



Dear Colleague,

09/03/2022

As I reflect on my first month, once again, I want to share my appreciation and gratitude to all those I have met since joining the Health Board. I have been deeply impressed by everyone I have met so far. Your determination and commitment to keep working hard to deliver the best care has amazed me. The team spirit here is certainly strong and as we head into warmer and brighter Spring times I feel hopeful and optimistic about all we can achieve this year and into the future.

This week I've continued to meet and talk with the wider leadership team at the Hospital Services Management Board where we spoke about focusing on quality improvement in order to improve the outcomes and experience for patients, as well as to improve the experience colleagues have as they deliver or support the delivery of care and treatment. It was a good conversation and one that shall continue.

I also had the pleasure of meeting some of our MPs and local MSs to share reflections on our main priorities as we move to a focus on recovery and thinking more broadly about the future.

I'm starting to gain a deeper understanding of the way in which our organisation operates. It's large and complex but I am now joining the dots between the many ways in which we can pull together to drive improvements and be even better.

I have been working closely with the Executive Team, in particular Professor Meriel Jenney, Medical Director, and Ruth Walker, Executive Nurse Director, to communicate our 'Main Effort' which encompasses the practical steps clinical teams can take to address those issues directly under their control wherever they work in the Health Board to improve the way patients move through their pathway of care to tackle high bed occupancy and long lengths of stay.

Many of you will also have been involved with the System Reset led by Caroline Bird, Chief Operating Officer. This work aligns with, and supports, the Main Effort but also connects more widely with partners, from the ambulance service and social care. We are aiming to improve and recover all areas of care access and delivery and we will need to maintain our focus on this to be successful and create space to do the many other things we want to do as a team. Quality and improving quality must be at the heart of everything we do - for teams and for patients - and it is a golden thread running through our extensive Recovery and Redesign programme that re-examines how patients can best access quality care as we clear the backlog of long waits for treatment.

These efforts were all discussed in much more detail at my second "Ask" session last week on Teams where I was joined by Ruth

Walker. Thank you to those who joined in the discussion around our operational priorities and to recognise the contribution our nursing workforce has made to the organisation. If you want to watch again, visit the Staff Connect app and if you have any feedback on these sessions and how they might be improved, please contact news@wales.nhs.uk with your thoughts.

During the event we also shared key achievements including the fantastic news that three of our very talented nursing and midwifery colleagues Jane Murphy, Lisa Franklin and Maryanne Bray have been selected for the prestigious Florence Nightingale Foundation Scholarship, a truly incredible and well-deserved achievement. Many congratulations to you all.

This week we marked International Women's Day 2022 by sharing stories from colleagues about women who have inspired them during their lives - visit our [Facebook](#), [Twitter](#), [Instagram](#), [LinkedIn](#) channels to watch. I also took part in a video on [TikTok](#) looking back at some of my career achievements so far.

The situation in Ukraine has continued to dominate the news this week. Our priority as a Health Board is to remain sensitive to the impact that world events involving conflict and natural disaster have on our lives. We are a globally diverse team here at Cardiff and Vale and situations such as these will most certainly affect many of us, so please remember to be kind to yourselves, be kind to each other and be kind to patients and communities we serve. I would like to remind staff that the Employee Wellbeing Service is available to all and I would encourage you to reach out if you feel you need to talk to someone.

Lastly, a reminder to those who travel to our hospitals by car, to make sure you are following the correct parking procedure. While parking is free, we ask that all staff park only in staff car parks and not in our patient car parks. [Staff must have a permit in place to park in a staff car park and you can find out more on the website for details on how you can apply.](#) For our patients and visitors, please also visit the website for more information about car parking at our sites. Our free [Park and Ride](#) service for staff, patients and visitors is an easy way to travel to UHW and UHL, so if you can avoid traveling by car, this is a sustainable, and often quicker, way of getting there.

This weekend I am having a few days off as I visit my husband who is currently living and working overseas. Despite all the work we all have to do and the many, many priorities, it is really important to plan some time away, to reflect and refresh – it's essential for health and wellbeing. So, whatever your plans this weekend, do take some time for yourself and your loved ones and if you are working, many thanks.

New Mental Health University Liaison Service to be piloted from April

From April 2022, a new NHS Mental Health Service called the Mental Health University Liaison Service will be piloted for Cardiff based students requiring a referral for mental health assessment and advice.

Students can access this service through referral from their University Student Services department, Adult Liaison Psychiatry, Community Mental Health Teams or their GP. This is not a self-referral service.

The new NHS team is for students who require an NHS assessment for moderate mental health problems or more complex long-standing mental health issues, and will be based within student support services on university campuses to complement the existing staff.

The pilot has been developed by the South East Wales Mental Health Partnership (consisting of Cardiff University, Cardiff Metropolitan University, the University of South Wales, Royal Welsh College of Music and Drama and Cardiff and Vale University Health Board). The new service will be available for students studying at these higher education institutions.

The pilot will address an identified 'gap' between the university's mandate for Student Support Services and the threshold for NHS Secondary Care Mental Health Services, where students require an NHS referral or assessment.

Phase one of the pilot is for students who live in the Cardiff area, whose healthcare is supported by Cardiff and Vale University Health Board. For students who live outside this area, the project is improving links with neighbouring Health Boards, Aneurin

Bevan University Health Board and Cwm Taf Morgannwg University Health Board, to improve the ability to refer to the appropriate mental health services as needed by the student.

Plans for an official launch event at the Senedd are underway for June 2022, this will be sponsored by Jeremy Miles, Minister for Education and Welsh Language.

The initial funding for phase one is funded by the Higher Education Funding Council for Wales (HEFCW) until December 2022. Plans for a phase 2 to continue to develop and assess the team is agreed until summer 2023. If the pilot is successful, there will be development of a joint funding model and partnership agreement to keep the new team operational beyond September 2023.

Nurse & ODP Spring Recruitment Event

If you're looking for a new and exciting nursing opportunity, come along to our Nurse & ODP Spring Recruitment Event which is taking place on Tuesday 5 April 2022, All Nations Centre Cardiff, 2-5pm. These events allow you to meet some of the team, find out more about the Health Board, and the fantastic roles we have available or coming up. [Find out more about the range of roles available and sign up to avoid missing out.](#)



CHC Veterans Survey

South Glamorgan Community Health Council is running an engagement survey for service veterans in the Cardiff & Vale of Glamorgan. Please take the time to complete the survey to ensure your views are heard by visiting the website – [click here](#). Alternatively you can call the office on 02920 750112 to request a paper copy in English or Welsh, and post back to the CHC who can supply a self-addressed envelopes. The survey closes on 18 April 2022.

Staff Hospital Visiting Survey – your views needed

If you haven't already completed this survey, the Patient Experience Team would like to hear from as many staff as possible on what hospital visiting should look like, in the event of current restrictions being lifted. We would really value your opinions, so please follow the link and complete this short online survey. <https://www.surveymonkey.co.uk/r/T7K3MMZ>

Cardiff & Vale Health Charity

February staff lottery winners and the return of SuperDraw and SuperMegaDraw!

Congratulations to Jemma Hassell-Wilkes, Metabolic Medicine UHW Neil Britton, Radiology UHL Katie Neate, Assessment Unit UHW Allison Jenkins, A7 UHW

And BIG NEWS! The next £6,000 SuperDraw will take place on Friday 25 May 2022. Then, in November, the SuperMegaDraw prize will be an eye-watering £22,000! What would you buy? Sign up to the staff lottery today to make sure

you're entered! <https://healthcharity.wales/hospital-staff/staff-lottery/>



STAFF LOTTERY SUPERDRAW ALERT

Sign up to the **£6,000** SuperDraw taking place on Friday 27th May 2022. Register by April 30th 2022 to be in it to win it.

One lucky lottery member will win **£6,000** in addition to four **£1,000** winners.

If you would like to increase your chances of winning, why not increase your numbers?

Email fundraising.cav@wales.nhs.uk for more information.

Cardiff & Vale Health Charity Elusen iechyd

Wall Glamour for the Public Health Service

Cardiff & Vale Health Charity and the Arts for Health and Wellbeing Programme has been delighted to support the team from the Pelvic Health Service, now based at Barry Hospital, to enable them to brighten the corridor space outside their clinic areas.

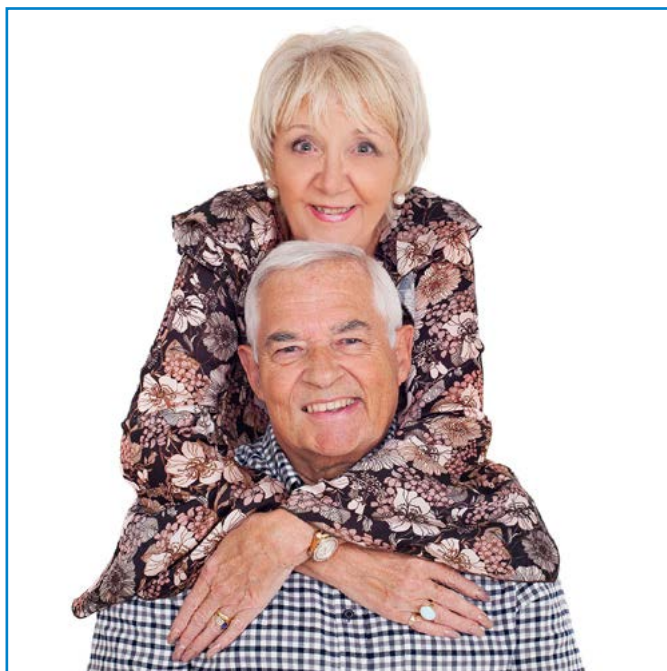


A newly located service to Barry Hospital, the aim of the Pelvic Health Hub is to deliver patient focused support, advice and treatment options for the management of pelvic floor disorders. They wish to reduce waiting times and improve pelvic health services within

the Cardiff and Vale locality, whilst offering a friendly and welcoming environment for their patients. This is where the Health Charity stepped in. Read more here. <https://healthcharity.wales/wall-glamour-for-the-pelvic-health-service/>

Liz Powell is taking part in the Big NHS Jump in aid of the Renal Unit

Liz and her husband Russ married in 2017 after both being widowed in the early 2000s. Unfortunately, they found out that Russ needed dialysis which meant he required a kidney transplant. Liz was the one who volunteered to be the kidney donor, and after a year of extensive tests, they went ahead with the procedure.



To give her thanks to the Renal Unit, who supported Liz and Russ throughout the procedure, Liz has registered to take part in the Big NHS Jump! She will take on the tandem skydive on the 9th April 2022.

To support Liz's adrenaline-fuelled experience, please donate to:

Santander Bank Account number: 66525730
Sort code: 09-01-29*

Cardiff & Vale Health Charity would like to say a huge thank you to Liz for her incredible commitment to support the Renal Unit. <https://healthcharity.wales/liz-powell/>

Ifan Owens makes a pledge to support ICU

After suffering a serious head injury, and being in a coma for a month in 2018, Ifan Owens has been giving back to the Intensive Care Unit to show his thanks for the excellent treatment he received. During the 2020 lockdown, he and a friend (Tom Burns, who has since left the business due to other commitments) had an idea to start a clothing brand, and soon made it a reality by founding the WYDDFA clothing store.



WYDDFA offers a series of sustainably produced and 100% vegan t-Shirts, sweatshirts, hats and fleeces in a range of minimalistic designs. Their brand is based on the owner's passion for an active outdoors lifestyle, following the motto of "small steps reach the summit". <https://healthcharity.wales/ifan-owens-makes-a-pledge-to-support-icu/>

Arts for Health and Wellbeing

Forget-me-not Chorus launches interactive website as part of 'Digital Threads'

Forget-me-not Chorus' highly skilled team of music leaders have been running zoom sessions in St Davids Hospital, Cardiff in partnership with Cardiff & Vale Health Charity's Arts for Health and Wellbeing Programme, and Mental Health Matters Wales. Writer Emma Jenkins joined the sessions to capture the stories and songs of the participants, weaving them together to create "Digital Threads".

I can't find my voice – I lost it long ago;
Then let me sing for you
Be your rhythm, your allegro, your adagio.

This unique and innovative artistic collaboration has been represented visually by the ground-breaking artist and Cardiff & Vale Health Charity Patron Nathan Wyburn, and the BAFTA Cymru winning actor Callum Scott Howells, who has given a voice to those whose stories and lives deserve to be heard and not forgotten in these isolating and challenging times.

This visual artwork, poetry and audio recordings has been collated into an immersive creative website at: <https://www.forgetmenotchorus.com/projects/digital-threads/>

Callum says; "It has been so humbling to amplify the voices of the patients that this inspirational Welsh charity has empowered through song. The honesty and integrity of the words made them a joy to perform."

