

Chief Executive

CONNECTS



 @CAV_LenRichards

18 August 2020

Dear colleague,

Our new, phone-first system for urgent care, CAV 24/7 has been running for around two weeks after launching successfully on the 5th August. We have received comprehensive data on how it has been running and the results so far, I believe, speak for themselves.

The first week of the service has seen a positive uptake by members of the public with a total of 2,988 calls to the 0300 10 20 247 number. As this includes existing Out of Hours Services, we have calculated that 1,228 of these calls were new calls specifically related to accessing urgent care services. These calls resulted in 898 patients being booked to attend EU or Barry Minor injuries in a planned way who otherwise would have walked up to the department at an unknown time. 363 people who phoned were redirected to alternative services in primary care or advised to self-care.

It will be interesting to see how the public's use of the phone first system progresses and the potential impact it will have on our emergency unit over the coming winter, a season in which demand for urgent care tends to be higher.

However, at this point I would like to thank the teams involved in its successful launch and first couple of weeks. The Emergency Unit staff have embraced and welcomed the service, there has been a really positive response to the impact on flow and working in EU due to the planned appointments rather than walk-ins.

The call handlers have also done a fantastic job with the vast majority of calls answered within 60 seconds, and the communications team have done a great job of ensuring that the population we serve know about these important changes.

The service has also facilitated the reopening of the Barry Minor Injuries Unit, and better partnership working between primary care and emergency medicine team.

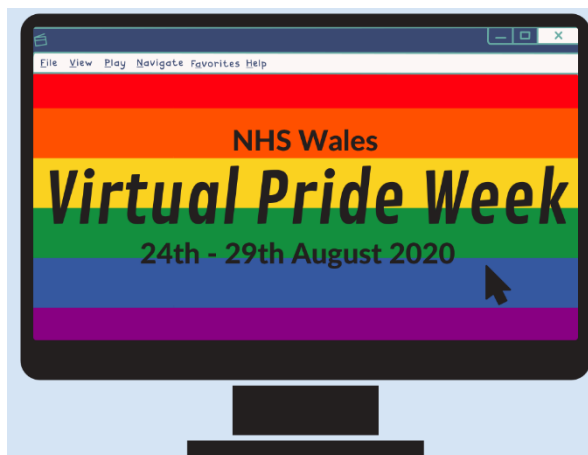
Please remember, if you have any questions about the service then visit the Frequently Asked Questions [page on our website](#).

The South Glamorgan Community Health Council is running a survey and wants to hear your views on the CAV 24/7 system, we have included a link on how to access the survey, [here](#).

Pride Cymru 2020

There's less than a week to go until NHS Wales Virtual Pride 2020. In the absence of the annual Pride Cymru Parade this year, we're joining NHS organisations in Wales in hosting the week-long event in support of LGBTQ+ colleagues, patients and the wider community.

There is a great [programme of online activities](#) and digital content in store, including a [panel discussion about Gender Identity and Intersectionality](#) in partnership with Pride Cymru, a quiz night, the publication of poems from the 'Love is Love' poetry competition held for LGBTQ+ History Month back in January, and much more.

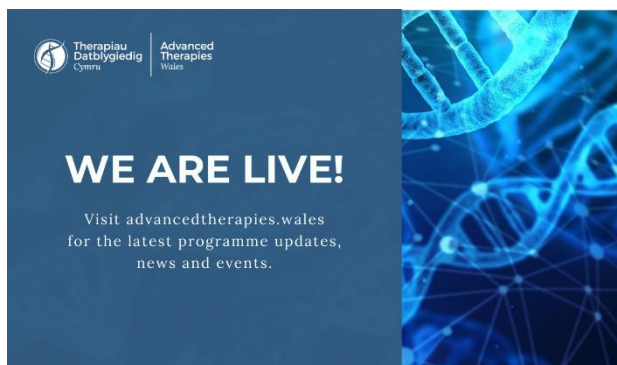


Over the past few years the health board has had fantastic representation at the Pride Cymru Parade, and it's important that we don't lose that momentum. Can I ask you to please get involved in NHS Wales Virtual Pride 2020 by booking onto the events and sharing your support on social media using #NHSWALESPRIDE and #PRIDEGIGCYMRU?

[Find out more about NHS Wales Virtual Pride 2020](#)

Advanced Therapies Wales Launch

The Advanced Therapies Wales programme officially launched its service to the public earlier this month and I had the opportunity and the privilege of joining other healthcare and industry leaders in a panel discussion which was attended by over 200 participants. The virtual event which was co-hosted by Life Sciences Hub Wales and ATW highlighted the opportunities Advanced Therapeutic Medicinal Products (ATMPs) offer for Wales.



These are exciting times indeed and we recognise ATMPs have the potential to alter patient outcomes radically for previously incurable diseases as we have seen with the remission rate for patients who have received CAR-T treatment.

Granted, there will be major challenges to enabling the broad adoption of new ATMPs, especially around the production, transportation, and application of these products. However, as these therapies move from clinical trial to become available treatments the NHS will begin to capture and quantify the cumulative value that they offer, which will enable us to deliver equitable and timely access to emerging ATMPs for all patients.

As the Senior Responsible Officer for ATW I am very hopeful Wales will continue to harness the 'game changing' potential precision medicine offers. I have been inspired by the collaboration, innovation and can-do attitude of everyone involved in making the launch a success. May I take this opportunity to extend a massive congratulations to the team for the fantastic work they have done to date.

Visit www.advancedtherapies.wales for more information about the service.

Major Trauma Centre staff inductions underway

This week, Major Trauma Centre staff have been attending their inductions at the Dragon's Heart Hospital. These are staff that joined the MTC earlier in the year but were redeployed to other areas to help with the COVID-19 response. The team will be undertaking an induction over the next two weeks to prepare them for the start of the service. The Major Trauma Centre will be officially launched on the 14th September, as part of the Major Trauma Network in Wales.

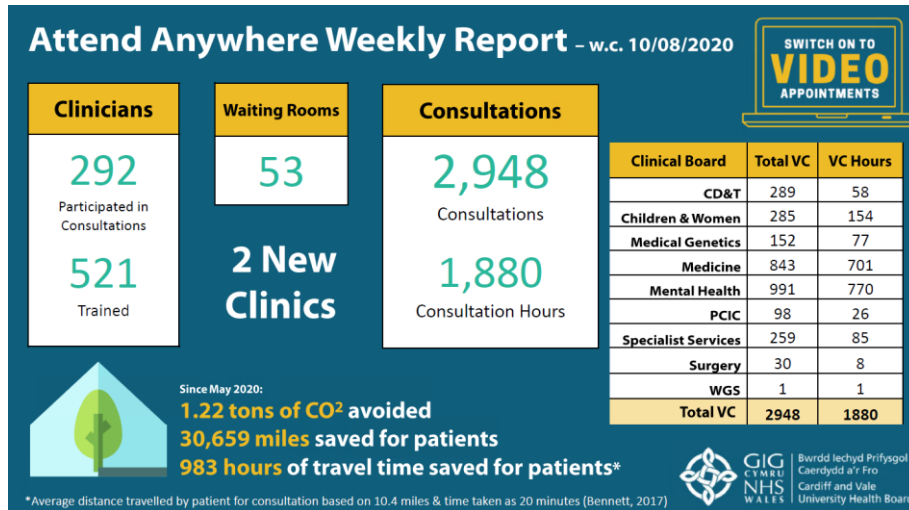
The team have done a fantastic job in getting the centre ready for launch and the service will make a real difference to trauma patients as they will be seen in the right place and receive the appropriate care. Welcome and good luck!

Video Consultation

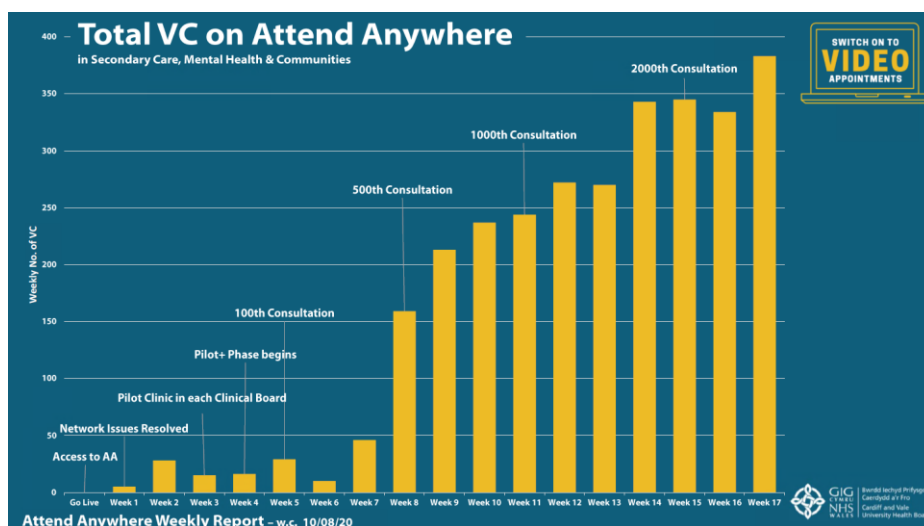


I've been pleased to see services throughout the health board continuing to increase the use of video consultations over recent weeks, with approaching 3,000 consultations having now taken place on the preferred Attend Anywhere platform.

As most of us will have recently experienced through Skype, Zoom or Teams meetings with colleagues working remotely, video can offer a degree of human connection. Feedback that we have received from patients has strongly emphasised that this is also the case when they have used Attend Anywhere with us, receiving a sense of personal care that can be more difficult to achieve in a phone call.



As we are seeing increasing use of video consultation across Wales and the UK, we're also seeing innovative practice come to light. Here in Cardiff and Vale we have seen teams undertake clinical assessment across a wide range of conditions, exhibiting great innovative thinking in the use of video as a 'triage' virtual front door clinical tool for physiotherapy, and as a remote orthotic fitting facility, amongst others.



There are important local environmental benefits too. The introduction of video consultations has already saved Cardiff and Vale patients more than 30,000 miles of travelling to appointments, in turn avoiding well over a tonne of CO2 emissions. We have established a capable and impressive implementation for Attend Anywhere, which will play an important role in facilitating social distancing at our sites as we increasingly look to switch on more services safely.

It's time to consider which steps of our care pathways may be delivered virtually to the benefit of our patients, and I look forward to seeing further innovative use of video consultations here at Cardiff and Vale in the near future.

[Staff can find out more about the health board's Video Consultation facility here.](#)

Shielding paused from 16th August

Now that shielding has been paused in Wales, we are starting to see some of our colleagues who have been shielding returning to their usual places of work. Some of our colleagues who have been shielding will be understandably anxious about doing this, but I want staff to feel reassured that due to measures such as the risk assessment and the countless reminders around our sites about maintaining a two metre social distance, they can do so safely.

Please be aware that the All Wales Staff Risk Assessment Tool has recently been updated. I would urge all staff to complete it, especially those who have been shielding. It is available, along with full guidance on how to use it on the [staff intranet](#).

This has been a difficult time for us all, which has undoubtedly taken its toll on most of us in one way or another. If you are finding that you are struggling, please remember that you are not alone. There are a number of helpful services available such as Health for Health Professionals Wales, which is a confidential and free, tiered model of psychological and mental health support available to everyone working for the NHS in Wales, and the new Samaritans confidential support line for NHS and social care staff and volunteers in Wales.

Our Employee Wellbeing Service also has a range of [excellent resources](#) available to support you. For more information, you can [email the Employee Wellbeing Service](#) or call the team on 02920 744465

Advice on returning from overseas travel and quarantine arrangements

Staff who plan to travel abroad for a holiday should discuss with their line manager what arrangements they may be able to put in place should they travel to a country which they would need to self-isolate upon their return from or should advice change when they are abroad and are then required to self-isolate on return. It is really important to have this conversation as countries can be added or removed from the Government list at any point. The situation is fluid, so even if a country is exempt today, it may change tomorrow.

The list of exempt countries can be found on the [Welsh Government website](#). This list may change with countries and territories being added or removed following Welsh Ministers' decisions on the potential health risks of travellers arriving from those destinations.

You **must** check the list of exempt countries and territories before departure on both the outward and return journeys.

As a general principle, if an individual returns from an overseas holiday/trip **from a country or a territory that is not on the exempted list**, and they are unable to work from home, the 14 day self-isolation/quarantine period should be treated as a **combination of annual leave, unpaid leave and time off in lieu**. Full guidance can be found on [the staff intranet](#).

There are no exceptions to this rule and you must self-isolate for 14 days if you are returning from a non-exempt country irrespective of when you booked your holiday. I realise that staff may be disappointed having looked forward to a trip abroad this summer following a very difficult few months. However, please know that these government measures are in place for your own safety and that of your colleagues, patients and community. COVID-19 has not gone away and we must continue to follow the government guidance collectively in order to prevent further outbreaks.

Integrated Health and Social Care Post-COVID Survey

The pilot phase of the post-COVID learning survey is now live.



The Integrated Health and Social Care Partnership would like to invite feedback from staff working in a role linked to the Discharge to Assess (D2A) service.

Our Learning And Legacy From COVID-19



The pilot will provide an opportunity to test the overall project approach since the beginning of the COVID-19 crisis to make sure it is fit for purpose.

The survey takes less than 10 minutes to complete and can be accessed here: <https://www.surveymonkey.co.uk/r/IHSCPMSC>

Pilot closing date: Friday 21 August 2020.

If you'd like more information on the project please contact cav.partnership@wales.nhs.uk

Cardiff & Vale Recovery & Wellbeing College – Logo Competition

This autumn, Cardiff and Vale University Health Board will be officially launching its Recovery & Wellbeing College, providing free courses, to patients/clients, carers and staff on a range of mental health and wellbeing topics. Underpinned by the principles of recovery and co-production, the college will be flexible and have an educational focus, with the promotion of wellbeing at its core.

All of the courses provided will be co-produced by people with lived experience of mental health issues and using mental health services. Those who are utilising services, caring for someone or are a member of staff, will be invited to enrol with the Recovery & Wellbeing College as students to benefit from the courses.

Initially, all courses will be carried out online – but as restrictions regarding COVID-19 continue to ease, the team hope to welcome students to outdoor learning venues and other locations in the Cardiff and Vale area.

The Cardiff and Vale Recovery & Wellbeing College would like its future students to be part of the identity created for the college – so is running a competition to design the logo! Find out more [here](#).

Covid-19 Health Charity Funds



As you know, the Health Board received hundreds of donations from generous businesses, organisations and members of the public to support our NHS staff, patients and volunteers affected by Covid-19.

Staff can now bid for this money, there are a number of ways to apply:

- Bids up to £500 for fast track [application form](#) and [guidance](#).
- Bids between £500 – £25,000 [application form](#) and [guidance](#).
- Bids over £25,000 [application form](#) and [guidance](#).
- Specific bids for UHW from the Bale Fund [application form](#) and [guidance](#).

You can find out more about how to apply here: <https://healthcharity.wales/apply-now-for-covid-19-charitable-funds/>

Dog Show

Here's a bit of fun for all you dog lovers! Our Health Charity is running a virtual Fun Photo Dog Show, so why not enter your four-legged friend into the competition. There are a number of categories to choose from and it's only £2 per entry.

<https://healthcharity.wales/events/fun-photo-dog-show/>

Three Peaks challenge and Pen-y-Fan Walk

JOIN LEN RICHARDS CEO FOR A PEN Y FAN WALK IN THE BRECON BEACONS
Friday 28th August, leaving from Pont ar Daf car park between 7am-8am. Tweet us your pictures @health_charity

Sign up and receive a free t-shirt.
Please visit www.healthcharity.wales/events to register for the challenge throughout August

Health Charity
Elusenlechyd

Virtual Walk Three Peaks Challenge

FR FUNDRAISING REGULATOR

August 2020
M T W T F S S
28

www.healthcharity.wales #TeamHealthCharity
Find us @health_charity

Due to the upcoming Bank Holiday, I've changed the date and time I'll be walking Pen y Fan to Friday 28th August.

I will be setting off (subject to good weather) between 7am-8am from the Pont ar Daf Car Park, if you plan on joining me please ensure you keep a safe social distance from others.

Our Health Charity has some special 2020 challenge t-shirts to wear on the walk. Drop them an email to fundraising.cav@wales.nhs.uk for yours. Don't forget to send them a selfie from the top and follow [@health_charity](https://twitter.com/health_charity) on Twitter.

It's also a good opportunity to get the last few steps in for the Health Charity's Virtual Three Peaks Challenge, [to which you can sign up here](#).

LGBT+ Fund

The Health Board cares deeply about equality and inclusion and we want to support our LGBT+ community. With the celebrations for Pride 2020 starting this weekend, our Health Charity has now set up a fund to specifically support our LGBT+ events and agenda so if you'd like to help fundraise for future events and activities please visit: <https://www.justgiving.com/campaign/LGBTQplus>.

To find out more please email fundraising.cav@wales.nhs.uk

A handwritten signature in black ink, reading "Len Richards". The signature is written in a cursive style with a large, prominent initial "L".

Len Richards
Chief Executive