

# Chief Operating Officer

# CONNECTS



Dear Colleague,

15/06/2021

Thank you for taking the time to read my first newsletter which I have written this week in Len Richards' absence, as he takes some annual leave. I would like to begin with a sincere and heartfelt thanks to everyone in the Health Board for your consistently excellent work as we collectively look at how we are going to recover from the COVID-19 pandemic.

The innovative ideas, ways of working and stories of dedication from across the system are incredibly encouraging and fill me with the confidence that we will not only recover from the effects of the pandemic on our system but be able to use this momentum to transform it into a truly world-leading health and social care system for future generations.

As we have come through a second wave of the COVID-19 pandemic we continue to ensure our services remain 'COVID-ready'. At the same time, as with services across the UK, we are seeing a significant re-emergence of non-COVID urgent and emergency demand.

Pressures on primary care and mental health services are apparent in particular.

Our plans for reset and recovery have already commenced. Last week, we submitted our draft annual plan to Welsh Government. This plan contains our proposals for recovering system-wide services over the remainder of this year and into next.

The Health Board's wider recovery plan has a strategic element (the 'Shaping our Future' programmes) and an Operational Recovery Plan. The latter contains a portfolio of recovery programmes across primary care, mental health, unscheduled care, planned care and diagnostics. A formal programme approach is being put in place to support services in shaping recovery and redesign.

Learning from our response to COVID, where frontline and clinical staff were central to designing our plans, we are keen to continue with this approach in planning for recovery.

We are framing our planning approach therefore against three principles i.e. it being clinically led, data-driven and risk orientated. A number of clinical teams have already commenced planning on a whole pathway basis – ensuring that primary and secondary care teams are working together to redesign recovery solutions around pathways, efficiency (considering COVID-safe IP&C guidance application) and capacity.

We are determined to grow our core service capacity in the first instance, where possible.

This will mean recruiting skilled clinical teams but we acknowledge this will take some time.

In the meantime, we will build on the successes of our frontline clinicians and staff in maintaining many services throughout the pandemic. We will also continue to work with partners to commission additional capacity while recruitment and service expansion is taking place.

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This expedience reflects the very real impact of the pandemic on our waiting lists which have grown to some extent but have aged significantly.

We want clinical and frontline teams to get involved in the planning process and we will keep you updated as plans progress.

Lastly, we remain acutely aware of the impact the COVID response has had on the same teams who are now facing into the recovery challenge. The importance of maintaining staff wellbeing while meeting the needs for our population is paramount. Our wellbeing services remain ready and willing to support teams throughout this time.

**Steve Curry**  
**Chief Operating Officer**

## COVID-19 Vaccine update

We have delivered 543,105 vaccines to the population of Cardiff and the Vale of Glamorgan with 347,761 first doses which is 85% of our adult population and 195,292 second doses which is 48% of our adult population.

This week, Wales announced that it has now invited all adults aged 18 and over to receive the first doses of the Covid vaccine. As a Health Board, we had invited our adults by the end of May and are now focusing on second doses where our Astra Zeneca second doses should be completed by the middle of July.

It is now more important than ever to receive your vaccination, and to attend for your second dose because of the new variants that are emerging. Public Health Wales have now confirmed that the Delta variant is the predominant one in Wales but this can be managed if we get vaccinated and continue to follow the regulations to keep Wales safe.

We are now looking at leaving nobody behind to reach people that have not yet had their vaccine, either because they did not receive an invite or may have opted out and since changed their mind. Our Bayside MVC will now continue to operate as a walk in centre every Saturday and Sunday between 8am and 4pm so if you are aged over 18 and live or work in Cardiff and the Vale of Glamorgan you can turn up with your ID and the team will get you vaccinated. Bayside MVC offers both AstraZeneca and Pfizer vaccinations. Alternatively you can call our booking line on 02921 841234 and a member of the team can book you an appointment at one of our MVCs or a community pharmacy if there is one local to you.

Our vaccination team are already working on what the booster plan will look like and how we will include school age children in this now that Pfizer has been approved for 12-15 year olds. We will keep you updated with this programme as we work through it.

# Congratulations to Sumit Goyal MBE

I am delighted to announce that Sumit Goyal has been named on this year's Queen's Birthday Honours list and will be awarded with an MBE for services to Breast Cancer and Cardiff Breast Centre Charity.



Mr. Sumit Goyal is a Consultant Oncoplastic Surgeon in the Cardiff and Vale University Health Board since 2003. He became the lead for the Breast Services in 2006, a position he held for 10 years. His passion and enthusiasm to improve the quality of the breast services saw him getting approval for a purpose built Breast Centre at the Llandough site. The centre was built around the comments from patients and staff, lessons learned from visiting other centres with a view to provide high quality care for the patient and high satisfaction for staff. The centre opened its doors in October 2010 and brought breast services under one roof and established the One Stop Breast Clinic.

He had the foresight to improve the patient care even further, and to this end in 2010 he established the Cardiff Breast Centre Charity, that has raised over £750,000, money that has been used to improve the care of breast cancer patients to provide them with holistic care.

Notable among this is the building of the multipurpose teaching/training facility that is used by clinicians, nurses, patients and medical students. The charity money has established the first of its kind exercise prescription service for breast cancer patients, providing online and onsite exercise sessions with a trained senior physiotherapist. The charity money has been used to purchase specialist equipment worth over £200,000 to improve the quality of care delivered. During the pandemic, charity money was used to equipment to enable multisite working. The breast cancer patients benefit from free complimentary therapy to patients, pamper evenings, specialised undergarments after breast cancer surgery, to name a few, all provided by the funds raised for the Breast Centre Charity.

# Become a Bevan Exemplar!

The Bevan Commission Exemplars Programme - 'Doing Things Differently' for a Prudent Sustainable Recovery Cohort 7 call is now open and receiving applications (closing 11.59pm, 22 July 2021). Successful applicants to Cohort 7 of the Exemplars Programme will be expected to start the programme on the 30th September 2021.

This year, the Bevan Commission encourages ideas, projects and applications aligning with the following themes highlighted below:

- Working in different ways and with different people.
- Using digital and technological solutions to do things differently.
- A different approach to reduce waste and achieve sustainable health and care without harm.
- Cutting bureaucracy, empowering people and managing shared risks.
- Developing innovative actions around shared priorities, such as accessing hard to reach groups.
- Collaborating to make the most of all skills and resources and doing only what's needed.
- Priorities consistent within local organisations and collaborative working.

Ideas may include (amongst other proposals); innovative products, processes, services; new ways of working, models or interventions; and skills development approaches across health and social care.

Further information about the Bevan Commissions Exemplars Programme Cohort 7 Call [can be found here](#). Applications to the Bevan Commission Exemplars Programme Cohort 7 must be submitted by 11.59pm, 22 July 2021.

To provide further detail and answer any questions potential applicants might have, the Bevan Commission will be hosting online Information Briefings (1 hour) on the 16th of June (10am), 1st July (1pm) and 13th July (3pm), with the registration links provided below:

- [16th June](#)
- [1st July](#)
- [13th July](#)

Cardiff and Vale UHB can be proud of a strong track record of excellent Bevan Exemplars and I would encourage you to consider applying if you are working on a project related to the above. For more advice and guidance with your application, please do not hesitate to contact our innovation team by emailing [Cav.Innovation@wales.nhs.uk](mailto:Cav.Innovation@wales.nhs.uk)

## Freedom to Speak Up safely for every member of staff

The safety and wellbeing of patients, service users and staff has always been a priority for Cardiff and Vale University Health Board (UHB).

The Freedom to Speak Up initiative serves to create an environment that enables and empowers staff to raise any concerns with the confidence that prompt action will be taken as a result, and that they will be treated with respect and dignity when doing so.

A concern is simply a belief that something is not right. Your concerns will be always be taken seriously and acted on appropriately.

To raise a concern, take the following steps:

### Step 1 – Tell someone

Raise your concern directly with a member of staff such as your line manager, shift supervisor, mentor, or volunteer co-ordinator. You may also wish to involve a trade union representative or HR.

### Step 2 – Escalate your concern

If you are unable for any reason to take Step 1, or have taken it but not had a satisfactory response, escalate your concern to a senior manager within your department, or clinical board, a trade union representative or HR.

### Step 3 – Contact the Freedom to Speak Up team

If you are dissatisfied with the outcome of Steps 1 and 2, or feel the matter is so serious you cannot discuss it with any of the above, email the Freedom to Speak Up support team directly on [F2SUCAV@wales.nhs.uk](mailto:F2SUCAV@wales.nhs.uk) or telephone 02921 846000.

If you have a concern, please speak up. Your voice matters.

[Find out more here.](#)

## Make learning Welsh your goal this summer

With Euro 2020 having got underway over the weekend, I'm sure that many of you will be tracking Wales' progress through the competition and hoping for similar success to what the team achieved in 2016.

While the Wales team goes for glory, our own Welsh language team is encouraging staff to do the Welsh language proud by making learning Welsh their goal this summer. The team has developed a pack of [Welsh language learning materials](#) including key words and phrases to help staff get started, and information about available training to support learning. We'll also be sharing hints and tips on our social media accounts and on the StaffConnect app throughout Euro 2020.

The initiative comes as part of our Meddwl Cymraeg – Think Welsh campaign that encourages staff to continually think of the Welsh language and consider ways they can incorporate it into their roles in support of our Welsh speaking patients and colleagues. We've seen how using the simplest phrases in Welsh can have a significant impact on patient care, so learning and using even basic Welsh can make a big difference.

# Pride Month

As Pride month continues, I want to this week focus on the support that is being made available to LGBTQ+ members of staff. The fact that we are a diverse organisation is a real strength for the Health Board, and we are committed to continuously working towards embedding an increasingly inclusive culture within our organisation, where everybody feels comfortable being their authentic self.

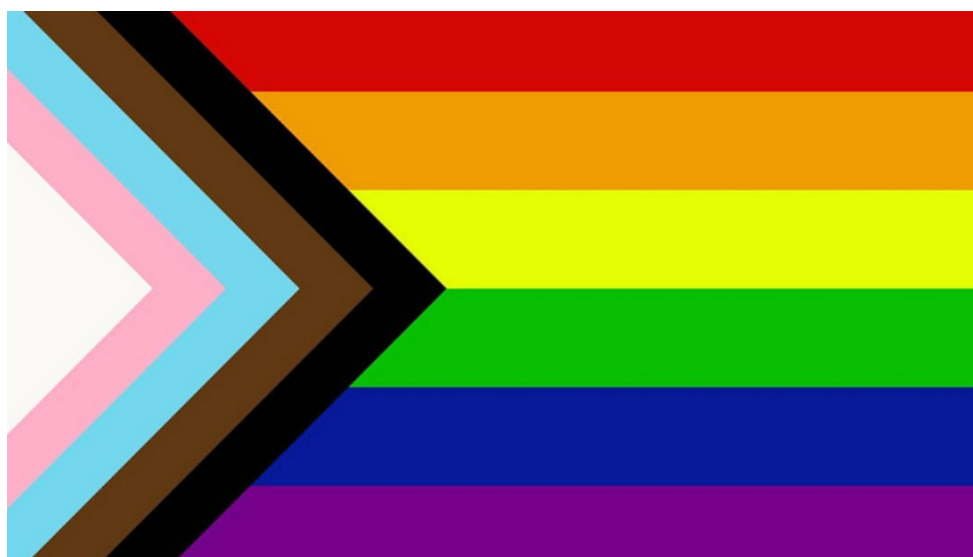
The wellbeing of LGBTQ+ staff is a top priority for the committee of the new LGBTQ+ Staff Network, which is currently working to establish a Peer Support Network to provide a safe and confidential space where LGBTQ+ colleagues are free to be themselves and to socialise with peers. This will be supplemented by additional support provided by our Employee Wellbeing Service for those who need it.

Further to the suggested reading list shared in last week's blog, the LGBTQ+ Staff Network Committee has this week provided a list of documentaries below that you might be interested in watching.

Don't forget that staff who are members or allies of the LGBTQ+ community are being invited to join the new Staff Network. [View the LGBTQ+ Staff Network recruitment poster here](#) or email [rainbownetwork.cav@wales.nhs.uk](mailto:rainbownetwork.cav@wales.nhs.uk) to find out more.

## Suggested watch list

- [Olly Alexander: Growing up Gay](#) - A documentary in which Years and Years frontman Olly Alexander explores the mental health issues faced by members of the LGBTQ+ community.
- [Free CeCe](#) - A film documenting the experience of CeCe McDonald, a trans woman who was arrested for murder after a man was killed as she tried to defend herself from a brutal attack.
- [Are You Proud?](#) - A documentary celebrating the LGBTQ+ Pride movement's landmark achievements featuring historical campaigns and current activists in the United Kingdom.
- [Defiance: Voices of a New Generation](#) - A documentary exploring the lives of LGBTQ+ individuals fighting for equality in Nigeria.



# Learning Disabilities Week – Nesta’s Story

Nesta Narbad has been an Acute Learning Disabilities Liaison Nurse at the University Hospital of Wales since April 2020. For Learning Disability Week, she has shared her experience of the previous year:

“I started in my new role on 6th April 2020, just as our whole world was changing. There I was, a Learning Disability Nurse starting work in an acute hospital - the biggest in Wales, to say that I felt like a fish out of water would be an understatement!!

“Thankfully, my colleague, Rhiannon Smith joined me a month later and between us we started to navigate our way around the hospital. We have been fortunate to have the support of Joanne John (Lead Nurse for Learning Disabilities in Cardiff, SBUHB) and Andy Jones (Interim Director of Nursing, Children & Women’s Clinical Board), who had been championing the cause of patients with learning disabilities in UHW long before our arrival. Jo and Andy had worked tirelessly with the local Community Learning Disability Teams to raise awareness amongst all staff groups in Cardiff & Vale about the unique needs of people with learning disabilities, and to secure two full time Acute Learning Disability Liaison Nurses to be based at UHW.

“2020 was a year like no other, and whilst our small team had big ideas, unfortunately Covid had other plans for us all. It hasn’t all been doom and gloom though, and we are proud of our achievements so far which include :

- Receiving and responding to somewhere in the region of 280 enquiries/referrals for advice and/or support for inpatients with a learning disability or to assist in planning and making reasonable adjustments for outpatient appointments or planned admissions.
- Raising awareness of our roles within the hospital by developing a poster, distributing this throughout the hospital to ensure our contact details are available to all.

- Development of an Intranet and Internet page where we can share information and training resources.
- Development of an accessible information leaflet for patients.
- Collated information regarding our existing Learning Disability Champions and created a new database to keep track of this growing group.
- Worked alongside fellow Liaison Nurses across Wales to develop an All Wales Champions training pack.
- Working with Business Intelligence Services focusing in on data collection to ensure that the most relevant data is being captured for data analysis.
- Developing closer links with colleagues in the Emergency Department to work towards early recognition of patients with a learning disability as they embark on their hospital journey.

“So many things had to be put on hold last year, and whilst we have both had our own personal distractions, we remain 100% committed to continuing to raise awareness of the needs of our patients. Our priority for this year is to re-establish Learning Disability Champion training across C&V.

“As we are in Learning Disability Week 2021 I would like to ask you to take some time to think about some of the people that you have supported, what have been the highlights and where could things have gone differently?

For more information about how to get involved with Learning Disability Week 2021 visit [the Mencap website](#).

or contact us on :

Nesta.narbad@wales.nhs.uk      Tel : 02921 847170 / 07929773441

Rhiannon.smith4@wales.nhs.uk      Tel : 02921 847174 / 07812507084

[Or visit our webpage.](#)

## CAVUHB Approved as a Project SEARCH Organisation

Cardiff and Vale UHB has been approved as a Project SEARCH organisation, the fourth health organisation in Wales to do so, in turn contributing to being one of over forty hospital programmes nationally. The unique pre-employment programme works in partnership with Cardiff City Council, Cardiff Commitment and CAVUHB, providing a framework for an internship programme for young people aged 16-24 with learning disabilities in the Health Board.

The Project SEARCH team are putting the Health Board's commitment to advancing equality into practice by striving to give individuals the opportunity to achieve their potential, free from prejudice and discrimination, and promoting the right to be treated with fairness, respect, equality, dignity and autonomy. Stay tuned for more info in the coming weeks and how you can get involved in this wonderful opportunity.

## Black, Asian and Minority Ethnic network

We at Cardiff and Vale University Health Board believes that, in order for every individual to reach their full potential, there must be no fear of prejudice, discrimination, harassment or victimisation and a belief that career opportunities or experience of work is not predetermined by ethnicity, nationality or colour.

With this in mind we are looking to develop a Black, Asian and Minority Ethnic network or Staff group. Membership is open to Cardiff and Vale University Health Board from Black, Asian and Minority Ethnic heritage. Please email [keithley.wilkinson@wales.nhs.uk](mailto:keithley.wilkinson@wales.nhs.uk) if you would like to join the network or want further information.

We recognise that current data indicates differential experience and outcomes for Black, Asian and Minority Ethnic staff compared to those who are White, White Irish and White Other. However, with acknowledgement of our demographics and to be inclusive we are using the widest terminology of Black, Asian and Minority Ethnic for membership of the network and acknowledge that individuals may wish to use their own words that encompass their identity.



## Congratulations to Food Cardiff Team

I'd like to wish a huge congratulations to the team at Food Cardiff, which is hosted within Cardiff and Vale UHB as part of our Local Public Health Team, for their recent achievement of being awarded Silver Sustainable Food Places status.

Cardiff is the first place in Wales and one of only six places in the UK to achieve the prestigious accolade, recognising the city's pioneering work in promoting healthy and sustainable food.

Food Cardiff is an excellent example of partnership working which includes 127 individuals across 74 organisations, including Cardiff Council, Cardiff & Vale University Health Board, Wrap Cymru, Riverside Real Food, Public Health Wales, Action in Caerau and Ely as well as many others.

Cardiff's Silver Sustainable Food Places Silver Award recognises the city as one of the most sustainable food places in the UK and the award is based on achievements across six key issues:

1. Taking a strategic and collaborative approach to good food governance and action.
2. Building public awareness, active food citizenship and a local good food movement.
3. Tackling food poverty, diet related ill-health and access to affordable healthy food.
4. Creating a vibrant, prosperous and diverse sustainable food economy.
5. Transforming catering and procurement and revitalizing local and sustainable food supply chains.
6. Tackling the climate and nature emergency through sustainable food and farming and an end to food waste.

Food Cardiff was one of the founding members of Sustainable Food Places and has helped to pioneer a placed based collaborative approach to food since its establishment. This is such fantastic work and is directly in line with our approach of both caring for people and keeping them well! Well done!

## Clean Air Day

This Clean Air Day (17 June) join us in taking action to tackle air pollution levels in Cardiff and the Vale Glamorgan. As a Health Board we are committed to protecting our environment and the health of our population and future generations, and continue to take a number of steps to improve our air quality.

As a Health Board we remain focused on helping create a healthier Wales, including tackling the damaging effects of air pollution on our communities. This includes working with a number of organisations to find ways to reduce the levels of pollution in Cardiff and the Vale.

Cardiff and Vale University Health Board (UHB) has joined organisations across Wales in making a commitment to healthier and more sustainable forms of transport, by signing a Healthy Travel Charter. In Cardiff and the Vale over 20 organisations have joined the healthy travel movement, pledging their support to fulfil a series of commitments to support staff, communities and visitors to walk and cycle more, take public transport and switch to electric vehicles.

For more information on air pollution including an air pollution calculator and free, downloadable resources [visit the Clean Air Day website.](#)

## Stay hydrated sustainably this World Refill Day (16th June)

Hydration is an important part of staying healthy, and is a simple, low cost way to stay energised throughout the day. Dehydration can have a negative effect on your wellbeing and can cause tiredness, lack of concentration, headaches and dizziness.

As part of an ongoing project funded by Cardiff & Vale Health Charity, water refill stations have been installed at Barry Hospital and St David's Hospital. Both of these refill stations are linked to the Refill Scheme App, which enables our local community to fill up their reusable water bottles for free. These refill stations are part of an ongoing project to encourage our staff and community to choose to reuse, with a further seven further refill stations planned to be installed across our sites.

To help you stay hydrated in the workplace or work towards becoming a Refill Workplace, download our new, free Hydration Workplace Toolkit. The toolkit includes posters, social media posts and animations, and is full of tips for topping up the tap including refilling sustainably and how to spot the signs of dehydration.

For more information and to request your free Hydration Workplace Toolkit please contact the Move More, Eat Well team by emailing: [MoveMoreEatWell.cav@wales.nhs.uk](mailto:MoveMoreEatWell.cav@wales.nhs.uk). Find out more about Move More, Eat Well [visit the official website.](#)

## City Hospice launch Forever Flowers campaign

Leading Cardiff charity City Hospice has launched a new campaign to celebrate the lives of loved ones in a special way.

Forever Flowers invites supporters to purchase a limited-edition flower, to remember cherished family members, friends and loved ones.

A unique and lasting tribute, the Forever Flowers will be displayed in one of Cardiff's most iconic locations, Cardiff Castle, from Saturday July 24 to Sunday August 8. The flowers, which are on sale for £18, will be available to collect during the final two days of the display and following the event.

Purchasing a flower will support the work of City Hospice, Cardiff's local hospice, which provides care to people with terminal or life limiting illnesses, as well as essential counselling and support services for the families of their patients.

The only provider of home-based specialist palliative care in the capital, City Hospice provides care and compassion to 550 patients at any one time.

Forever Flowers can be purchased by visiting [www.cityhospice.org.uk/forever-flowers](http://www.cityhospice.org.uk/forever-flowers)

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## Other news and events

### Poetry and paintings

Cardiff & Vale Health Charity has been working alongside the National Museum Wales - Amgueddfa Cymru to enhance healthcare settings with paintings and poetry, to benefit the wellbeing of staff, patients and visitors at hospital sites.

[Read more](#)

### Thank you to Michelle Waters

Thank you to Michelle Waters and friends who recently walked over 520 miles between them to raise funds for the Prop Appeal, after son Ryan was an inpatient on the Brain Injury Rehabilitation unit

[Read more.](#)

### Celebrating the Queen's birthday

Cardiff & Vale Health Charity helped staff and patients celebrate the Queen's 95th birthday by distributing a number of treat boxes to wards.

[Read more.](#)

### Supporting Staff Wellbeing Report

As a result of COVID-19, it has never been more important to safeguard the emotional and physical health and wellbeing of our staff. The following report highlights some examples of how Cardiff & Vale Health Charity, including the Staff Lottery Bids Panel, have supported staff wellbeing through generous donations received between April 2020 and March 2021.

[Read more](#)

### New Kickstart Scheme recruits

Welcome to Channing, Tom and Tim who are new Kickstart Scheme recruits who have joined the Health Charity and Arts for Health and Wellbeing Team for six months

[Read more](#)

### Good luck to Ben Nevis climbers!

Good luck to Dean, Suzie and Matthew who will be climbing Ben Nevis Climb this July to raise funds to improve patient experience.

[Read more](#)