



Team Brief

January 2022 - Issue 83

What's in this issue? Highlights include a personal message from our Chair and CEO, latest updates on our ambitious plan to improve health outcomes and well-being of our population, creating staff voice, vaccination and testing, Glangwili Hospital's new SCBU unit, new staff intranet, Menopause Cafe, electric/hybrid vehicles, LGBTQ+ history month, recent award-winning staff, our current financial position and overall performance, and more. [Content correct at time of publication]

We want to hear your views about each Team Brief issue, particularly on the content and whether it's helpful to you in understanding key Board decisions and developments across Hywel Dda University Health Board, so **please take a few minutes to complete the short feedback form at the end.**

Check out the [Team briefing guide](#) and [Toolkit](#) to help you brief your team. We understand you may not be able to physically get together for your team briefing due to the COVID-19 pandemic, so please make sure your team/colleagues know where to find a copy (email them the link, signpost them to the staff intranet or pin up a PDF copy in your staff area).

You can also view this in an accessible format if needed by clicking on the three dots (top right-hand corner of the screen) and selecting '**Accessibility View**'.



Chair and CEO message to staff

At the [January meeting of the Board](#), we proudly reached a significant milestone in approving the health board's high level programme business case for transforming health and care services in west Wales. This is a once in a generation opportunity for the region and gives us all hope for the future. We will continue to work closely with our clinicians, staff, communities and partners to co-design the implementation plans, supported by regular communication and engagement with our staff and population. More on this under 'Our healthier mid and west Wales strategy' update.

In relation to COVID-19, our health and care services across west Wales have been busy responding to the impacts of the Omicron variant of COVID-19 while providing emergency and urgent care for patients in the safest way possible during recent weeks. At a time when we have seen high numbers of COVID-19 admissions and incidences in our hospitals and communities, we have also been impacted by high absences of staff due to both COVID-19 and non-COVID-19 related reasons. As a result, we had to temporarily deliver services for patients differently to respond in the safest way.

Our current focus and priority have been to implement an escalated booster vaccine programme before the end of the year, while maintaining performance in the face of ongoing COVID-19 related challenges around discharges, increase in demand, and staff shortages.

We're pleased to say that, based on the changing picture and improving sickness absence, we have now been able to reinstate our outpatient clinics and are in the process of re-arranging patient appointments. We have also been able to bring in some innovative and positive solutions, including the enhanced bridging programme, the single point of contact for waiting list support, the demountable theatres at Prince Philip Hospital, the primary care cluster projects and the pathways work underway with Swansea Bay UHB.

We thank all of our staff for working so tirelessly in recent weeks to continue delivering the best possible care to our communities. We are also grateful to everyone involved in our mass vaccination and testing centres, including our volunteers, colleagues in primary care and in the community, our command centre staff and everyone behind the scenes. [Read a recent press release thanking all our vaccination centre volunteers here.](#)

In January, we welcomed the Minister of Health and Social Services, Eluned Morgan, to the Y Gamfa Wen Mass Vaccination Centre (MVC) in Carmarthen. She met and listened to the experience of volunteers and staff, thanking them for all their hard work in and spent time in the centre.

Please remember, your health and well-being is important so please talk to your manager, workforce or union representative if you need support and take a look at the range of [resources on the staff intranet](#) and those available via our [Staff Psychological Wellbeing Service](#).

Thank you - Maria and Steve

Chair and Chief Executive





Our healthier mid and west Wales strategy

At its January meeting, the Board discussed and agreed the submission of an ambitious plan to improve health outcomes and well-being of our population.

The Programme Business Case (PBC) for the Welsh Government was discussed at our Board meeting and received, not only 100% approval, but "approval with pride" (a recording of the meeting is available to watch [here](#)).

This is a milestone in our journey to achieve our long-term strategy and improvement in population health: [A Healthier Mid and West Wales](#).

A fundamental aspect of the PBC is a focus on providing better conditions and opportunities for you our staff. Our workforce is the very heart of our organisation, however, we know that we have multiple challenges in attracting and retaining the right skill mix of staff to provide our services. We want to create and maintain a culture and ways of working (the Hywel Dda way) to enable teams and people to get to where they want to be – to thrive and be happy and healthy, at home and in their workplace. This will involve ongoing conversations with you so you can think about the potential impact of our vision and plan on your role, as well the delivery of our services and how we do things. This is still at a very early stage, although we want to ensure that you are involved in any potential changes which might involve you in the future. We fully recognise that we will need all our staff to achieve our ambitious goals for a healthier population.

[Read the full staff bulletin here - Next step in our journey to a healthier mid and west Wales](#)



Health board welcomes new Communications Director

We're delighted to welcome Alwena Hughes Moakes to the Hywel Dda family as our new Director of Communications. Alwena started in post in January and she brings with her a wealth of professional skills and experience to lead the organisation's communications and Welsh language strategy going forward.

Alwena recently returned to Ceredigion after living in Switzerland where she worked as Global Head of Employee Engagement and Communications for an international agriculture company. She previously held senior roles at Aberystwyth University, most recently as Director of Communications, Marketing and Public Affairs.

Originally from Mold, Flintshire, Alwena is a seasoned communications professional with over 20 years' experience across the public and private sectors.

"I'm delighted to be appointed as Director of Communications for the health board. Living abroad for over six years has given me invaluable insights and has strengthened my passion and appreciation for Wales' culture and communities – my commitment to seeing Wales thrive is as strong as ever. I look forward to this new challenge and ensuring our staff and communities across Hywel Dda continue to be well informed and engaged in their local health services and help to deliver our long-term goal of a healthier mid and west Wales."



1 - Alwena Hughes-Moakes, Director of Communications

Creating staff voice

At the health board we have staff at the heart of our purpose and strategy. We know that by making Hywel Dda a great place to work and develop both personally and professionally, we can provide the very best care and support for the population we serve. We therefore need to find as many opportunities as possible to hear the voice of our staff so that we can gain a greater understanding of your experiences of working here and how our organisational culture is developing.

We are looking at many new methods to capture your views in easy and accessible ways and one of these will be an ongoing measure of staff experience through a monthly temperature check survey.

The questionnaire will be sent to a random collection of staff every month and we encourage you to take part should you receive one. It is not mandatory and is strictly confidential. To ensure we reach every part of the organisation we will not ask the same individual to complete a questionnaire more than once in a 12-month period so don't miss your chance to share your views!

[Full details here: Staff Bulletin Outcome Survey – Creating Staff Voice](#)



COVID-19 booster and flu vaccines

Flu is coming, are you protected?

The health board has been advised that data from Europe indicates an increasing number of influenza cases, and as a result we might see an increase in flu infections in Wales as well in the next few weeks.

As a health board we strive to do all we can to make sure as many of our staff are vaccinated as possible to reduce the likelihood of transmission within our staff and patients.

If you haven't had a chance to get your flu vaccine, you can still arrange to receive your flu vaccine by:

- Contacting Occupational Health on: 01554 781048 or
- Emailing occupational.health.hdd@wales.nhs.uk

You can also get a flu vaccine from peer vaccinators, who are offering flu vaccine to staff in workplaces across the health board. To find out who your local peer vaccinators are, please ask your manager or look out for posters about it.

Inform Occupational Health if you've had your flu vaccine elsewhere

We understand that with the increased eligibility this year, you may have had your flu vaccine elsewhere such as your GP surgery or pharmacy. We encourage you to let occupational health know by clicking on this link [Inform Occupational Health](#). This will help us keep your records up-to-date.

COVID-19 vaccines

Health board staff are strongly encouraged to have their COVID-19 booster vaccines as soon as they are eligible and remember: **it is never too late to come forward for your first or second COVID-19 vaccine.**

All mass vaccination centres are open for drop-ins, no appointment needed. [Click here for opening times at your nearest mass vaccination centre.](#)



2 - "I get my flu vaccination every year not just to protect myself, but also to protect my patients, loved ones and the wider community.

"I believe that getting vaccinated is an important part of fulfilling my duty to protect those most vulnerable in our care.

"I would urge everyone who is eligible to have their flu vaccination – it's a privilege to be offered it, and the vaccination itself is all done very quickly."

Holly Quantrell, Occupational Therapist



Mae Brechu yn achub bywydau
Vaccination saves lives

COVID-19 testing and self isolation staff guidance

In line with recent changes to Welsh Government guidance regarding testing and isolation rules for those testing positive for COVID-19, those identified as a contact of a positive COVID-19 individual, and testing expectations for health and social care staff, the health board has updated its guidance for staff.

[Check latest staff testing and isolation guidance here](#)

Please be reminded if attending for a PCR test to arrive no earlier than the scheduled time you have been given. This will help us keep people safe as it not possible to accommodate anyone waiting for their appointment.

Staff are also asked to ensure correct use of lateral flow device (LFD) testing kits and to following the instructions provided (particularly in relation to the amount of solution per test - there is adequate solution within each kit).

[Watch this short video demonstration](#) of how to take the test and remember: always [report your results](#).

You can keep updated with the latest advice and guidance for health board staff via the intranet, global email and staff Facebook group.

Thank you for keeping Hywel Dda safe.



Special Care Baby Unit moved into new unit

The Special Care Baby Unit (SCBU) at Glangwili Hospital moved back into the newly constructed facility on Tuesday 25 January.

The new family friendly unit will continue to provide high dependency and special care to premature and sick newborn babies by providing improved facilities and technology.

The clinical area and the staff facilities will improve the working environment for the neonatal team, and will be conducive to their well-being. There are four en suite overnight rooms for parents, along with a family sitting room.

The entrance is located close to the current temporary SCBU and is signposted. New telephone extension numbers will be provided for the relocated unit although you will be able to contact the unit using the existing numbers until these are phased out.

Main Special Care Baby Unit reception: external line 01267 283300 or WHTN 01827 1900.



3 - Staff in the new SCBU at Glangwili Hospital





4 - Steve Moore, CEO with SCBU staff





5 - Karen Jones and Sandra Pegram, SCBU



6 - Staff in SCBU, Glangwili Hospital

Celebrating our staff



Congratulations to those staff members who have recently been recognised for their award-winning achievements:

- **Hywel Dda Team Named Best Nutritional Screeners in Wales** - A team from our [nutrition and dietetics service](#) has received high praise for its work during Malnutrition Awareness Week 2021. The awareness week is an annual UK initiative led by the British Association for Parenteral and Enteral Nutrition (BAPEN).
- **Reminiscence Interactive Therapy Activities (RITA) Award Winners 2021** - Withybush Hospital won the silver award in the category of Most Innovative Use of RITA at the inaugural awards. The hospital joined the Acute Frailty Network (AFN) in May 2018, being the first in Wales to do so.
- **Long Service Awards - Tracy George Ward Sister, South Pembrokeshire Hospital**. The Long Service Awards recognise staff who have given the most hours, days and years to serving the local NHS through different professions across Carmarthenshire, Ceredigion and Pembrokeshire.
- **Speech and Language Therapists Mererid Jones and Libby Jeffries** - winners of the The Royal College of Speech and Language Therapists [Giving Voice Award](#) for developing bilingual [communication boards](#) for children. The visual boards were created in partnership with Ceredigion County Council, the project being the first of its kind in Wales.

A regular feature in Team Brief, here are the latest **Chair's Employee/Team of the Month** awards - well done to you all:

- **Alison Howells, Senior Ward Sisters and Team, Wards 7 and 12 Withybush Hospital**
- **Amanda MacIntyre-Cathles, Community Team Learning Disabilities (CTLD), Penlan, Carmarthen**
- **Dr Swe Lynn, Paediatric Consultant, Paediatrics, Glangwili Hospital**
- **Leeanna Arran, Unscheduled Care, Puffin Ward, Withybush Hospital**

- **Mark Harries**, Community Nursing, Llanelli
- **Martha Perkins**, Sunderland Ward, South Pembrokeshire Hospital, Pembroke Dock
- **Michelle Preston**, Housekeeper, Dyfi Ward, Bronglais Hospital
- **Outpatients Department**, Prince Philip Hospital
- **South Carmarthenshire Older Adult Community Mental Health Team (CMHT)**, Caebryn, Prince Philip Hospital
- **Troy Bradshaw**, Pharmaceutical Officer, Pharmacy, Bronglais Hospital

More information is available within our [Chair's Board report](#).

****Click on the photo stack below to see more****





- *Alison Howells, Senior Ward Sisters and Team, Wards 7 and 12 Withybush Hospital*



- *Amanda MacIntyre-Cathles, Community Team Learning Disabilities (CTLD), Penlan, Carmarthen*



9 -

- **Dr Swe Lynn**, Paediatric Consultant, Paediatrics, Glangwili Hospital



10 -

- **Leeanna Arran**, *Unscheduled Care, Puffin Ward, Withybush Hospital*



11 -

- **Mark Harries**, *Community Nursing, Llanelli*



12 -

- **Martha Perkins**, Sunderland Ward, South Pembrokeshire Hospital, Pembroke Dock



13 -

- **Michelle Preston**, Housekeeper, Dyfi Ward, Bronglais Hospital



14 -

- *Outpatients Department, Prince Philip Hospital*



15 -

- *South Carmarthenshire Older Adult Community Mental Health Team (CMHT), Caebryn, Prince Philip Hospital*



16 -

- **Troy Bradshaw**, *Pharmaceutical Officer, Pharmacy, Bronglais Hospital*

Agile working

The COVID-19 pandemic has had a profound and lasting impact on many aspects of our professional and personal lives, the likes of which we could never have anticipated just a few short years ago.

But despite the challenges and hardships that continue to endure for the NHS, the pandemic has brought about ways of working that we might not have envisaged before. We want to find out how we can embrace the benefits, learning, innovation and opportunities that we have gained from the past two years, and to find the best ways of working to suit us all, with the right balance of physical spaces and supportive environments.

So the health board has set up an Agile Working Programme Group to lead this important work and we will be in touch again soon with more information about the next steps and how you can get involved in helping to shape the design of our future working strategy.

By asking you what works, we hope to be able to design a future model of working which has clear benefits for all, with a greater emphasis on flexibility, space and wellbeing, which will enable our organisation to move forward with confidence and agility in the new workplace.

Watch this space!



Our finances and performance

Our financial position - at the end of December 2021 (month 9) the health board remains on track to deliver a planned deficit position of £25m. This takes into account savings of £16.1m and Welsh Government funding of £32.4m to offset the position brought forward from 2020/21. Our financial performance up to the end of December 2021 shows that we spent £0.1m more than the £2.1m we estimated, after using £6.8m of Welsh Government funding for COVID-19, and £0.1m of cost reductions due to reduced operational activity.

Our budget allocation for the next financial year (2022-2023) is challenging because of factors such as increasing utility costs, savings we have not been able to deliver for a couple of years, costs brought about by the response to the COVID-19 pandemic and a reduced amount of funding for capital investment (e.g. building developments). Staff can be reassured that the Board and Executive Team will be carefully considering what options the organisation has, ensuring we make the right choices about the investments we make and how we allocate our resources.

[Read the full finance report here](#)

Our performance report (at 31st December 2021) highlights some improvement in relation to diagnostics, radiology, hip fracture orthogeriatrician assessments, and stroke patients receiving speech and language therapy. However, we know there are areas where we need to do better, including mental health assessments and cancer treatment waiting times and these are detailed within the performance report.

The five key risks that are currently impacting our performance are staff shortages, timely discharge, increase in demand, patient acuity (needing higher levels of care / more serious/complex needs), and space to treat patients due to accommodation and COVID-19 related challenges. Some additional measures are now included in our performance targets, including 10 new patient experience measures and 18 new staff experience measures.

A staff survey in December 2021 illustrated the highest scores were in relation to environmental issues, with 95% of staff who took part agreeing that they behave responsibly in this regard, and 91% agree that they are happy to go the extra mile at work when required. Meanwhile, 81% of staff who took part feel they are able to make a difference to patient experience and 80% are enthusiastic about their job, which are positive scores given the pressures our staff continue to face due to the

pandemic. The lowest scores were for staff who believe they are involved in deciding on the changes affecting their area (52%), feeling genuinely listened to (53%) and feeling valued and appreciated at work (54%).

For more detail and information about actions being taken to improve our performance [read the full performance report here](#)



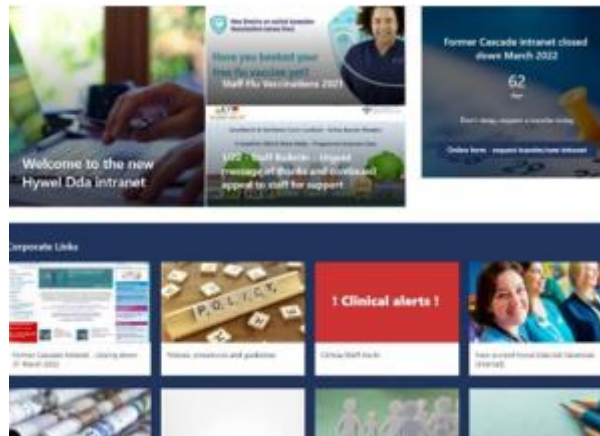
New staff intranet goes live

Have you noticed that our intranet now has a new look? Our digital communications team has been working closely with colleagues in digital services and teams across the health board to develop more user friendly and engaging intranet - [take a look at progress made so far](#).

The first phase went live last week and we're now well on our way to migrate content into our new SharePoint platform. The new intranet is being developed alongside our current intranet until all content has been moved over and is ready for the full launch on 31 March, so you may see that there are still some pages in our original Cascade format.

Calling all intranet site owners: Please remember that we have just a few weeks left to transfer content to our new intranet. If you have content on Cascade and have not yet made contact with the digital communications team to request the transfer or removal of old content, please complete this form urgently: [Request for online resources - staff only](#)

If you've already completed the form, please bear with us. A member of the team will be in touch shortly to ensure your content is up to date and ready to transfer. Please note, no new developments will be made on Cascade, however functions such as the [staff bulletin board](#) are still available for use.



Join our Eisteddfod Choir today!

Do you enjoy singing? Fancy joining our new choir for the Tregaron Eisteddfod?

[Join today by completing this quick form](#)

The National Eisteddfod will be held in Tregaron (30 July - 6 August 2022) after it was postponed from 2020.

We will be in touch to arrange choir practice soon.



LGBTQ+ History Month

February is LGBTQ+ History Month where people have the opportunity to learn about the significant events in LGBTQ+ history, the progression of LGBTQ+ campaigns over the years, and the notable contributions made by people who are LGBTQ+.

Hywel Dda UHB is proud to support NHS Wales in raising awareness of individuals who have made a huge difference to healthcare and who have helped to promote equality, diversity and inclusion. To celebrate LGBTQ+ History Month, several virtual 'lunch and learn' events are taking place for staff who wish to learn more and support our LGBTQ+ colleagues. The first event (2 February) focused on LGBTQ+ history in medical and health a historical timeline and the remaining events are as follows:

- 10 February, 12.00-1.30pm - Genuine Inclusion and safety: trans and non-binary people in healthcare
- 17 February, 10.30am-12.00 and 1.00-2.30pm - A purple dementia adventure
- 24 February, 12.00-1.30pm - LGBTQ+ and menopause

The events are open to all staff.

To book your space, email Ceri.Harris3@wales.nhs.uk



Engage with e-Nursing

The Welsh Nursing Care Record (WNCR) implementation is progressing well across the health board. All our community hospitals are now live and Glangwili Hospital should begin its implementation in March 2022. With the number of permanent staff users now at 1,600 (more with the agency nurse base: 3,277), the new digitalised system has so far seen more than 10,000 adult inpatient assessments, 143,000+ risk assessments, and 342,000+ inpatient notes.

A series of national engagement events are being held in March 2022 for staff to learn more about WNCR, technical development and innovation, and standardisation and implementation of nursing documents. Register via the EventBrite links below:

- 3 March, 2.30pm **(for student nurses)** - [An introduction to Welsh Nursing Care Record \(WNCR\) for student nurses](#)
- 10 March, 2.30pm **(for executives and directors)** - [Welsh Nursing Care Record - driving quality assurance and improvement](#)

- 17 March , 2.30pm (**open to all**) - [WNCR journey, technical development & innovation](#)
- 24 March, 2.30pm (**open to all**) - [WNCR standardisation and implementation of nursing documentation](#)

[Click here for more information about WNCR, newsletters, user guides](#)



Menopause Cafe

Are you experiencing symptoms of, or supporting someone going through, the menopause? Do you want to learn more about the menopause and managing menopause at work?

If so, you can now join our new virtual Menopause Café on MS Teams.

The purpose of the café is to offer staff (regardless of gender) the opportunity to come together to talk about their experiences of menopause and to offer support to each other in a safe space.

Conversations will be entirely led by those who attend. There is no agenda and there is no obligation for staff to contribute to the conversation if they would prefer to sit, listen and learn.

These virtual cafes will run for one hour on the dates below and are open to all staff. Please feel free to dip in and out as suits you. Enjoy a cuppa with others over an informal chat about all things menopause.

- 15 March - 12.00-1.00pm
- 16 June - 10.00-11.00am
- 14 September - 2.00-3.00pm
- 7 December - 3.00-4.00pm

For more information about the Menopause Cafe or how to join, please email: Inclusion.HDD@wales.nhs.uk.



<https://sway.office.com/FQ28wCL3M4T15ZH1#content=rANmRbGHffVtb6>

Financing new electric or hybrid lease car

More and more staff are making the transition from petrol or diesel engine vehicles, to electric or hybrid models, which is great news! But we understand some people have questions about getting a new car under our lease scheme, or are concerned about how it might impact your salary or pension.

To help you, we've created an easy-to-use guide that will answer all your questions. [Follow this link to view](#).

Remember, gone are the days when electric vehicles were small city cars with very limited range. From SUVs, coupes and saloons, to estates, hatchbacks and MPVs, today there's an electric vehicle to suit your needs. And don't forget, battery technology is getting better, which means many people don't have to re-charge vehicles during the day. For example, if you live in Llanelli and work at Withybush Hospital it's a round trip of approximately 90 miles. This is easy for the likes of a Tesla Model 3, or a VW ID4.

The health board is committed to reducing our carbon footprint and contributing towards the NHS Wales target of being 'net zero' for carbon emissions by 2030. The move to electric and hybrid vehicles is just one of means available to us in achieving this.



Staying connected

- [Check out our latest news and press releases here](#)
- [Full Board papers and a recording of the January Board meeting are available to view here](#) - the next Board meeting will take place at **9.30am, Thursday 31 March 2022**

- A range of well-being advice and resources are available on our [staff wellbeing pages](#)
- A COVID-19 Enquiries telephone line and email is available for staff and partner organisations - 0300 303 8322 / covidenquiries.hdd@wales.nhs.uk
- Clinical staff can [click here to access training videos](#)
- Any staff member can join over 5,000 colleagues in our closed Hywel Dda staff Facebook group: www.facebook.com/groups/HywelDdaStaffCOVID19
- Information for public and patients is available on our new [website](#) or contact the Patient Support Team on 0300 0200 159



Your views and questions

If you have any questions on any of the topics in this issue, you can raise them in the form below. We'd love it if you could also take a few minutes to give some feedback by answering a few short questions in the form.

Your feedback will help us make sure Team Brief meets your needs. Thank you :)

A downloadable version is available on the [intranet](#).

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