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University Health Board

Cardiff and Vale UHB

Annual report

What we did in 2024 to 2025

July 2025

How to use this document



This is an easy read version of 'Cardiff and Vale UHB Annual report 2024 to 2025'.



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About us



We are **Cardiff and Vale University Health Board**.



We are responsible for NHS services in Cardiff and the Vale of Glamorgan.

Our main aim is to:



- help people live well,



- and provide excellent care and treatment.



We work with partners in social care and in voluntary services to provide:

- **Primary care** – the first place people go when they need healthcare services.
- **Prevention services** – to stop people getting unwell, or to stop issues getting worse.
- **Community services.**
- **Hospital care and specialist services.**
- **Urgent and emergency care** – like Accident and Emergency and Minor Injury Units
- **Planned care treatments.**
- **GP services.**



We work with organisations and education partners to train healthcare professionals.



We are known for our high-quality research and development. This helps us to find new ways to improve healthcare.

About this report



We have a big 10 year plan called [Shaping our Future Wellbeing](#). It says what we will do to improve health and wellbeing between 2023 and 2025.



This Annual Report is about the work we did towards this plan in 2024 to 2025.



In 2024 to 2025 we focussed on:

- Urgent and Emergency Care
- Cancer services
- Planned Care and Diagnosis
- Mental Health
- Primary and community care services
- Waiting lists



We base our plans on the health needs and wellbeing of the people in Cardiff and Vale.

Our goals are:



1. Putting people first - We care about people most.



2. Providing outstanding quality - We aim to give the best care.



3. Delivering in the right place - We give care where it is needed.



4. Acting for the future - We plan to help now and later.

Our work in 2024 to 2025

Urgent and Emergency Care



We made over 210 thousand nursing visits to people in their homes. This helped many patients stay at home instead of going to hospital.



Our new **Safe@Home** service started in early 2024. This service provides care to older people at home. To help avoid them needing to come to hospital.



It has worked very well. Patients got care from a team of different professionals in the community.



Urgent Primary Care Centres were able to help more people get care. This reduced pressure on GP surgeries.



We have improved **hospital discharge**.



Hospital discharge is the process that happens when a patient leaves hospital.



By the end of the year, **delayed discharges** dropped to 163. It was 221 in the year 2023 to 2024.



Delayed discharge is when a patient is ready to leave hospital but is still taking up a hospital bed space.



We made changes to help get patients off ambulances even quicker. And to speed up the time it takes for patients to be treated.



We gave good hip fracture care. New services like **Rapid Hip Fracture Pathway** helped.



Fewer patients got to the stroke unit within 4 hours compared to 2023 to 2024.



We started a **stroke improvement plan** in January 2025.

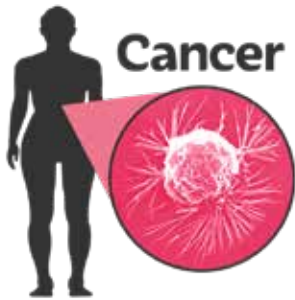


We are hiring more doctors and nurses.



We will keep working hard to make care for people who have a stroke better this year.

Cancer services



Giving fast, high quality cancer care is very important to us.



More cancer patients are getting treatment within 62 days. We did not achieve the national target. But we came very close.



We did especially well in September and October 2024. Most of the year, we did better than expected.



Next year, we will make sure our teams can offer enough appointments. So people can be seen and treated quicker.

Planned care and diagnosis



We are working hard to shorten waiting time for planned care. Waiting times are now the lowest since 2021.



But we know that many people are still waiting too long.



By March 2025, over 151 thousand people were on the waiting list for treatment. This is about 4 thousand more than in March 2024.



More children are also on the waiting list compared to last year.



There were less people waiting over 2 years for treatment than last year. Less than 1,700 people were waiting over 2 years by the end of March 2025.



More people are now waiting over a year for a first appointment. We will focus on reducing this in 2025 to 2026.



Many people are waiting more than 8 weeks. This was expected, but it is still a concern.



The longest waits are often for tests like ultrasound scans and Endoscopy. These are tests that help us look inside the body.



We now have a plan to shorten these waiting lists over the next year. We are working with other health boards and the Welsh Government to improve this.

Mental health



More adults and children are asking for help with their mental health.



Our teams worked hard to reduce the time patients waited for assessments.



For children's emotional wellbeing and mental health, we set a goal to see children within 28 days. We reached this goal in September 2024.



More children have been referred to Neurodevelopmental services. This means longer waits for assessments.



Neurodevelopmental services support people conditions like autism and ADHD.



Waiting times are better, but we still need to reduce the number of people on the waiting list.



We are also working with national teams.



Therapy services are improving. There are less people on waiting lists. And more people are being seen in less than 26 weeks.

Primary and community care services



This is things like GPs, pharmacies and dentists.



Primary and Community care services are still under pressure.



We are focused on giving more care in the community. This helps people get care closer to home.



Here are some of the things we have achieved:

- All community pharmacies are offering advice and treatment for every day health conditions.
- All GP practices are meeting the standards.
- Almost all dental services met their targets.

Other areas of work

Awareness and prevention events

Smoking and Vaping prevention

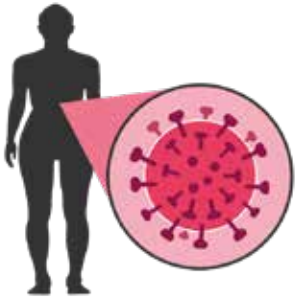


We had a Smoking and Vaping Prevention event on 26 November 2024.



The aim was to help schools and professionals support young people to stop smoking and vaping.

Hepatitis C Awareness



We want to help end hepatitis C by 2030. Hepatitis C is a virus that affects the liver. It can cause serious liver problems if not treated.



Hepatitis C is now curable in most people.



We made a video and wrote an article to raise awareness about symptoms. And the importance of getting tested: cavuhb.nhs.wales/news/latest-news/i-was-living-with-hepatitis-c-without-knowing-for-20-years-get-checked-if-you-think-youre-at-risk/

Welsh language



We are working to make our services better for people who speak Welsh.



We now use a red, amber, and green system to show if we are doing well or need to improve.

What we did:



- Staff are learning more about the importance of speaking Welsh in healthcare.
- We are adding Welsh to job adverts and the hiring process.



- We encourage staff to sign up for Welsh language learning courses.
- Patients can choose to speak Welsh, and we try to support this.
- Our Welsh Language team translated over 1 million words.



- We had no complaints about the Welsh Language in 2024 to 2025.

Sustainability



Sustainability means making choices about what we do so things last longer.

Environment



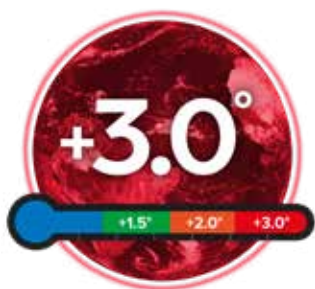
We want to protect our environment and think about the future.



Our aim is to lower the amount of carbon dioxide we produce by nearly half by 2027. Carbon dioxide is a harmful gas that badly impacts our environment.



We are working with local partners to tackle climate change.



Climate change means that the planet is getting hotter because of the things humans are doing. Like using fuels that damage the planet.



Some projects and groups have helped create green spaces. For example, parks.



This helps supports the health and wellbeing of our patients, staff and visitors.



We want to meet the goals in the **NHS Wales Decarbonisation Strategic Delivery Plan**. This is the NHS's plan to help protect the environment.



We have updated our plan to help protect the environment and people's health. This new plan looks ahead to the next 3 years.

Here are the 3 big changes in this plan:

1. Planning for bad weather



Even though we are trying to lower the use of carbon, the planet is still warming. This means we will face more heatwaves and floods. We will write a new plan to help prepare for these changes.

2. Preventing ill health



We are focusing more on stopping people from getting sick in the first place.

This year, we will look at how preventing diabetes can also help the environment.

3. Working more efficiently



Being more efficient in how we run services also helps the planet. For example using technology to organise follow up appointments for patients.

Digital



We are working to improve Wi-Fi in treatment areas. This will help people our staff use digital tools. For example:



- **Electronic prescribing** - a way of sending medicine prescriptions using a computer system. This will help reduce mistakes and keep patients safe.



- **Welsh Nurse Care Record** - an online record for nurses to track information about what care patients need.



- **Scan4Safety.**



These tools can help make care safer, faster, and easier.



We have started working on a 5 year plan called Digital Foundations. This will help us improve computer systems and make it easier to share information about you and your care.



We are creating shared care records. So, the right staff can see the right information at the right time.



We have set up groups to look at how AI can help staff work better. AI stands for artificial intelligence. Artificial intelligence means computers that can think and solve problems like people.



Nurses and doctors can now record and get some patient information using mobile devices, like tablets.



We have questionnaires that help patients share their feedback.



This helps us understand things like how they feel about their health, treatment, and quality of life.



This information helps doctors make better decisions, improve care and have better results.

Working together



We work with many partners to improve the health and wellbeing of our patients.



These partners include other NHS Wales organisations, Cardiff Council, Vale of Glamorgan Council and other organisations.



The Health Board has a team that works for the Cardiff and Vale Regional Partnership Board (CVRPB) partners.



This team has helped health and care teams deliver many services.



People and patients are part of the team.



We work with nearby Health Boards and Trusts to run services together to help patients.

Our staff



We have over 17 thousand staff. During 2024 to 2025, we focused on 3 things:



1. We want our staff to feel valued, supported and have opportunities for growth.



2. We will employ people with the right skills, values, and experiences.



3. We want to make sure we have the right staff in place.



There are over 350 different job roles in the NHS. We focussed on promoting these job opportunities.



Many people who heard about us are now interested in working for Cardiff and Vale UHB.

Promoting NHS jobs



We focused on making jobs fair and open to everyone.



We worked with local community groups who don't have many people working with us.



We want to give better chances to people who may find it harder to get a job.

Our work:



- DFN Project Search helps young people with learning disabilities and autism learn work skills. Since the project started in 2021, 38 young people have taken part.



More than half of those who joined in 2023 to 2024 found permanent jobs afterward.



- Schools and Colleges – We spoke to over 2000 pupils. We went to 88 events to promote NHS careers, especially in poor areas.



- Apprenticeships – We hired 17 new apprentices in 2024 to 2025. 9 completed their programmes and got job offers.



- We also work with prisons, homeless charities, the care sector, and refugee services to help more people find jobs.

Planning our workforce



We worked hard to keep our staff by improving leadership, wellbeing, and career support.



We are working hard to improve planning and build a strong team.



We used less of temporary staff, saving about £13 million. We hired more doctors and nurses into permanent roles.

Staff wellbeing



We focused on helping staff feel healthy and supported.



We have tried our best to support our staff with our counselling service. It helped staff stay in or return to work.



We also supported staff with money worries. For example, sharing help and information and how to get advice.

Including everyone



We continued to create a more inclusive organisation for our staff and communities.



Inclusive means everyone is involved and feels safe, respected and able to be themselves.

Our work included:



- Creating and sharing an Inclusion Calendar with important dates to celebrate different festivals and traditions.



- Starting to create an LGBTQ+ Action Plan. This plan protects the LGBTQ+ community - people who share experiences because of who they are and who they love:



- Receiving our first report on race equality at work.

- Supporting staff networks for ethnic minorities, people with disabilities, LGBTQ+ staff, Welsh speakers.



- Joining Pride Cymru with NHS Wales colleagues.

- Hosting events at career fairs.

- Helping leaders understand staff experiences.



- Protecting the Welsh language as part of our equality work.

Checking the quality of our work



Quality is very important to us. We want all our services to be safe and give good care.

Clinical Audit



We use clinical audits to check how well we do. A clinical audit is a way to find out if healthcare is being provided in line with standards.



It helps us to know where our services are doing well. And where we could improve.



We have a plan to keep doing audits for the next 3 years.

Improving our quality



We do many things to improve care. Like training staff and listening to patients.



We check many things like infections, patient experiences, and waiting times.

Reviewing deaths to improve care



We have a team that reviews deaths to learn how to improve care.



We made a new tool to help teams understand information about deaths better.

What people think



It is important to us to listen to people. Listening to patients helps us learn and improve.

We ask patients to tell us what they think about our services:



- We send many text messages every day to ask for feedback.



- Posters with QR codes are in hospitals so patients can take a quick, easy to understand survey. A QR code is a small square picture that can be scanned by your phone to quickly find information online.



- We also have special surveys for children.



We deal with complaints the right way. And continue to learn from concerns.



We had 3,471 complaints in total.



We had 593 compliments from patients and families.

What happens next



We have made many improvements over the last year.



Next year, we will focus on helping patients move smoothly through the hospital.



We want to reduce the time patients spend in the hospital.



We will follow national plans like the Optimal Hospital Flow Framework.



We will work with Welsh Government and NHS Wales to use resources better.



This will help us improve care quality, manage money, and plan well.