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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol Clinigol
Clinical Futures

Cylchlythyr Staff

Staff Newsletter



ISSUE 5 9th June 2021



Message from Judith Paget, Chief Executive

Helo pawb/ hello all, welcome to this week's newsletter. I hope you are all well and managing to enjoy some of the beautiful weather we are having. There is a lot of content in this week's edition and we've had to run to 5 pages to fit everything in. Thank you for submitting suggestions for articles - please keep them coming! It's wonderful to read about so many activities and achievements.

We continue to face challenges across our services but I trust you will be heartened by some of the actions that we are taking to improve things, outlined in our front page article. Despite the ongoing pressures, I have nothing but admiration for the hard work and dedication for improvement that our staff are displaying. We can all play our part as we recover from the pandemic and restart our services - and it's really important to keep the wellbeing of our patients and staff as our focus.

As a small gesture of thanks for your efforts during the pandemic, we have purchased hydration water bottles for all staff members. I'd like to thank our Workforce colleagues for making this happen - please be patient with them as they distribute the bottles to all.

I'd like to give a special mention to all our volunteers (who were celebrated last week) and this week we mark the efforts of Carers and Dietitians.

Cymerwch ofal a chadwch yn ddiogel/ Please take care and stay safe.

Judith

Actions to Reduce Recent Pressures

The Health Board is taking action to address the recent significant pressures on our Emergency Department and Assessment Units, which in turn causes difficulties for our wards, staff, ambulance colleagues, and patients.

Leanne Watkins, our newly appointed Director of Operations, has introduced a daily command and control system to introduce and monitor specific initiatives to improve the care we provide for our patients and to improve the system for our staff. A few of these initiatives are summarised below:

Breaking the Cycle - this will be an initiative many of you will be familiar with, where a clinical and non-clinical pairing assesses every patient in a hospital bed to ascertain whether their care can be safely provided in a different setting. We have undertaken this process at the Royal Gwent hospital and Ysbyty Ystrad Fawr so far - and we will be visiting The Grange University Hospital next week. Early results show positive changes to our discharge figures.

Protecting assessment trolleys in the Emergency Department (ED) - the ED has been very busy recently, which has resulted in all available trolleys being used to care for patients and to help offload ambulances in order to release them back to the community. However, when all trolley capacity is used, this leaves no space to assess patients, which

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again leads to delays. We have introduced a trial to keep three assessment trolleys free in order to assess patients in a timely manner and move them on to the next stage of their pathway, or discharge them home. This reduces the wait for patients to be seen in the ED, reduces the congestion in the waiting room and ensures the safety of these patients.

Working with WAST – we are also working very closely with our colleagues in Welsh Ambulance Service Trust (WAST), to ensure that patients are taken to the most appropriate care facility. As part of the Clinical Futures model, we introduced a Flow Centre and part of that model is 'Pre Hospital Streaming', which is led by a consultant in Acute Medicine. We are collaborating with WAST to ensure that they contact the Flow Centre before transporting a patient to hospital. Many of our patients can still safely be treated in our eLGHs (YYF, RGH or NHH), or they can be seen by a GP or Advanced Nurse Practitioner in an Urgent Primary Care Centre and not be taken to hospital.

These are just some of the models that we have introduced to help reset our system and to ensure we are providing safe, effective care. We will share outcomes of these initiatives with you and keep you updated of any further schemes as they happen.

We would like to thank everyone for their ongoing support and professionalism. If you have any practical suggestions of improvements we could make, by working differently then please do share them with your line manager or team leader.

Hospital Visiting Update

We have carefully considered our approach to Hospital Visiting and following a pilot in Nevill Hall Hospital, we have now extend visiting to more hospitals including The Grange University Hospital, Ysbyty Aneurin Bevan, The Royal Gwent Hospital and Ysbyty Ystrad Fawr, together with continued visiting at Nevill Hall Hospital.

Later this week we will be introducing visiting to St Woolos, with County and St Cadocs coming on board next week.

Visiting is by appointment only, between the hours of 11.30 and 6.30pm for a maximum of an hour at a time, and COVID-19 tests are required (with some limited exceptions). Only a small number of people can visit a ward at a given time to ensure compliance with social distancing and cleaning post-visit.

Falls Policy for Hospital Adult Inpatients

The revised Falls Policy for Hospital Adult Inpatients was launched this week, following valuable multidisciplinary team engagement to inform its new content.

In the coming months we are looking to provide information through videos, workshops and discussions at our many forums to support the implementation of the policy. We are keen to use our Intranet pages going forward to share good practice and provide the foundations for greater collaboration. Falls really is everyone's responsibility and together we can make a difference.



For more information, please see the Intranet – <http://howis.wales.nhs.uk/sitesplus/866/news/68072>

Please continue to 'Think 111 First'

Staff are reminded to urge patients and the wider public to 'Think 111 First' when they have an Urgent Care need and are unsure of what to do. Following enhancements to the service earlier this year, patients should now call 111 prior to attending any of our hospitals.

When people call 111, triage clinicians determine where the best place is to attend for their urgent care need. Patients will then be signposted to either their GP surgery, pharmacy or optician, their local Minor Injury Unit (MIU), to our new Urgent Care Centres at the Royal Gwent and Nevill Hall Hospitals, or if necessary to the Emergency Department (ED) at The Grange University Hospital. The 111 service is also able to advise the caller on the Minor Injury Unit with the shortest waiting time.



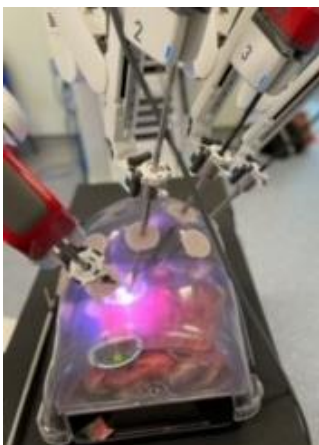
Our new Urgent Care Centres in Newport and Abergavenny are operational 24/7 and are an expansion of the previous GP Out of Hours service. The centres are staffed with a multi-disciplinary team of GPs, Nurses, receptionists, working with Therapies and Mental Health colleagues to further scope potential collaboration. The Urgent Care Centres are able to treat urgent primary care medical conditions, but this does not replace the need to have a registered GP practice for the management of chronic conditions and onward referral to outpatient services. The Urgent Care centres also work closely with our MIUs and ED to redirect patients who may have presented to hospital with an urgent primary care need.

Since the 111 service launched more than 3,000 patients have been jointly managed between the Health Board and Welsh Ambulance Service via the 'Think 111 First' pathway. Patient and staff feedback has been very positive.

Theatre Teams Test State-of-the-art Operating Robot

Last week, Surgeons and Theatre staff at the Health Board test-drove a state-of-the-art Operative Robot. The Robotic system, which enhances precision, flexibility and control during operations, improves visibility for Surgeons.

In contrast with traditional open and laparoscopic (keyhole) surgery techniques, the Operative Robot uses 3D vision technology. As a result, Robotic Surgery allows Surgeons to perform delicate and complex procedures that may have otherwise been difficult with other methods.



As a minimally invasive surgical technique, Robotic Surgery allows benefits such as reduced post-operative pain and quicker recovery. This approach can be used across all specialties, including Urology, Colorectal, Gynaecology and ENT.

After gaining an insight into the robot's capabilities and benefits, Surgeons and Theatre Staff are now looking forward to the future arrival of their very own surgical robot, which will improve surgical services for patients in our Health Board area.

Staff receive Ambulance commendation for their quick-thinking actions



A Health Board nurse and her colleague who delivered life-saving first aid in the aftermath of a serious car crash have been commended for their actions.

District nurse Joanne Curry and her co-worker Simon Clifford were on shift with the GP out-of-hours service when they came across a one-car collision in Abertillery, where four people had been injured, two of them seriously.

Using equipment from the boot of their car, Joanne administered first aid in the minutes before the

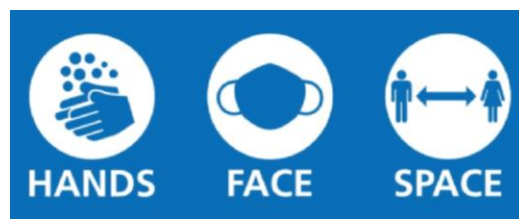
arrival of the ambulance service, while Simon, her driver, managed the scene.

The pair were presented with certificates from the Welsh Ambulance Service's Chief Executive Jason Killens and thanked for their "quick-thinking actions".

COVID Update

The incidence of COVID across the Health Board's area continues to fall, with the average incidence rate at 6.9 per 100,000 which is below the All Wales average.

The Delta (Indian) variant still remains a threat to the population, with a 40% greater transmission rate compared to the original Alpha variant. However, there is a high degree of confidence that two doses of the vaccine is effective against the Delta variant.



We have now given a total of 652,298 vaccines (a combination of 1st and 2nd doses) across our Health Board area. More than 8 in 10 of the Health Board area's adult population have now received their first dose of COVID-19 vaccine.



'Thank you' Hydration Bottles – Distribution information

Distribution of the hydration bottles, which are a 'thank you' gift for our staff for the outstanding contribution they made and continue to make during the Covid-19 pandemic, commenced on 1st June. Approximately 8,000 have already been distributed, with the aim of all bottles being delivered to staff by the 18th June.

As you will appreciate, distribution is a huge task and we would like to thank staff for their ongoing patience and understanding as Workforce colleagues carry out the process. Please visit the dedicated Intranet page (<http://howis.wales.nhs.uk/sitesplus/866/news/68013>) for details of distribution arrangements, the weekly distribution timetable, and how you can raise a query with the Team post distribution.

Thank you.

Fundraising with a Zip for Staff Wellbeing

Around 30 staff from Complex Care and COVID-19 Testing completed a Zip Wire challenge earlier this week to raise funds for Health Board's Employee Wellbeing Service.

The staff decided to take up the hair-raising challenge following the difficulties experienced during the pandemic, which has impacted the wellbeing of our staff.

If you would like to donate to their fundraising efforts, please visit their Just Giving page:

<https://www.justgiving.com/fundraising/ABUHB-Wellbeing>



New Young Carers book – It's Cool to Care!

In recognition of 'Carers Week' (7th to 13th June), the Gwent Carers Regional Partnership Board is proud to support the launch of its Young Carers book, entitled 'It's Cool To Care'.

Young carers have been incredibly enthusiastic and joyful in designing and developing this book as well as encouraging parents and other professionals to join in too. Written by young carers themselves, this book is based on real life young carers' experiences. The book is set in a jungle where young Jack who is a parrot, experiences some misadventures when looking after and protecting his little sister Thelma. The rolling emotions of love, care, danger, courage acceptance and friendships gives confidence to others in the jungle to support one another and prove that they are not alone in caring and that being different is just simply amazing.

Continuing to shine a Spotlight on our Services

We would like to thank staff across the Maternity division for all their help and support in proactively promoting their service throughout our Spotlight On.. Maternity month in May. If you missed any of the content, here's our round up of the month:

<https://abuhb.nhs.wales/files/clinical-futures/spotlight-on/newsletters>

We have now commenced our Spotlight On... Cancer month, where we hope to encourage discussion about this often taboo subject, to share some helpful cancer prevention tips, and also to feature some positive patient stories and promote the support available.



If you have any ideas for this fortnightly newsletter, please send an e-mail to ABB.CommsAndEngagement@wales.nhs.uk



Aneurin Bevan University Health Board



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