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University Health Board

Dyfodol Clinigol
Clinical Futures

Cylchlythyr Staff

Staff Newsletter



ISSUE 10 18th August 2021



Message from Glyn Jones, Deputy Chief Executive

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

As some of you may know, Judith is taking some well-deserved annual leave, so I am deputising for the Chief Executive this week.

I'd like to take this opportunity to offer my personal thanks to all our staff members. Having visited a few of our sites in recent weeks, I have seen first-hand the unwavering dedication and commitment of each and every one of you.

I really hope that as many of you as possible have been able to take a break over the summer holidays and spend some much-needed time with your families and loved ones. I know the Executive Team are conscious that our staff are weary following a very difficult 18-months, and the video Dr Calvert has recorded illustrates the care and belief we have in you all.

It's also been a very challenging year for school children, so I'm sure the recent GCSE and A Level results have been a huge cause for celebration amongst many families. If you do have children or loved ones that have recently received exam results, please remind them that a career in healthcare can be extremely rewarding and it would be great to have them as future members of our workforce!

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

Glyn

Message from our Medical Director

Dr James Calvert, the Health Board's Medical Director, has recorded a video message for staff which can be viewed on the Intranet:

<http://howis.wales.nhs.uk/sitesplus/866/news/68418>

With the exceptional pressures that our healthcare services are currently facing, Dr Calvert recognises that staff are tired due to our COVID-19 pandemic response. Dr Calvert recorded this video to give a true picture of the current position, as well as to encourage and reassure staff that improvements are being made to improve the current situation.



Dr James Calvert
Medical Director

Despite recent negative media coverage and social media comments relating to The Grange University Hospital, Dr Calvert explained that pressures across the entire system are presenting challenges to our new hospital system. Even so, Dr Calvert is confident that improvements are being made, with ambulance delays at GUH reducing, and that by working together across the whole Health Board, we can make our healthcare system the 'best one in Wales'. Thank you to all staff for their ongoing efforts to deliver the highest possible standards of patient care.

New Intranet Coming

The Health Board's Communications and Engagement Team is working with Informatics colleagues to replace the current staff Intranet with a new platform.

The new and improved Intranet will be fully integrated with Office 365 features, and fit for purpose for the digital future. The current Cascade Intranet, which has become outdated, will be switched off in March 2022.



The new Intranet, which will be delivered through SharePoint, will be accessible to staff in work and also from home and on personal mobile devices. This means staff will have better and easier access to workplace news and information.

As the new project develops, we will update you with more information.

COVID Safety Measures Remain Unchanged

Although Saturday 7th August saw further easing of legal restrictions across Wales under Alert Level 0, the Health Board's COVID safety measures remain unchanged. Staff are reminded to continue to follow the principal safety controls outlined below to ensure that you, your colleagues, our patients and services are protected:

- Maintain a physical distance of 2 metres from others
- Wear a face mask (and correctly) when inside Health Board premises (this is still a legal requirement in Wales)
- Adhere to PPE requirements in accordance with clinical pathways and IP&C advice
- Regularly wash your hands and apply alcohol gel
- Improve ventilation in your work environment by opening windows and utilising mechanical ventilation
- Regularly clean and disinfect your work environment, especially touch points and shared equipment
- Continue to test and isolate if you develop COVID symptoms
- Continue to support the twice weekly LFD staff testing
- Temperature recording and completion of the pre shift screening questions
- Staggered breaks/use of changing rooms to allow for social distancing as you are unable to wear face covering
- Car sharing if essential, staff to wear masks
- Support the HB visiting policy

Coronavirus is still with us and still poses a significant risk to public health. We all have a responsibility to help minimise this risk, and we would like to thank you for your ongoing support with these key measures. Please be assured the Infection Prevention Team, in collaboration with Health & Safety, are consistently reviewing the guidelines.

Vaccination Update

Up to 16th August, 435,244 first doses and 409,881 second doses of the Covid-19 vaccine have been given across the Health Board area.



Mental Health Detention Update

Did you know there was a new process for any patient being detained under the Mental Health Act (ie. patients on a section)?

As of the 28th July, **only site managers** at **The Grange University Hospital, the Royal Gwent Hospital, Nevill Hall Hospital** and **Ysbyty Ystrad Fawr (non-Mental Health Wards only)** can sign for papers, arrange transfer paperwork or complete any paperwork relating to these sections.

Previously, there were a number of people who signed for these papers, but by centralising and firming up the system, it is hoped that any issues will be reduced and ultimately eradicated. By signing, you are accepting the papers on behalf of the organisation and agree to keep the patient safe, which is why this has now been formalised under the site teams.

Ward staff at the above listed Hospitals, including Nursing, MDT and medical, must now contact the site team, who will sign for the papers and make sure the mental health team fulfil any requirements under the legislation. It is important that the site team are called **before** the mental health team leave.

This new, standardised process will give robustness to the system and help us give this particular group of patients the best care they deserve. If you require any further information please contact Carol Grimsdale, Assistant Operations Manager - Carol.Grimsdale@wales.nhs.uk

Staff Recognition Awards 2021 – A Reminder!

Please remember to recognise your brilliant colleagues for our online Staff Recognition Awards Event in December 2021.

Any member of staff or team who works for the Health Board can be nominated.

The closing date for nominations is Friday 17th September 2021 and you can find out how to submit them on the Intranet: <http://howis.wales.nhs.uk/sitesplus/866/news/68334>

ICT Service Desk – Quarterly User Satisfaction Survey

Informatics are reviewing the ICT Service Desk support currently provided to its users and are looking to introduce a range of initiatives to improve the overall user experience when contacting us.

As part of this review, it would be great to get your opinions of the service currently provided and what improvements should be introduced to give you a better service in the future.

The first of what will become a quarterly satisfaction survey has just launched and we would welcome as much feedback as possible.



It would be greatly appreciated if you could spare a few minutes to complete the survey- all responses are anonymous, so please feel free to provide honest feedback. This will be a perfect opportunity to have your say and allow our users to help shape the ICT service desk for the future.

The survey results will be published shortly after the survey closes, along with priorities on which to focus improvements. Access the survey:

<https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPriaj8bzddu pHqrJRXo8qYYIUMjZETDNyMkNIVTkwn0IGWUVQRTFWQVRJRi4u>

Please look after our lifts!



The Estates and Facilities Division are asking all users of lifts at all Health Board sites to treat them with more care. Sadly, every year, the Health Board spends £200k on repairing lifts that have been damaged by those using them.

The Division supports our sites by maintaining and repairing lifts, however, they need all staff to play their part in ensuring that patients, visitors, staff and suppliers can make their way around our sites easily.

Next time you move a patient or item of equipment, please remember to follow the suggested process, or if you enter a lift in a hurry, please spare a thought for those who can't use the stairs and rely completely on that lift to move around our hospitals.

Recently, an elderly gentleman was visiting his wife who was an inpatient in Ysbyty Ystrad Fawr, and was forced to use the stairs because all available lifts were out of action. Sadly, he fell on the stairs and had to be admitted as a patient, joining his wife! If these vital funds didn't have to be spent on repairs, they could be re-invested into employing more nurses to care for patients. Please help us to ensure that our patients get the best possible hospital experience we can provide by looking after our lifts.

Continuing to shine a Spotlight on our Services

As we continue to shine a spotlight on our services in the Clinical Futures Communications and Engagement Plan, August has been focusing on Diabetes.

Having seen a recent rise in worsening cases of diabetes across our services - particularly within Primary Care - this month is aiming to provide as much information as possible around preventing and spotting the signs of diabetes. As we outline the patient journey through our services, we will highlight the specialist care available for serious health complications caused by diabetes, as well as the importance of controlling diabetes to prevent deteriorating health.



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



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