we attended an Open Day at Our Health Meadow in University Hospital Llandough. Amongst the beautiful greenery, we welcomed artist Dilys Jackson to the site to unveil her Pollen Form sculpture. Dilys Jackson is one of Wales’ foremost sculptors with a national and international reputation for creating Bronze and Stone sculptures, installations and exquisite drawings. We would like to thank Dilys for creating the signature sculptural piece for Our Health Meadow which we know will inspire our patients, staff, visitors and wider community. [Read more here.](#)