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Cardiff and Vale
University Health Board

Cardiff and Vale UHB Annual report

What we did in 2023 to 2024



This document was written by the **Cardiff and Vale UHB**. It is an easy read version of 'Cardiff and Vale UHB – Annual report 23-24'.

October 2024

How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 33**.



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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 to 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 report is about the work we did on this in 2023 to 2024.



In 2023 to 2024 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 work in 2023 to 2024

Urgent and Emergency Care



We made over 225 thousand nursing visits at home.



We launched the **Safe @ Home scheme**. This scheme aims to provide care to older people at home before they need to be rushed into hospital.



We have made our Urgent Primary Care Centres bigger. There are more appointments available each week.



More people are getting care and support in time through the:

- new **NHS 111** service
- and the **CAV 24/7** service.



We had some challenges with **hospital discharge**. And making sure there is care and community support available after **hospital discharge**.

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



We had 221 patients with delayed transfers out of hospital. This is when a patient is ready to leave hospital but is still taking up a hospital bed space.



We can treat more people in Accident and Emergency. And we have made space for a **Clinical Decision Unit for Adults and Children**. This is a space for accident and emergency patients who need more care, but do not need to be admitted into hospital.



We are improving ambulances. We are the only Health Board where our patients do not have to wait longer than 4 hours on an ambulance.



We are working to get patients off ambulances even quicker. And to speed up the time it takes for patients to be treated.

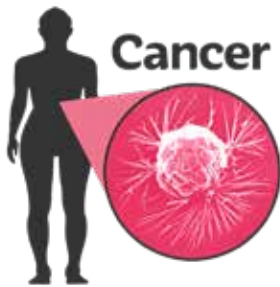


We have focussed on lowering unnecessary hospital admissions. This is when a patient is admitted to hospital, when they could have been treated at home or without needing to stay overnight.



We have made good progress in areas like stroke and hip fractures. More stroke patients can get admitted within 4 hours. And get CT scan within 1 hour.

Cancer services



We are slowly making good progress here.



More cancer patients are getting treatment within 62 days. But we have not reached our target yet.



We were able to lower the overall number of patients on our cancer treatment waiting list.

Planned Care and Diagnosis



We have worked hard to shorten waiting lists across planned care.



We met government targets for the number of people waiting over 2 years for treatment.



We know patients are still waiting too long for treatment. We will continue to work to reduce waiting times in the next year.



The number of patients waiting over 8 weeks for tests has increased.



Although we have shortened waiting times for some tests, there is a long wait list for others.

Mental Health



The demand for mental health services has continued to be high.



We have made progress in Children's Emotional Wellbeing and Mental Health assessments.



We have shortened the list of patients waiting for assessments.



In adult services, we were able to do assessments within 28 days.



We shortened the waiting list for adult and children's eating disorder services.



There were fewer patients on waiting lists for therapy services. More patients were seen within 26 weeks.



Adding the Mental Health line to **NHS111** helped. It provided support and advice for patients.

Primary and community care services



This is things like GPs, pharmacies and dentists.

Primary and community care services are under pressure. But we have continued to deliver services in the community:



- Most pharmacies provided advice and treatment for every day health conditions.



- Most GP practices were open between the main hours 8 am to 6.30 pm.



- There were fewer referrals from **Optometry** to secondary care. **Optometry** is the practice of examining the eyes.



- More patients got dentist appointments.

Other areas of work

Suicide and self harm



We continue to provide suicide awareness training.



We have set up a group with people with lived experiences to oversee this training

Community Falls Prevention



Fall prevention is about lowering the number of accidental falls in the elderly.



We continue to promote our Community Falls Prevention programme to other organisations and local authorities.



We have information about **Elderfit** on our website. They are a company that provide exercise classes for the elderly.



We have a Falls Prevention week. And give tips through social media.



We have a card called **Compassionate Conversation**. This is to encourage talks about falls.



We have fall prevention training for staff.

Improving end of life care



City Hospice and Marie Curie are providing training to community nursing teams and nursing homes. To make sure there is high standards of care.



Specialist nurses have delivered over 100 hours of training.



We have information resources for carers who are supporting patients with end of life care.

Digital



We have developed a tool called the **Child and Young Person Lookup Tool**.



It keeps information about 1 young person in 1 place. It will help staff, local authorities and organisations working with the young person.



New apps were developed to improve making test requests for radiology. This is things like X Rays.



Scan4safety is a national programme delivered in partnership with NHS Wales Shared Services.



It is designed to save costs, work efficiently and improve patient safety. **For example:**

- **Patient Reported Outcome Measures (PROM)** has helped shorten waiting times for planned care. PROM is a questionnaire about your health and wellbeing.
- **System to track and manage patients (STAMP)** helps teams to see where patients are. And what they are waiting for.

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.



We continue to work with Swansea Bay University Health Board. Together, we plan and deliver specialised treatment services.

Our staff



We have around over 17 thousand staff.



During 2023 to 2024, we focused on 3 things:

1. Finding ways to make our organisation a great place to work.
2. Improving how we keep our current staff.
3. Making sure our staff have the right skills and opportunities for growth.



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



We aim to make job opportunities better for everyone.

Apprenticeships



We were finalists in the Apprenticeship Awards Cymru 2024. And have received 2 'Engage to Change' Awards.



This year, we had 14 new apprentices in different departments. And 13 apprentices have been offered permanent jobs.

Staff wellbeing



We launched a tool called **My Health Passport**. This helps staff with long term health conditions or disabilities. It helps people get the support or adjustments they need in the workplace.



We have tried our best to support our staff during these challenging times.



We were awarded the 'Payroll Partner Public Sector' of the Year by Wales Credit Union in October 2023.

Including everyone



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

Inclusive means everyone is involved.



We created and shared our third **Inclusion Calendar**. This has dates to raise awareness and celebrate diversity.



We made an **Anti-racist action plan** with the One Voice Staff Network and trade union partners.



We went to Pride Cymru with colleagues from across NHS Wales.



We developed various staff networks.



We had stalls about **inclusion** at career fairs.



We continued to develop the **Inclusion Ambassador Programme** to help senior leaders understand our **diverse** staff.



Diverse means people are not all the same. For example, people come from different backgrounds, make different choices or are good at different things.

Welsh Language



We follow the Welsh Language Standards. It has helped us improve our Welsh language services for patients and the wider community.



We created and shared a Welsh language phrase card.

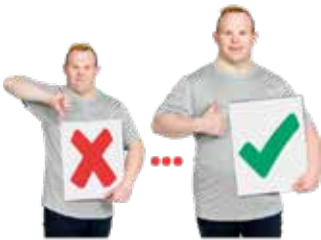


We encouraged staff to join Welsh Language learning courses. And promote language lessons during special days like St David's Day.



We created a course called **Building Confidence** to help Welsh speaking staff use their skills.

We set up **Rhwydiaith** - a staff network for Welsh language users.



We worked with Clinical Boards to improve Welsh Language services.



Our Welsh Language Translation Team translated over 1 million words.



We advertised jobs that need people who are fluent Welsh speakers. Or who may have some Welsh language skills.

Sustainability



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

Environment



This is to do with protecting our environment and thinking about the future.



Our aim is to lower our carbon dioxide emissions by nearly half by 2027. Carbon dioxide is a harmful substance that badly impacts our environment.

Climate change charter



The Vale of Glamorgan Public Services Board and its partners have agreed to a [Climate Change charter](#).



The charter is a guide about taking action to reduce the impact of **climate change**.

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



The Cardiff Public Service Board has made lowering the use of carbon a priority.



We have projects like the **Orchards and Horiatio's Garden** project and the, Meadows project. The aim of these projects is to use our green spaces for 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 plan includes aims for Health Boards in Wales to help achieve Wales' low carbon goals.

Checking the quality of our work



Quality is very important to us. Our services need to be safe for patients. And give them a good experience and results.



We have a strong system for checking and reporting on quality.



We have had **clinical audits** in all our services. 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.



In 2022, we published a 3 year clinical audit strategy. We want to use clinical audits at all levels of the organisation.

What people think



It is important to us to listen to people.



We use different types of surveys and tools to get feedback from people.



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



Most of the complaints we get are about:

- Waiting times
- Cancelled appointments
- Communication
- Treatment and assessment



Around 800 texts were sent every day to get feedback on hospital experience.



In 2023 to 2024, 17 out of 100 people responded to the texts.



Most people who filled out a survey were happy with their experience.



We have posters and signs around our hospitals with **QR codes**. This is to encourage people to share their experience.



We share compliments and suggestions to learn from experience. And make changes to improve our services for the future.

What happens next



We have made many improvements over the last year.

Looking ahead, we will:



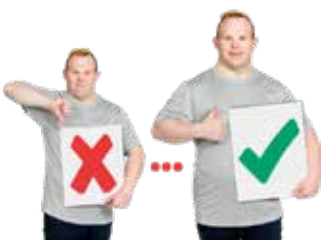
- Review how we deliver our services.



- Improve care models. Care models show how services are organised and delivered.



- Focus on quality.



These things will help us continue to improve. And provide the best care for our community.

We will keep working on:



- Improving access to planned care.



- Reducing waiting times and waiting lists. Especially for cancer treatments.



We will continue to work on all areas of urgent and emergency care.

Hard words

Climate change

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

Diverse

Diverse means people are not all the same. For example, people come from different backgrounds, make different choices or are good at different things.

Hospital discharge

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

Inclusive

Inclusive means everyone is involved.

Sustainability

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