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University Health Board

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Cylchlythyr Staff

Staff Newsletter



ISSUE 14 13th October 2021



Message from Judith Paget, Chief Executive

Shwmae pawb / hello all,
welcome to this week's
newsletter.

In the two weeks since the last
newsletter, we have continued to
experience sustained pressure
throughout our organisation.
There is no doubt that our work
is challenging at the moment –
thank you for turning up each
day and caring for others.

Our compassionate leadership is
needed now more than ever, and
I encourage you to take good
care of yourself and look out for
your colleagues around you. We
are fortunate in this organisation
to be surrounded by people who
make others feel better just by
being nearby.

I have been able to meet up with
teams during visits to Nevill Hall
and Grange University Hospital in
the last two weeks and really
value talking with colleagues on
the great work that is happening.
Cymerwch ofal a chadwch yn
ddiogel/ Please take care and
stay safe.

Judith

Why GP Practices Are Currently Working Differently

Our Deputy Medical
Director and GP, Liam
Taylor, talks about
why GP Practices are
currently working
differently and the
significant demands
we are facing in
general practice since
the Covid pandemic.

"All 72 GP practices
across Aneurin Bevan University Health Board have
remained open throughout the pandemic and continue
to provide care in accordance with national guidance.

"With the emphasis on telephone first to reduce the
risk of COVID transmission, this has undoubtedly
placed added pressure on their telephone
systems. To support this, our local practices have
introduced other ways for patients to contact their GP
Practice to facilitate and support access to advice,
including Attend Anywhere, AccuRX and E-consult.
Practices have adopted a blended approach, offering
remote and face to face consultations where safe to
do so, which gives patients a choice of how they
contact their GP Practice. In addition, the My Health
On Line (MHOL) platform offers online booking of



8% increase in
contacts for GPs and
GP Practices compared
to this time last year



53% consultations were remote



46% were face-to-face



1% were in patients' own homes

We are experiencing staff shortages of
approximately **8% each day** across our
health board due to sickness and self-isolation



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appointments and ordering of repeat prescriptions and is widely promoted and utilised across practices."

General Practice is reporting significant demand, as are other parts of the healthcare system:

- There has been an 8% increase in contacts for GPs and GP Practices compared to this time last year – the 72 GP Practices in our area are undertaking around 73,277 patient contacts a week
- The 73,277 contacts are delivered by primary care teams including GPs, nurses and healthcare assistants 53% consultations were remote, 46% were face-to-face and 1% were in patients' own homes
- We are experiencing staff shortages of approximately 8% each day across our health board due to sickness and self-isolation

"We do understand the frustrations and concerns of our patients, however we can assure you that our practice teams are committed to the delivery of care to all patients, whilst adopting new ways of working in line with national policy and social restrictions. Everyone is working hard to provide the best possible care, ensuring those at greatest need are prioritised. In addition to their usual practice workload, GP Practices have directly contributed to the success of the COVID-19 vaccination programme, delivering approximately 225,650 vaccinations across our Health Board area over the last few months."

Urging the Public to Make Wise Health Choices Ahead of Winter



As we approach the busy winter period, the Communications and Engagement Team have developed a new Winter Communications and Engagement plan to ensure the public understand the reasons behind this exceptionally busy time, and to help them recognise how they can play their part in reducing increased demand by knowing which healthcare service is appropriate for their needs.

The first section of the plan has focused on our Minor Injury Units, by highlighting what services they offer, how to use them appropriately and that they are located close to home. The plan will continue over the winter months, and we will share more details in the coming weeks.

If you see these features, please share them with your friends, family and colleagues and help us spread these vital messages.

Judith Paget Appointed to New Role

Congratulations to our Chief Executive Officer (CEO) Judith Paget, who has been asked by Welsh Government to act as the Director General of Health and Social Services/Chief Executive NHS Wales from 1st November 2021 for approximately 18 months.

This is a singular honour for Judith that recognises rightly her skills and achievements as the CEO of Aneurin Bevan University Health Board. She will be a major loss to our organisation.

We shall be proceeding immediately to advertise for a new substantive CEO. In the meantime, Glyn Jones, Deputy Chief Executive and Executive Director of Finance and Performance, will undertake the role of CEO on a temporary basis whilst the process for appointment takes place. Congratulations to both Judith and Glyn.



New Respiratory Ambulatory Care Unit

The Health Board has introduced a new service at the Royal Gwent Hospital to care for respiratory patients, which commenced this week on Monday 11th October 2021.

The Respiratory Ambulatory Care Unit (RACU) aims to reduce hospital admissions by providing same-day care for low risk respiratory patients who are not Covid-19 positive. Patients will receive treatment and a management plan before being allowed to recover in the comfort of their own home. Follow-up care will be available for those who require it.

Health Board staff can refer patients into the new unit if clinicians decide they are suitable for the same-day service.

Dr Sara Fairbairn, Clinical Director of Respiratory, said: "The Respiratory Ambulatory Care Unit (RACU) is an exciting development in respiratory care within the Health Board. It gives us the opportunity to provide more responsive care to a select group of respiratory patients as an alternative to hospital admission.

"The respiratory team are excited to be opening the RACU and I would like to thank all those that have helped and supported the rapid development of the unit and their continued commitment to the service."

COVID Update

Cases of COVID-19 continue to be high in the Community, whilst the number of in-patients in our Hospitals has increased to 77. The incidence rate is currently 638.5/ 100,000 of the population; an increase from last week's figure of 518.

The highest incidence rate of Covid-19 continues to be with 10 to 19 year olds, with the positivity rate increasing to 28% from 23%.



Urgent Care Division Staff Engagement Forum

On Monday 20th September, the Urgent Care Division Staff Engagement Forum took place for the first time. The forum enabled a cross-section of 20 Emergency Department and Acute Medicine staff to come together to reflect on the past 18 months of delivering emergency and urgent health care in a uniquely challenging environment.



Supported by the Health Board's Well-being and Organisational Development team, team members were able to share and discuss experiences of delivering health care in the midst of the COVID-19 Pandemic and against a backdrop of significant health care system change as a result of the opening of the Grange University Hospital. The event provided opportunities to recognise and celebrate the achievements of team members and focus on the future direction of the Division and how the Division can support staff.

Doctor Paul Mizen, Divisional Director for Urgent Care said: "I personally found the event incredibly insightful and humbling. All staff across Urgent Care have delivered magnificently over the past 18 months and it was fitting that we were able to focus on everything that has been achieved, often in adversity, and a willingness to make things work better."

As a result of the positive feedback received from staff, future events have quickly been programmed and plans are being made to role this out at our eLGHs. The programme of Staff Engagement Forums is set out below:

12th Nov 2021 - 10am – 2:30pm – Seminar Room 6/7
(Attendance 20)

16th Dec 2021 – 10am – 2:30pm – Seminar Room 6/7
(Attendance 20)

19th Jan 2022 – 10am – 2:30pm – Seminar Room 6/7
(Attendance 20)



Urgent Care Division colleagues that want to attend future events should contact:

- Natalie Skyrme / Michael Cameron – Nursing workforce
- Justine McCarthy – Admin workforce
- Alistair Richards / Tom Cozens – Medical workforce

Say Shwmae to the Welsh Language!



This Friday, 15th October 2021, marks *Diwrnod Shwmae Day*- an annual celebration of the Welsh Language in Wales.

Executive Director of Workforce and Organisational Development, Sarah Simmonds, along with the Executive team, are

encouraging everyone to adopt this *Shwmae* themed MS Teams Background for their virtual meetings this week and to start every conversation with a 'Shwmae!'

You can download a copy of the background [on the intranet](#).

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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