

Bay Health

Staff newspaper of Swansea Bay University Health Board



Morrison Hospital's Covid breakthrough



Research assistant Jan Whitley and research nurse Jun Cezar Zaldia, who made numerous trips into Covid hotspots within Morrison Hospital.

Researchers at Morrison Hospital have made a breakthrough in understanding one of the most damaging consequences of Covid-19.

They have confirmed significant findings in how the virus alters the body's blood clotting process – and so discovered why current treatments can fail, sometimes leading to organ failure.

The team at the Welsh Centre for Emergency Medicine

Research found evidence that standard blood-thinning drugs are less effective in patients with severe Covid.

Their findings, which have now been presented at an international symposium in Europe, could mean changes in the way Covid patients are treated in future.

Covid triggers the formation of abnormal blood clots, which can lead to damage in organs including the brain and lung, causing life-threatening complications such as stroke.

What was not as clear is why this happens. And that is what the centre has been investigating after it was awarded Welsh Government funding.

Professor Adrian Evans, who founded and leads the centre, said: "Covid-19 is known to have an adverse effect on the clotting process of the body.

"It leads to activation of the clotting mechanism which in turn results in formation of clots within the organs. This often leads to multi-organ failure.

"One of the treatments to prevent this is to give clot-breaking drugs such as heparin. But it is not always effective, so some Covid patients end up with organ damage."

In September 2020 the centre was awarded a Welsh Government grant to look at why the clots formed and why they were resistant to breaking down.

Around 1,000 patients were screened when they arrived at Morrison. Blood samples were then taken from 155 of them, all with suspected Covid. Further samples were taken after 24 hours, three to five days and one week.

Continued on page 2

FOR ALL THE FULL STORIES ONLINE



INSIDE THIS ISSUE...



Record breaking LOV awards

The 2022 Living Our Values Awards celebrating outstanding staff achievements

PAGES 6 - 7

Welsh welcome for our new overseas nurses

A big Swansea Bay welcome to a group of international nurses who are currently getting ready to join our wards by training at a new centre set up in the health board's HQ.

The health board is bolstering staffing levels by recruiting international nurses. With 140 nurses recruited from abroad last year, the health board is targeting 60 more with a potential increase to 350 by the end of the financial year.

The most recent cohort includes 20 nurses who have arrived from the Philippines, Jamaica and India, looking to develop their careers in Swansea Bay.

For Bethany Romano, a nurse who qualified in the Philippines before working for nine years in Kuwait, the move allows her to reunite with family.

"I travelled on my own, but I have a cousin who works in Morrison Hospital," she said.

Continued on page 3



Welcome to our latest group of international nurses.



Mark Hackett, Swansea Bay University Health Board chief executive

Welcome to our second issue of Bay Health. Originally due for publication in September, we postponed following the death of our late Queen, Elizabeth II. Her Majesty dedicated her life to unwavering public service, a value shared by all of us in the NHS. I hope staff felt they had the opportunity to express their respect, through the books of condolence at hospital faith sites and intranet, and during

the minute’s silence held on the eve of the State funeral. I give particular thanks to the dedicated staff who kept services running for clinical and operational reasons on the day of the funeral.

Throughout the summer and early autumn, demand for care has been constant across all services and our partners in other parts of the NHS, in social care and the third sector feel the same. The dedication and commitment shown by staff has allowed us to continue to provide patients, service users and communities with the health and wellbeing services they need and deserve.

Our programme of major investment to modernise and expand services is on track and making progress. In this issue we bring you news on the successes we have had in recruiting more nurses, and the new state-of-the-art operating facilities opening, and planned for in the near future. They will make a real difference to access, and quality, of care.

Over the summer colleagues took part in the Acute Medical Services Redesign staff consultation. The level of participation was fantastic. We’ve had a lot of feedback on the proposals which flow from last year’s Changing for the Future public engagement over creating three centres of excellence at our main hospitals and expanding care in our communities. I am grateful to the teams who organised and ran the consultation and everyone who contributed to it.

Major change programmes can only work when we listen to each other and pull in the same direction. The contributions we received showed staff supported the broad principles set out in Changing for the Future, and will help us refine and shape the detailed plans.

I am pleased to announce that the new £3 million Acute Medical Hub at Morriston Hospital will be completed by Christmas, with 24/7 access and more staff on hand at weekends and out of hours. The new Same Day Emergency Care unit (SDEC) within the hub is already up and running and making a positive difference. These investments will allow Morriston to truly become a centre of excellence for acute medicine. It will help relieve some of the pressure on Moriston’s ED by treating many medical emergencies in the acute hub, leaving ED see the patients that can only be treated in an emergency unit.

The transition will be supported by temporarily adding 90 beds at Singleton Hospital to support clinically optimised patients and provide transitional support for the acute medicine centralisation programme at Morriston (until September 2023). Our aim to have seven-day consultant medical cover for wards depends on recruiting new clinical staff and will be phased in by agreement throughout next year.

We’re producing this newspaper for its readers and so please let us know what you think and what you’d like to read about. Let us know your views by contacting **Communications.Department@wales.nhs.uk**.

Swansea Bay Cwtch embraced around the world

An elderly care service at Morriston Hospital has really been making waves across the UK and overseas.

OPAS, the Older Persons Assessment Service, is in the running for a prestigious RCN Award for the second consecutive year.

This comes just months after it hit the headlines nationally with an initiative called Cwtch, which is now helping to keep elderly people out of hospital.

Dr Alexandra Burgess, a senior research fellow working in the team, made a platform presentation on the work of OPAS at the European Geriatric Society Conference in London in September.

The team is also helping to set up similar services in Bangladesh and Sweden.

The advice when old people fall in nursing homes was not to move them until an ambulance arrived, and give them nothing to eat or drink.

However, this view has changed. Leaving them where they fell for a prolonged period can cause more physical problems than the fall itself.

Cwtch encourages most fallen patients to be helped back on their feet and given a cuppa and bed rest while awaiting an emergency response.

The OPAS team offers same-day direct assessment for nursing home patients who fall with suspected injuries, bypassing the ED.

Cwtch went live earlier this year and has already seen a reduction in the number of residents taken to Morriston by ambulance.

OPAS is a multidisciplinary service established in 2018, made up of healthcare professionals specialising in the care of elderly people.



The OPAS nursing team

During its opening hours it can see older people who may otherwise have faced a long, sometimes very distressing wait in A&E.

Originally located within the Emergency Department, OPAS now works out of a dedicated hub – a first for Wales – established alongside it.

It can see patients directly referred from the ambulance service and from ED triage. This has reduced waiting times for older patients and has helped the flow of patients through the ED.

Cwtch, conceived by advanced nurse practitioner Debra Clee and introduced initially into Swansea, is helping further.

“We are seeing no reduction in calls to the ambulance service for elderly fallers,” said Debra. “But we are seeing a reduction in the number being brought into the hospital.

“This indicates alternative pathways are being used to give patients the care they need in a timely fashion, in the community and at OPAS.

“Hopefully as confidence grows, calls to the ambulance service will reduce. All care homes have direct access to refer into OPAS if they have concerns of any injury or reoccurring falls.”

Having proved so successful in Swansea, Cwtch is now being extended into Neath Port Talbot nursing homes.

Debra added: “We are also looking at the possibility of rolling out to residential homes, trialling first responders attending to assess injuries.”

Last year OPAS was a finalist in the Advanced Practice category of the RCN Nursing Awards. And it has made the finals again, this time for the 2022 Team of the Year.

The winners will be announced at a ceremony in London’s Park Plaza Westminster Bridge Hotel in October.

OPAS advanced nurse practitioner Catherine Beynon-Howells, who nominated her colleagues, said: “It’s a small team here but they work incredibly hard and I think they deserve this recognition.”

*For all the full stories online, go to our website – QR code on p1.

...breakthrough

..Continued from page 1

The samples were collected by research assistant Jan Whitley and research nurse Jun Cezar Zaldua, who made numerous trips into Covid hotspots including the Emergency Department and intensive care.

The results were then analysed in the Welsh Centre’s laboratory, as was a large volume of clinical and scientific data collected at the bedside.

Professor Evans said: “We have shown that Covid-19 can lead to the formation of an abnormally strong clot despite full anticoagulation treatment in many cases.

“In those patients who did poorly there was clear evidence that the heparin wasn’t as effective as it should be in reducing clot formation and improving blood flow to the organs, such as the lungs, kidney and brain.”

The findings have been presented at the International Symposium for Intensive Care and Emergency Medicine in Brussels by Dr Oliver Watson and Dr Matthew Howard, clinical research fellows working at the centre.

“The blood thinning medications were not having the intended therapeutic effect of breaking the clots down,” said Dr Watson.

“Hopefully this can be fed back to clinicians to tailor treatments in patients with the most severe cases of Covid-19.”

As well as being presented at the Brussels event, the findings have been published in a specialist journal, with more publications set to follow.

*For all the full stories online, go to our website – QR code on p1.

Just the ticket for Cefn Coed Hospital football fans

Patients at Cefn Coed Hospital are having a ball attending live Swans matches thanks to the generosity of a local businessman.

Phil Lake, who runs Lakeside Security and Lakeside Flood Solutions, donated a number of Swansea City season tickets to the hospital, and the outings to the beautiful game are already helping to improve patients’ symptoms.

Ward Manager Deborah Morgan is accompanying patients to matches at the Swansea.com Stadium after completing risk assessments.

She has noticed how patients were able to control anxiety and a feeling of being overwhelmed which allowed them to experience the noise and emotions created in the stadium during games.

For one patient, in particular, returning to watch the Swans triggered many happy memories.

Deborah said: “This as a good opportunity to let our patients experience a different environment away from the ward.

“The benefits could be endless, as has been shown with the patients I’ve taken already.

“I took one patient – Ken Braggar – who remembered on his way to the stadium that he used to work there and had some lovely memories.

“It was very interesting because it wasn’t until we got back to the car that Ken said he felt anxious but he wasn’t showing the same signs of anxiety as he does on the ward.

“That has shown him that he can control his anxiety, so that was a big boost for him.

“It was a very positive trip for both of us. Ken has been discharged since then, which is great news.”

Ken said: “I had previously worked at the stadium as a steward, so it was really exciting to be back there.

“The singing brought back so many memories. The atmosphere, watching the visiting supporters and hearing the banter sent shivers down my spine. It was so lovely to see other people.”

Deborah added: “Another patient I took was getting a little overwhelmed by the size of the stadium and the noise generated by the fans.

“I said we could leave at any time he wanted, but he followed the game really well and that kept him composed.

“When I saw him on the following Monday he said he’d really enjoyed the game and wanted to go again.”



Ward Manager Deborah Morgan pictured with Cefn Coed patient Ken Braggar just before a trip to see the Swans.

Contact the Bay Health editorial team

Bay Health will be published every month and we’d love to get ideas from staff for news, features and articles as well as receiving staff contributions for publication and information on upcoming events.

Please email us at: **communications.department@wales.nhs.uk**

number of workshops. These look at areas like wound dressings, injections and inserting a nasogastric tube. Following the training, they will then sit an OSCE (Objective Structured Clinical Examination) exam in Oxford which allows them to become a registered nurse within the UK. Lynne Jones, Head of Nursing Education and Recruitment, said: “We are delighted to be delivering our OSCE programme to the overseas nurses in the new Nurse Education Training Suite at our Baglan HQ.

“We know that a good quality learning environment is crucial to ensuring a high success rate at the exam.

“The nurses are skilled and experienced registered nurses

in their own countries but to gain UK NMC (Nursing and Midwifery Council) registration they have to undergo a rigorous assessment process.

“The OSCE is the final stage in that process and we are very proud to be delivering an excellent programme here in our health board with a 100 per cent pass rate.”

The recruitment drive hopes to more than double the number of new nurses coming to Swansea Bay to work.

The health board is encouraging healthcare support workers to up-skill and expand their roles, as part of wider planning around recruitment and retention of nursing staff.

*To read more on this story, go to our website – QR code on p1.

Our vision for urgent care fast becoming a reality

Morrison Hospital's new £3.4 million acute medical hub – our most ambitious project ever to manage urgent care - is taking shape and already starting to make a difference.

A key part of the new hub, the new Same Day Emergency Care unit (SDEC) opened its doors in August and is already seeing around 25 patients a day. And by Christmas the addition of a state-of-the-art Acute Medical Unit will complete the new hub.

The hub is designed to deal much more efficiently and effectively with the thousands of patients each year who need urgent medical care, and will also help the Emergency Department to concentrate on the patients who need emergency treatment.

With teams of GPs and specialist paramedics working together in the unit to direct referrals from GP practices, ambulance crews, and from Morrison's own ED, we're getting patients where they need to be for the best treatment.

We're also delivering same day emergency care for people experiencing conditions such as headaches, low risk chest



Skylights in the new Acute Medical Unit.

The Acute Medical Hub will:

- Provide an alternative to hospital admissions
- Reduce pressure on ED
- Provide same-day emergency care
- Improve outcomes for patients
- Provide short-stay assessment & treatment
- Offer 7-day acute care with senior clinicians
- Allow staff to learn and develop in multi-disciplinary teams

pain or deep vein thrombosis, who might otherwise have to wait for treatment in the ED, or worse still, be admitted to inpatient hospital care when it isn't the best place for them to be.

"It's all about getting patients to the right place for the right care at the right time," said Kate Hannam, Morrison's interim Service Group Director with lead responsibility for the new hub.

"Many ambulatory patients – that is those who can walk – end up in ED when they can better, and often more quickly, be treated elsewhere.



Staff working together in the new SDEC: Dr Anny Pritchard and Dr Rhian Thomas from the Acute GP Unit and Welsh Ambulance Service paramedics Kath Hill and Joe Mason.

"In the few weeks since we've been up and running we've already seen a significant reduction in the number of ambulances arriving at ED.

"One of our aims is to reduce long hospital stays. This helps to prevent clogging up the flow of patients through the hospital but also ensures we avoid admissions of frail and older patients where possible, who we know tend to deteriorate more quickly when in hospital for long periods.

"The ideal is to assess which patients are suitable for same day care, to get them here for the treatment they need and then to provide ongoing care for them in the most appropriate place. It's all about giving care that is specialist where necessary but local where possible."

New Acute Medical Unit opening soon

In December, the second key part of the new hub will open. The Acute Medical Unit will help provide an even better patient experience and a more seamless patient flow through the hospital.

Kate explained: "The new unit will allow us to take even more of the strain away from ED. We'll have a short stay inpatient unit with 45 beds, half of which will be dedicated to frailty assessment.

"The aim is that patients stay in the unit for a maximum of 48 hours before either being discharged home or onto appropriate community care.

"I'm really proud of the results that we're seeing already. The new acute hub will allow us to deliver on our ambition to turn Morrison into a centre of excellence for emergency and urgent care.

"But it will take more than just bricks and mortar to succeed, which is why we are investing in more staff and giving existing colleagues a range of exciting career development opportunities.

"Staff are excited by the chance to work in a fast-paced, high pressure, multi-disciplinary environment where they



SDEC staff from left to right: Clinical Practitioner Assistant, Karen Williams, Junior Sister, Maria Briones and Healthcare Support Worker Kerry Matthews.

have the opportunity to learn and develop together and to provide our patients with the best possible care.

"It's all about increasing access, reducing waiting times, giving patients and staff a better experience, and implementing the lessons we've learned throughout the pandemic."

The investments we are making at Morrison Hospital are just the first step in a major change programme happening across Swansea Bay following on from our 2021 public engagement programme Changing for the Future. We've also started work on our plans to develop Singleton Hospital as a centre of excellence for planned care, cancer, maternity and diagnostics and to transform Neath Port Talbot Hospital into the centre of excellence for orthopaedic and spinal care, diagnostics, rehabilitation and rheumatology.

New 'space-age' operating theatres start to take off

Eye surgeons in Singleton Hospital working through a backlog of operations can now do so in a dedicated 'space-age' new theatre.

The £4 million facility, part of the Day Surgical Unit opposite the main hospital site on Sketty Lane, has started to treat its first patients.

And over in Neath Port Talbot Hospital, the groundworks are well underway for three similar theatres being built for orthopaedic and urology patients.

Waiting lists for a range of specialties, including ophthalmology and orthopaedics, were very long before the pandemic, but Covid worsened them.

To address this, Swansea Bay's *Changing for the Future* programme will see health services delivered in a new and more efficient way.

Singleton will become a centre of excellence for a number of specialties, including ophthalmology, which is

already located there. Neath Port Talbot will be a centre of excellence for orthopaedic and spinal surgery.

Consultant ophthalmologist Gwyn Williams, the first surgeon to use the new theatre at Singleton, said it had been developed specifically for cataract operations.

"Having the new theatre means we will be able to churn through the backlog within the NHS as opposed to the private sector."

Swansea Bay has around 2,200 people waiting for eye surgery plus another 2,000 outpatient cataract patients waiting over six months to be seen with most likely to need surgery.

"The new theatre will give extra capacity for new consultants appointed specifically to do cataract surgery and senior trainees to undertake operations," said Mr Williams.

"Without this new theatre, there would be no space for them to work in so it would have been impossible to



Consultant ophthalmologist Gwyn Williams in the new theatre

address the backlog of cataract patients within the NHS at all."

Mr Williams described the new facility as top-notch. "It's like a cathedral to ophthalmology. It's large and shiny with all the latest equipment. I've never been inside a more space-age theatre in all my life. It's probably the best theatre we have in Wales for eye care."

Meanwhile, this artist's illustration shows what the impressive entrance to the £6.1m new theatres at Neath Port Talbot Hospital will look like. They are being erected alongside the Minor Injury Unit.

Through the summer work was carried out re-routing underground cables and pipework, and engineering work is now underway preparing the foundations.

The three theatres, which are modular in design, are being built off site to be delivered before Christmas, and erected with the help of a crane over five days. Final



An artist's impression of the new theatres at Neath Port Talbot Hospital

installation work will continue through to the spring, with the theatres planned to be operational by June.

A major staff recruitment campaign is also underway, following several months of workforce planning.

When the new Neath Port Talbot theatres open, they will initially offer the same case mix as now, but for more

patients. Sessions are planned to increase over time to 150 a week.

Group Director for Singleton and Neath Port Talbot hospitals, Jan Worthing, said:

"It's really exciting to see these plans progress and the work now well underway for the new theatres."

LOV awards celebrate outstanding staff achievements

The 2022 Living Our Values Awards set new records in the health board’s showcase event at Swansea Arena, as nominees gathered for the first in-person event since the pandemic.

It recognised staff who have gone above and beyond in providing excellence in the care and services they provide, while demonstrating the health board’s values. The event was the first in-person LOV Awards since 2019. Rebranded from the former Chairman’s Awards, it has recently been a digital event only.

The awards broke records in terms of voting with 16,973 cast by 2,165 individuals. With 15 categories and 33 nominations, staff voted for the eventual winners.

The night was compered by Mal Pope, with attendees treated to music from Choirs for Good - a project in collaboration with SBUHB and the Swansea Well-being Centre.

The ceremony started with a minute’s silence for Her Majesty Queen Elizabeth II in tribute to her dedication and lifetime of public service.

Swansea Bay UHB Chief Executive Mark Hackett said: “Recognising and celebrating our people and their achievements is a fundamental part of our health board values and how we do things here at Swansea Bay.

“Events such as these are an opportunity for us to say a sincere thank you for your sterling work throughout what has continued to be a significantly challenging year.

“In reflecting back over the past 12 months and beyond it is only fitting to acknowledge the sacrifices and efforts made by every one of our staff, students and volunteers in ensuring vital healthcare provision has continued

throughout the pandemic and now in the recovery of our services.

“It has been an incredibly hard and exhausting two years, and not only because of the intensive and relentless work pressures. As colleagues we have lost co-workers to Covid, particularly during the early waves, and that loss is still deeply felt. We must remember, particularly on this special night, those who sadly passed away whilst in service of patients who needed care at their most vulnerable time.

“We must also acknowledge that some of us as individuals have endured the pain of losing family members, friends and neighbours.

“As we reflect on all that we have been through, I hope you will also take great pride in the exceptional care, team work, innovations and achievements that we have made.”

Acknowledgements were also made on the night for Director of Public Health Dr Keith Reid and Dr Umakant Ramchandra Dave, who were each awarded an MBE in the Queen’s Jubilee birthday honours.

Chair, Emma Woollett, said: “What a fantastic way to return to our face-to-face recognition events and very first in-person Living Our Values Awards.

“It’s been truly magnificent to celebrate our wonderful people and see so many recognised for their exceptional work over the last 12 months as we’ve continued through the strain of the pandemic to resume services. This recognition is thoroughly deserved – congratulations and well done to everyone!

“The aim of these awards goes beyond recognising and thanking our finalists here tonight, we also aim to inspire future developments and learning for the benefit of our patients and wider communities.

“As always, the calibre of entries from across the health board has been inspiring, and everyone who has been shortlisted should feel proud of their achievement, I certainly am.”



The daughters of the late Andy Powell, Jessica (centre) and Carys Powell, collected The Essential People Award which was awarded to Andy posthumously. The award was presented by independent board member Tom Crick.



CEO Mark Hackett welcomes staff and guests with his opening speech at the awards.



Paul Lee, on behalf of the team behind 'Back to the Floor' Essential Skills for Covid, receives the Ultimate LOV Award from Chair Emma Woollett.



Swansea Arena proved the perfect venue to host the LOV Awards 2022

AWARDS AND WINNERS

Always Improving Award

NOMINEES: ReFit Projects – Investing in renewables and energy saving measures; The Start and Support of Non Invasive-Ventilation at home Initiative; Paediatric Medication Error Prevention PMEP
WINNERS: The Start and Support of Non Invasive-Ventilation at home Initiative; Paediatric Medication Error Prevention PMEP

Caring for Each Other Award

NOMINEES: Bed Poverty – How Swansea Bay University Health Board Responded; Swansea Maternity Team for Maggie’s; Adrian Paton
WINNER: Swansea Maternity Team for Maggie’s

Working Together Award

NOMINEES: Team TRiM! Working Together to Support Each Other; ‘Back to the Floor’ Essential Skills for Covid; Covid-19 Gold Co-ordination Centre
WINNER: Covid-19 Gold Co-ordination Centre

Commitment to Research & Development Award

WINNER: Developing tools to support patients and staff in Outpatients

Excellence in Equality & Inclusion Award

NOMINEES: Laurie Wood; Integrated Sexual Health Team
WINNER: Laurie Wood

Excellence in Leadership and Management Award

NOMINEES: Jan Worthing; Catrin Codd; Rhiannon Hall
WINNER: Jan Worthing; Rhiannon Hall

Improving Lives through Creativity Award

NOMINEES: Capital Planning Team; Sarah Francis; Sharon Hughesdon, Elizabeth Hogben and Joanne Pedrick
WINNER: Sharon Hughesdon, Elizabeth Hogben and Joanne Pedrick

Learner of the Year Award

NOMINEES: Caitlin Amy Tanner; Charlotte Bowen
WINNER: Caitlin Amy Tanner

Partnership Working Award

WINNER: Support to the Care Home Sector Through the COVID-19 Pandemic

Speaking Up with Compassion Award

WINNER: CWTC in the Community - Improving education to reduce adverse outcomes for patients who fall in nursing homes

The Essential People Award

NOMINEES: Beverly Radford; Andy Powell
WINNER: Andy Powell

Trainee Doctor of the Year Award

NOMINEES: Dr Huw Dunstall; Dr Zena Marney; Dr Alena Ashby
WINNER: Dr Zena Marney

Volunteer of the Year Award

NOMINEES: Ty Olwen Gardening Group; Front Desk Volunteers; Phil Rees, Paul Clement & Brett Cotton
WINNER: Front Desk Volunteers; Phil Rees, Paul Clement & Brett Cotton

Welsh Language Award

NOMINEES: Every day is a Welsh Day; Using multimedia to improve kidney health literacy; SBUHB’s New Resourcing Team
WINNER: Using multimedia to improve kidney health literacy

Ultimate LOV award

WINNER: ‘Back to the Floor’ Essential Skills for Covid

Speak up and make a real difference

October is national Speak Up Month, and it's a timely reminder that we all have a responsibility to raise concerns, and feel safe and empowered to do so.

Speaking up enhances our working lives, and improves the quality and safety of care for our patients and service users. Listening to and acting on matters raised will help us become the best place to work and receive treatment.

In the spring of 2023 the Health and Social Care (Quality and Engagement) (Wales) Act is due to be implemented. It requires NHS organisations and their staff to be open and honest with patients and services users when things go wrong.

The theme for Speak Up Month 2022 is 'Freedom to Speak Up for Everyone' with a specific focus on safety, civility and inclusion. Building on this, we will also promote World Mental Health Day on 10th October 2022 with sessions from Time to Change Wales, as well as Speak Up sessions.

For Swansea Bay, Speak Up Month allows us to build on the work of previous local campaigns including 'See it, Say it', 'Let's Talk' and the '#LivingOurValues' campaign. Being able to speak up safely is integral our values and why we offer a

comprehensive range of ways for staff can raise concerns and access support. This includes our trade unions; occupational health and staff wellbeing; our staff networks Calon and BAME, and the chaplaincy service. We are also the only health board in NHS Wales to offer an independent way for staff to raise any work related concern 24/7, confidentially via the Guardian Service.

It is pleasing to see the improvements already reported. Since May 2019 the Guardian Service alone has worked with 251 staff, and 74% of those concerns have been resolved or closed. We're also making progress encouraging a culture of openness and honesty, with an increase of 20% more people identifying themselves when they contact the Guardian Service (reported at the end of the last financial year). And since the start of this financial year, no bullying or harassment concerns have been raised.

Debbie Eytayo, Director of Workforce and Organisational Development, said: "As the executive lead for speaking up safely, I am proud to support Speak Up Month. It could not be more important for our staff, students and volunteers to feel safe to speak up. It has been a significantly tough three



Debbie Eytayo, Director of Workforce and Organisational Development

years and as pressures continue across services, I want to encourage people to come forward and raise any particular concerns they may have, so that we can learn and improve for the benefit of themselves and their colleagues; and for improvements in the safety and quality of care for our patients and service users."

Please see our staff intranet for information and details on the sessions and drop-ins taking place across the month.



How we are helping staff manage trauma – and support each other’s mental health

Looking after our staff’s health and wellbeing is vital.

That’s why, a year ago, we became only the second NHS Wales organisation to introduce Trauma Risk Management, TRIM, a peer support initiative for staff exposed to a potentially traumatic incident.

Those who share similar experiences are best placed to support colleagues exposed to trauma, and encourage dialogue about their experience.

Swansea Bay has worked with March on Stress, a national psychological health consultancy, to train more than 70 members of staff.

They provide peer support, monitor colleagues exposed to trauma and, where necessary, help them access professional support. This encourages them to stay in work rather than go off sick.

We have worked with the Welsh Ambulance Service, the first NHS Wales organisation to implement TRIM, South Wales Police and the National TRIM Network, to share and learn from their experiences.

Since going live last November, we have had 16 TRIM responses to traumatic events.

Feedback has been very positive. Staff felt they benefited from the knowledge, information, advice and practical support provided by TRIM-trained colleagues.

Further information can be found on the Occupational Health and Staff Wellbeing section of the intranet.

Another initiative, REACTMH, was introduced by our staff wellbeing team during the pandemic. Developed by March on Stress, REACTMH helps staff have psychologically savvy and supportive conversations about their mental health.

REACT is an acronym providing a framework for conversations:

- **Recognise**
- **Engage**
- **Actively Listen**
- **Check Risk**
- **Talk to them about specific actions**

We have trained more than 1,900 staff in REACT, and

22 to deliver training. Ultimately we want all staff to have access to it.

Evaluation has shown significant changes before and after training.

- A 141% increase in the level of confidence staff felt in opening and carrying out a mental health conversation with a colleague.
- Knowledge and understanding of mental health and its potential impacts increased by 153%.

Even though some staff had only recently completed the training, it was found that 59 per cent had already used REACT in some capacity.

On a scale of one (not at all helpful) to five (extremely helpful), an average of 4.44 respondents said the training helped facilitate conversations, and 4.25 said it supported opening and having wellbeing conversations in practice.

Both initiatives are integrated into the suicide prevention agenda, a quality priority for Swansea Bay. Future training dates will be advertised on the intranet as they are arranged.

Jiffy’s Cancer 50 Challenge bike ride raises thousands

They’ve done it – again! Hundreds of cyclists led by rugby legend Jonathan Davies completed a challenging road ride to raise funds for cancer services in Swansea and Cardiff.

After a soggy night the weather was on their side as they completed the 50-mile journey from Velindre Hospital to Singleton Hospital.

A delighted Jonathan said: “It was a great event and I’m glad everyone got behind it.

“For the average sports person it’s not a huge distance to complete if you do some training. I got drenched when I was dropped off at 5.30am in the morning, but I dried off and the weather afterwards was pretty good.

"There are a lot of charities out there and they are all fighting for funds, so I want to thank everybody involved; those taking part, the sponsors, those who have donated, the people working for the charities, everyone. Their efforts are hugely appreciated."

As President of Velindre Fundraising, Jonathan – known as Jiffy – has supported patients and their families at Velindre Cancer Centre since 2008.

Last year he decided to extend this, launching the first Jiffy’s Cancer 50 Challenge for both Velindre and the South West Wales Cancer Fund.

It was a huge success, raising £118,000 in sponsorship which was shared equally between the two charity funds.

Last year’s ride was open to 500 riders, while this time the number taking part was slightly less.

The exact total raised in sponsorship will not be known until later, but currently stands at almost £50,000, which will again be divided between the two charitable funds.

At Singleton, home of the South West Wales Cancer Centre, the 2021 donation went to the newly-established Radiotherapy Research Fellow Fund.

This funds to trainee oncologists undertaking research, allowing the centre to provide radical new treatments for cancer patients.

Joanne Abbot-Davies assistant director of insight, engagement and fundraising for Swansea Bay University Health Board, said: “The event was a great day for all involved and we’re well on the way to achieving the £50,000 fundraising target for the South West Wales Cancer Centre and Velindre Cancer Centre.

“For the South West Cancer Centre at Singleton this will mean we can continue the research started with the money raised last year, into how cancer treatments can be adapted so that our patients get less side effects and recover more quickly.

“We are extremely grateful to everyone who has raised money for our charities, to Jonathan Davies for his vital support and to the organisers and sponsors. We look forward to making the event even better in 2023.”

The centre opened in September 2004 following a massive fundraising campaign supported by the South Wales Evening Post and by people from across Swansea, Neath Port Talbot and West Wales.

They raised more than £1 million, which contributed to additional funding by the NHS to ensure the centre was built.



Rugby legend Jonathan Davies, centre, at the end of the event at Singleton Hospital



And they're here – the riders arrive after their 50 mile challenge

It provides access to modern chemotherapy and radiotherapy units. The centre also has an inpatient ward at Singleton, and a research unit.

The cancer centre’s charitable fund is one of 265 managed by Swansea Bay Health Charity.

This is the health board's official charity, supporting patients, staff and services within Swansea Bay. Donations to the various funds are used for equipment, research, training and patient care.

The Jiffy’s Cancer 50 Challenge is an opportunity to continue that legacy.

This year’s ride was sponsored by Andrew Scott and supported by Peter Lynn and Partners, Cycle Solutions and European Telecoms Solutions. The ride was organised by White Rock Events.

It started at Velindre Hospital near Cardiff, with riders setting off at 8.30am. The first riders arrived in the main car park of Swansea’s Singleton Hospital around 11am, and the last around 2pm.

All riders paid an entry fee of £50, which included a cycling jersey, and were asked to raise a minimum of £50 in sponsorship.

Jonathan added: “I understand in the current climate with inflation and the cost of living that people might not want to be asking others for money so I’m grateful to everyone who has contributed and everything that’s been raised.

"I've been a bit stiff afterwards, but it was worth it. It is something I hope will become established as an annual event so we can keep supporting two wonderful charities which do fantastic work."

Audiology team praised

Being told your baby is deaf must be heart-breaking but Tara Thomas is full of praise for the way Swansea Bay’s audiology team has helped her daughter adjust.

The team has just received a glowing quality audit report, and the care provided to Tara’s daughter, Elena, helps to illustrate the quality of their service.

As with all new babies, Elena was screened for hearing loss shortly after being born in Singleton Hospital in 2018. Unfortunately, the screening results gave cause for concern and the health board’s paediatric audiology team was alerted.

Tara, who is a health board employee herself, said: “Initially they said it could be due to her ears still been a bit congested after delivery, so they gave her a second test the next day, which she also failed.

“We were then told she was deaf in both ears. The correct term is sensorineural hearing loss, which is a permanent loss, one that doesn’t get better but can get worse.”

Having diagnosed the problem, the team quickly set about supporting the family.

Tara said: “She was two weeks old when we found out and she had her first hearing aids at four weeks. We went to the clinic in Sway Road, Morriston, to get them fitted. They showed us how to put them in and how to use them, it was explained all the way, they were just brilliant with Elena.

“The whole team was amazing, they are brilliant. They explained everything that we needed to know. When you first find out that your child is deaf, it’s a massive shock. It’s quite difficult to take everything in.”

The good news is Elena has taken it all in her stride.

“She is doing great,” said Tara. “She started school part-time and her speech is brilliant. She was discharged from speech and language after her first appointment.



Little Elena who is one of the audiology screening team’s young patients

“She’s a really good hearing aid wearer. It’s been quite intense for her. Because of my job – I work for the health board – I know how important they are and have been on top of it from the start.”

A recent quality audit of the service, carried out by Public Health Wales (PHW), found the health board met the compliance targets both overall and for each of the individual standards targeted.

Swansea Bay CEO, Mark Hackett, said: “I would like to congratulate all in our audiology department who contributed to such a glowing audit report. We should all be proud of their achievement.”

Our unique solar farm is a shining success



Solar opening: Des Keighan, Swansea Bay UHB Assistant Director, Estates, Swansea Bay UHB Chair, Emma Woollett, Scott Lutton, from Vital Energi and Welsh Government Minister for Climate Change, Julie James, at the Morriston Hospital solar farm during its official opening in March. The farm started generating power several months earlier, in October 2021.

The first solar farm in the UK wired directly to a hospital has been a shining success in its first year of operations.

It has so far provided around 26% of Morriston Hospital’s electricity needs, and exported excess energy to the National Grid even during winter months.

The solar farm was expected to save the health board around half a million pounds a year in electricity bills, but by July it had already clocked up savings of £778K.

Supplying over 25% of Morriston’s electricity

At present it can only power the hospital during daylight hours. But funding is now being sought to expand the number of panels, and – importantly - invest in solar batteries. Storing excess electricity harvested during the day will mean even greater savings in future as the batteries will help power Morriston after dark, or on gloomier days.

And although we’ve had a warmer than usual summer the panels don’t need heatwaves to perform, as it is sunlight rather than high temperatures which generate power.

The solar farm, celebrating its first birthday in October, had already generated over 3.4K mega-watt hours by August. That’s enough to power a village of 1,200 homes for an entire year.*

Almost 400 mega-watts has also been sold to the National Grid when the farm generates more power than

the hospital can use. This is limited only by a cap on the amount the farm is currently allowed to export.

The solar farm is just one of the green energy saving projects underway by the health board. Improved insulation, roof-mounted solar panels, installing energy efficient fans, LED lighting and other measures have already saved more than 4,000 tonnes of CO2 and reduced running costs.

Now the health board’s solar farm and green projects have made it to the finals of next month’s UK-wide Health Service Journal Awards, in the Towards Net Zero category, and they have also been shortlisted for a separate industry award.

Swansea Bay’s sustainability ambitions go even further than reducing energy consumption.

Assistant Director of Estates, Des Keighan said: “We have an Environmental Sustainability Board for which a number of initiatives have been set to cover a full range of our services

“Examples include investigating the benefits of moving away from the use of nitrous oxide, to working with clinicians over the phasing out of asthma pump propellants.

“Our strategy sets out the need for all developments and initiatives to factor in sustainability. All designs have to comply with the requirements of the zero carbon targets which means that low carbon technologies have to be utilised.

“We are also working with staff groups to capture opportunities for improving sustainability through all our functions.”

Surgeons working 50 miles apart defied Covid to keep surgery going

A partnership forged between surgeons separated by more than 50 miles meant life-saving chest operations could continue throughout the pandemic.

The unprecedented collaboration between specialists in Swansea and Cardiff saw surgery for lung cancer resume safely just months after being forced to a halt when the virus took hold.

At the start of the pandemic surgery across the UK effectively halted – including thoracic surgery, which did not take place at all in Swansea Bay during April and May 2020.

Surgery is the best treatment for early stage lung cancer. But during those two months, patients were sent for radiotherapy, the next best thing after surgery, or chemotherapy – but outcomes were not as good.

Ira Goldsmith, thoracic consultant surgeon at Morriston Hospital, approached management to see if a way could be found to reintroduce it.



Pankaj Kumar and Ira Goldsmith, who forged a successful partnership with colleagues in Cardiff

That led to a partnership being formed with Cardiff and Vale University Health Board. It was able to transfer cardiothoracic surgery to Llandough Hospital, which was Covid-free.

Pankaj Kumar, cardiothoracic consultant surgeon and Morriston’s Deputy Group Medical Director, was asked to develop the regional solution.

“The goal was to ensure patients with lung cancer had equity of access to thoracic surgery across South Wales and the clinically most urgent cases could access surgery with the least delay,” he said.

Initially, all surgery was carried out at Llandough while a green pathway was created in parts of the Cardiac Centre in Morriston. Surgery restarted in Swansea in June 2020.

Lung cancer were prioritised to begin with. Over time, surgery for other serious chest conditions and injuries was restored.

Professor Goldsmith said: “For a partnership to come together so quickly and work well together is very unusual.

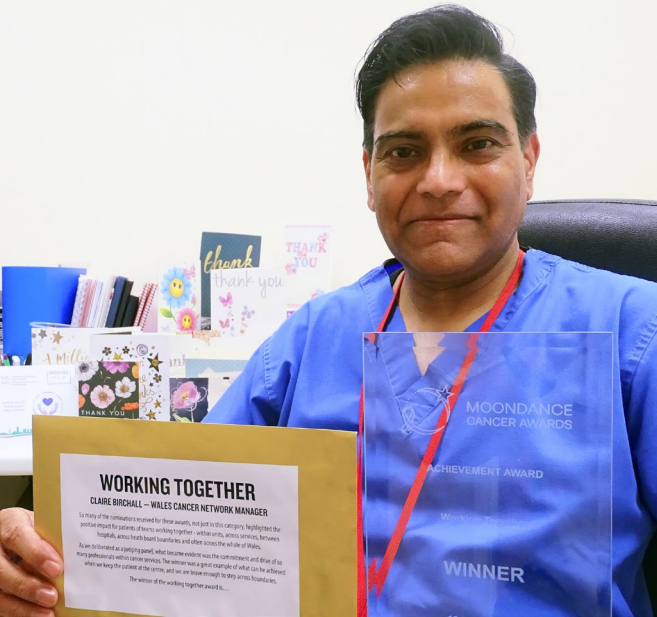
“But when people realised the enormity of the problem we were able to establish this very successful collaboration.”

Earlier this year the collaboration won the Moondance Cancer Award for Working Together. And it has longer-term significance too.

There are plans for an Adult Thoracic Surgical Centre for South Wales, the third largest of its kind in the UK, at Morriston Hospital.

Expected to open in the next three to five years, it will provide a service for people living in the Swansea Bay, Hywel Dda, Cwm Taf Morgannwg, Aneurin Bevan, Powys and Cardiff and Vale health board areas.

It will operate on up to 20 per cent more patients. They would be treated as much as possible within their home health board area, only travelling to Morriston for pre-admission assessment and surgery.



Ira Goldsmith with the Moondance Cancer Award for Working Together.

Earlier this summer, the Welsh Government cleared the way for the next key stage, which is the development of detailed plans.

Professor Goldsmith said: “The big question for us was, how are we going to work with the surgeons and surgical team in Cardiff? Will they be compatible? Will they be willing to work with us?” he said.

"What this joint working showed is that, yes, we can do that. As a surgeon trying to make sure we have the single centre come here, and work in harmony and successfully, that was the biggest thing for me."

Mr Kumar added: “We have developed a close and collaborative working platform across the health board boundaries that bodes well for the new regional centre.”

The fight against antimicrobial resistance

Antimicrobial resistance is a major global problem – so it’s vital we do whatever we can to counter it. Consultant antimicrobial pharmacist Julie Harris explains.

Antimicrobial resistance (AMR) is a growing problem and represents a global health emergency. The UK government recently described AMR as representing as big a danger to humanity as climate change and warfare. They recognise an urgent global response is required but we also all have our own important roles to play in the fight against AMR, both within our day to day lives and whilst providing patient care.

We can help to safely reduce antibiotic prescribing, by ensuring that antibiotics are only given to those that will benefit, that the right antibiotic is prescribed and that they are not continued for any longer than is necessary. Preventing infections in the first place is also an essential part of this.

The urgency of this became clear to me recently, when the resistance rates within Ukrainian hospitals were highlighted. This showed frightening resistance rates of 70 – 80% to some of the broadest antibiotics we have (e.g. carbapenems), making infections very difficult to treat. Similar resistance rates are observed in other countries and provide a glimpse into the future of what UK resistances rates may soon look like without our combined action on this. Each and every one of us benefits from antibiotics, and can easily take then for granted, we need to treat antibiotics with respect and keep them working. Every course and dose really does count.

Choice of antibiotic is also very important. Minimising use of broad-spectrum antibiotics will slow down the development of resistance and also poses a lower risk to patients of C.difficile infection. We have adapted our antimicrobial guidelines to help with this, leading to reductions in prescribing of broad-spectrum antibiotics across all our hospitals and GP practices. In particular, our GPs have worked hard to help the Health Board become the lowest prescribers of broad-spectrum (4C) antibiotics in Wales.

While this is a positive step forward, there is still work that



Consultant antimicrobial pharmacist Julie Harris.

needs be done in safely reducing how often antibiotics are used and for how long. Helping slow down AMR is every person’s responsibility, not just our prescribers’, it will affect us all.

If you have not had any Covid vaccinations, you are encouraged to contact the booking team on 01792 200492 or 01639 862323, 9am-5pm, Monday-Saturday.

What's On

Dates for your diary



October 6th
Back care awareness session

October 6th
EPRR
The Floor Game: Target Group – Health Board Tactical Staff and staff who undertake ‘Silver on Call’ arrangements, Operational and Managerial ED staff.

October 6th and 25th
Pregnancy risk assessments – session for managers
Helpful information in supporting pregnant employees.

October 10th
World Mental Health Day

October 17th and 24th
End of Life Care Champion Introduction Day
Topics included in the day are recognising dying, ethical issues at end of life, communication.

October 18th
Occupational Health and Wellbeing training for managers

For managers and supervisors who are managing sickness absence/attendance.
October 18th
Blood transfusion assessor workshop
This is an interactive workshop for those wishing to become a ward based assessor for Blood Transfusion Administration.

October 26th
Staff mental health and suicide awareness and prevention training

October 27th
Time to Change Wales training
Challenging mental health stigma in the workplace.

News in Brief

Robert Croft bowled over by treatment that “kept mum alive”

Former Glamorgan and England cricketer Robert Croft has paid tribute to the NHS team-work which he says kept his mother alive.
He spoke of his family’s appreciation for the rapid treatment and care given to his mother Susan. She was taken to Morriston Hospital suffering with breathing problems, later confirmed as pneumonia.
After being assessed in the Emergency Department, she was admitted to ITU before being discharged a few days later to continue her recovery at home.
Croft said he was left in awe of the “phenomenal” treatment delivered by staff.
He said: “We witnessed the care, empathy and calmness of every staff member that either treated my mum or spoke to us as a family.”

Support worker draws on new art career

If support worker Jacob Taylor draws a picture for anyone he cares for, they would be well advised to keep it safe, as it could be worth quite a bit one day.
Although he works in Ty Garth Newydd, one of Swansea Bay’s facilities for adults with learning difficulties, Jacob is also a talented artist who has just enjoyed a sell-out Soho exhibition.
His show, From the Valleys to the Alleys, was held at Laz Emporium in London’s Soho, and organised by renowned street artist Banksy.
If that wasn’t enough, all the works of art were sold before the doors even opened - snapped up within two hours of being previewed online.

Charity & Events

Family raises £20K for cancer research in Swansea Bay

The family of a former Morriston Hospital patient has gone to great lengths – including cycling from south to north Wales - to raise over £20,000 for cancer research in Swansea Bay.

Philip Francis, who had colorectal cancer, passed away in May 2020 just short of his 64th birthday, but not before leaving his mark through his ‘unique character and personality’ on those in the health board who helped care for him.

Although Mr Francis lived in Cowbridge, he spent a large amount of time receiving treatment in Morriston Hospital, under the care of Professor Dean Harris, an expert in colorectal surgery.



The late Phil Francis

His widow, Anita Francis, said: “He had wonderful care the whole time he was there. Professor Harris is obviously a very clever man. He always managed to tell us what he knew we could deal with, and never too much that we couldn’t deal with it.”

“From the moment I met him, along with every single member of staff, every one of them made us feel like Phil was their most important patient, which is quite a skill.”
Mrs Francis was determined to give something back and she set about fundraising for the GI Research Fund - set up



The Francis family presents a cheque for £10,000 for cancer research in Swansea Bay
Pictured above: Craig Burrows (cyclist), Anita Francis, Professor Dean Harris and David Steel (Integrated Surgical Services Group matron).

by the Colorectal Unit in Swansea to support high quality research into colorectal cancer.
She said: “They were always so wonderful with him, and I just felt that we needed to do something. I wanted to tell everyone how kind they had been.”
In August 2020, Craig Burrows (husband of Phil’s niece), cycled from South to North Wales raising close to £10,000.
Craig said: “My aunt speaks so highly of all the care he received, not just from Dean, but from all the nurses and staff. It was a privilege to raise money for those guys.”
More recently Mrs Francis held a commemorative evening, taking the total raised to £20,000.
Professor Dean Harris said: “I am overwhelmed with the amount of money raised. The funds will be used to boost Swansea’s ambitious research programme to fight colorectal cancer, including development of a blood test for earlier detection of cancer and a system to personalise cancer treatment.”

Proudly supporting Pride Cymru 2022



Pride: Calon members and allies line up for Pride Cymru 2022

Members of CALON and Swansea Bay UHB joined colleagues from across NHS Wales to march in the Pride Cymru 2022 parade through the heart of Cardiff.
Due to Covid, this was the first time since 2019 that communities, families and friends could come together to support Wales’s biggest celebration of equality and diversity.

Robert Workman, CALON representative said: “**CALON and Swansea Bay University Health Board are proud to be a part of this event and to ensure that the health board is a space for all staff to feel safe and be their authentic selves.**”



Staff members Robert Workman, Emma Arnold, Natalie Mills and Jane Williams at the Pride event.



Have an idea to raise money to support staff and patients in Swansea Bay?

Contact the Swansea Bay University Health Board charity via our website: www.swanseabayhealthcharity.wales

Bay Health

Staff newspaper of Swansea Bay University Health Board

Contact Editorial: communications.department@wales.nhs.uk