

# Bay Health

Staff newspaper of Swansea Bay University Health Board



## Cancer centre staff put best foot forward for charity



South West Wales Cancer Centre staff are getting in step for the Admiral Swansea Bay 10k

They say charity begins at home but for dedicated staff at the South West Wales Cancer Centre it begins in their place of work. Grateful patients, families and friends regularly donate to the SWWCC at Singleton Hospital, which provides lifesaving treatment including chemotherapy, immunotherapy and radiotherapy. But staff don't just sit back and wait for others to donate. They organise numerous fundraisers too and take part in a variety of events – including this year's Admiral Swansea Bay 10k in September.

To date, 16 of them – some of whom got together for our photo

– have signed up and have launched a fundraising page – see QR code above. They are raising money for an exciting new fundraising appeal to celebrate the South West Wales Cancer Centre's 20th anniversary. Details of that will be announced soon. Oncology Service Manager Kate Ashton said: "We're going to be out in force for the Swansea Bay 10k, all in matching running tops. "We're hoping people will give us a cheer and a lot of support along the way."

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SCAN BARCODE FOR A SELECTION OF BAY HEALTH STORIES ONLINE



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# Swansea Bay researchers lead way with new tests for cancer

Researchers in Swansea Bay are trialling two potentially groundbreaking tests that could lead to cancer being detected earlier.

One is a simple blood test for lung cancer, the other is a breath test for pancreatic cancer. The hope is that they will lead to treatment in the early stage of disease when the outcomes are likely to be better. Swansea Bay University Health Board and Swansea University are collaborating on the lung cancer blood test.

It's led by professors Dean Harris and Ira Goldsmith and governed by the health board's research and development department with support from research

delivery nurses, funded by Health and Care Research Wales.

More than 60 patients who have had lung nodules detected have volunteered to give a simple blood test. Those results are now being analysed as part of the study.

Professor Harris said: "The outcome of this study could be hugely significant for our patients and have a massive impact on their lives.

"Early diagnosis when a suspicious nodule is detected in the imaging process is vital for the best outcome of our patients.

**TURN TO PAGE 3**

Professors Ira Goldsmith and Dean Harris (right)





Dr Richard Evans, Swansea Bay University Health Board's Interim Chief Executive

Welcome to the latest edition, the 11th so far, of our Bay Health staff newspaper.

Bay Health is here to keep you up to speed with health board news and views with a particular emphasis on highlighting some of your fantastic work and innovation, which is making a positive difference to our patients, their families and our wider communities.

Firstly, this edition arrives during the summer holiday period so I hope all our readers have either enjoyed or will shortly enjoy some quality time away from work to recharge and relax.

As you will probably be aware, we're currently tackling some tough and pressing issues regarding our financial position, which has prompted us to pause recruitment to non-clinical administrative and clerical roles.

We have also paused bank, agency and overtime usage for administrative and clerical roles. It's worth pointing out that this pause is the second major action we've

taken to reduce expenditure. The first, many of you will recall, was the greater scrutiny on variable pay in clinical areas - in particular agency spend - on the back of successful recruitment which has seen most vacancies filled.

We've made some progress in reducing agency spend and we need to keep up the momentum and make sure that the reductions in expenditure are seen on the medical front as well as nursing.

That's why the more recent pause in the recruitment of admin and clerical staff should be seen as part of a wider plan, rather than a standalone action. And as the word pause suggests, it is temporary and will be lifted when our finances allow.

As I'm sure you'll appreciate, we would not have taken these actions unless we believed they're absolutely necessary and are required to help stabilise our expenditure as we work towards our longer-term goal of financial sustainability.

I'm happy to say, however, that there are also some real positives to reflect upon, not least among the many stories of exciting developments and successes on the following pages. More of those later.

The latest Welsh Government NHS activity and performance summary for May and June has highlighted our very strong performance across a number of measures involving both planned and unscheduled care. In particular, we are maintaining the great progress that we have made around 52 week waits for an initial outpatient appointment, which means we don't have any patients currently waiting beyond this point.

That's fantastic, because it means we are seeing patients more quickly, providing advice and reassurance earlier while also being in a position where we know more about who needs what treatment and when,

where possible. This gives a much clearer picture as we manage our workload. We also currently have the lowest number of patients in Wales waiting longer than two years to start treatment and as things stand, we are on track to reduce that to zero by the end of the financial year.

On unscheduled care, we have the highest proportion of patients in Wales spending less than four hours in our emergency department. Again, this must be seen in the context of still having much more work to do to make additional progress.

The work to improve things further got underway in June, with the launch of our urgent and emergency care redesign, in conjunction with our new frailty unit. This work is already paying dividends in ensuring patients are being seen earlier, by the right people while also being moved around far less.

This is having a really positive impact on our patients, as you can read if you turn to our feature improving patient outcomes on page 4. That's not to say there isn't more to do - there always is - but the early signs are promising.

Other features to look out for in this edition include a project being trailed at a number of our GP practices which involves using a simple, finger prick test to check if a patient requires antibiotics.

Tests like these offer huge upsides, not only by reducing waste and saving unnecessary cost but also by improving our antimicrobial stewardship, which is vital as we seek to ensure our antibiotics do not become obsolete.

You'll also find some really exciting news regarding our Swansea Bay Health Charity on pages 6&7.

So while we know we're facing challenges, there's also so much to feel positive about. Read on...

## Patients pay tribute to staff

This summer has marked an emotional return for our health board's Patient Choice Awards after these special events were shelved by Covid.

The awards offer patients and their families the chance to say a heartfelt thank you to health board staff and volunteers at a series of presentation events, which so far this year have covered Neath Port Talbot, Singleton and Morriston hospitals.

Anyone wanting to show their gratitude for outstanding care and support can nominate individuals or teams from across Swansea Bay for an award.

It can be any staff member or volunteer who has really gone the extra mile, with nominators and nominees being brought together to reflect on the patient stories behind the nominations.

Since the awards for 2024 opened in February, 379 have been received from patients and service users, families and carers. Staff have been nominated for anything from a relatively simple gesture that makes life more comfortable or convenient to being - quite literally - a lifesaver.

"These wonderful nominations allow us to celebrate either a member of our staff, volunteer or a team that, through the eyes and experience of our patients/ service users, their relatives and our visitors feel they have made a real difference and have provided outstanding care," said Swansea Bay University Health Board Vice Chair, Steve Spill.

Among dozens of heartwarming stories of our staff delivering brilliant care was that of Carrie Downey, who nominated consultant clinical oncologist Dr Craig Barrington at the Singleton Hospital awards. Carrie, a mum from Port Talbot, was facing major surgery and a lifetime with a stoma bag after being diagnosed with cancer before meeting Dr Barrington, who introduced her to a new treatment which meant she could avoid undergoing a major operation that would change her life.

She has since been able to celebrate receiving the all-clear following treatment.

"Dr Barrington not only saved my life but my quality of life. I was preparing for major surgery when I met him for the first time, but he discussed an alternative



Staff at Morriston Hospital show off their Patient Choice Awards certificates

treatment called immunotherapy for this specific cancer," wrote Carrie in her nomination.

"I am so grateful to have met him. He is an outstanding doctor who goes above and beyond for his patients. Without him, my life would be very different now."

Meanwhile there were also dozens of heartwarming stories shared when

the Patient Choice Awards spotlight fell on Morriston Hospital.

Among them was a nomination for the staff of Cyril Evans and Dan Danino wards, with consultant cardiologist Dr Andrei Margulescu picked out for specific praise. Nominator Stacey Scanlan wrote:

"During quite a stressful year of ill health I have spent some time on Coronary Care Unit, Cyril Evans and the Dan Danino wards. I can't praise the staff enough.

"Dr Margulescu and the cardiac team are truly an asset to Morriston Hospital and I am very grateful to the care they have and continue to give me."

## Research success for Swansea Bay



The trial team (l-r): Renee Pittard, pancreaticobiliary surgery clinical nurse specialist; Melanie Allen, lead pancreaticobiliary clinical nurse specialist; Lisa Jarvis, pancreaticobiliary surgery clinical nurse specialist; Professor Bilal Al-Sarireh, consultant surgeon and VAPOR local principal investigator; Gemma Smith, clinical research specialist nurse; and Jenny Travers, clinical research officer

FROM FRONT PAGE

"Our study is hoping to detect lung cancer quicker from a blood test which can then lead to treatment getting underway sooner."

This work comes on the back of a similar project that Professor Harris led in 2023.

That saw bowel cancer patients being the first in the UK to be offered a unique blood test to make sure it has not returned.

The study has been made possible by funding of £45,000 by the Medical Research Council Impact Acceleration Account.

Professor Harris said: "Current screening tests involve CT scans which can't always tell if nodules are cancerous, so alternative tests are needed.

"It's very exciting to be leading on this study, particularly as it could affect so many people in our community."

Professor Goldsmith highlighted the importance of the health board's partnership with Swansea University.

"We have an excellent collaborative relationship with Swansea University, which has allowed us to take on this very important piece of research.

"It is a blood test we hope will also become part of the lung cancer screening protocol and assist the screening program to detect and diagnose early lung cancer when it is very small with much greater accuracy."

Meanwhile, Swansea Bay is the only Welsh centre

participating in a clinical trial called VAPOR, which focuses on a breath test that could detect pancreatic cancer at an earlier stage.

It is being led by a team at Imperial College London and funded by the charity Pancreatic Cancer UK.

Patients with confirmed pancreatic cancer and other non-cancer conditions such as diabetes are being recruited to take part.

Morriston Hospital consultant general surgeon Professor Bilal Al-Sarireh, an expert in pancreatic surgery, is the local principal investigator. He had heard about VAPOR and asked for Swansea Bay to be involved. Gemma Smith is the lead research nurse for the VAPOR study in Swansea Bay, working closely with Professor Al-Sarireh.

"We are screening patients who have a confirmed pancreatic ductal adenocarcinoma," she said.

"Then we have the control groups which are newly diagnosed diabetics, patients with chronic pancreatitis and patients with a healthy pancreas.

"I'll go round and either book an appointment or see them on the ward. I'll complete the breath test, as long as they're happy to consent. And most people are like - wow, this is amazing."

The hope is that the breath test will ultimately allow GPs to check for cancer when patients with the common symptoms attend a surgery.

"That would be amazing," Gemma said. "There are no needles involved. All you have to do is blow into a bag."

## Recognition for a job well done is welcome

September will mark our second staff recognition month, which gives us the opportunity to celebrate our dedicated workforce.

Our first recognition month took place in May and we received some very positive feedback on the coverage across our intranet.

Recognising those who dedicate their time and skills to our health board is a vital part of how we live our values, deliver our vision to become a High-Quality Organisation, and is crucial to our People Strategy.

Among those who will be featured as part of staff recognition month is Christine Morrell, who has

chalked up 50 years of service to healthcare in Wales. Christine is currently Executive Director of Therapies and Health Science, but started her NHS career as a junior laboratory technician in Bridgend. She has spent 43 years with what is now Swansea Bay University Health Board, and another seven years within Welsh Government.

September also marks a very important day in the health board's calendar with our staff awards taking place. The event takes place at Swansea Arena on September 19. A full round up of the winners on the night will be published on the intranet.

## News in BRIEF

### Plan to grow together with new seed library

Morriston Hospital staff library and knowledge services are pleased to announce the launch of a seed library for all Morriston Hospital and SBUHB staff. But we need your help in getting started. Our seed library is only just sprouting and how it operates will be subject to change as we grow. As such, we will be especially grateful for - and responsive to - your feedback as well as any donations.

Seed libraries are places where people borrow seeds for gardening, which in turn helps promote seed diversity and local food production.

If you are interested in getting involved, borrowing, or donating, please do get in touch. Email us via library.morriston@wales.nhs.uk

### Win-win for Swansea Bay at college awards night

Swansea Bay proved to be a double winner at Gower College Swansea's Annual Student Awards event.

The health board was awarded Employer Partner of the Year, while healthcare support worker Callum Clarke, who is based at Morriston Hospital, was named Apprentice of the Year.

Both awards reflect the close and mutually beneficial ties between Gower College Swansea and Swansea Bay University Health Board.

Well-known local celebrity Kev Johns MBE hosted the evening at the Swansea.com Stadium, which showcased the college's fantastic array of talented students. Callum (pictured below) had particular cause to celebrate, having overcome a number of obstacles as he pursues his ambitions to become a registered nurse.



### Tissue viability nurses promote leg ulcer care

Swansea Bay's tissue viability nurse team has been collaboratively working across the health board to promote the standards for leg ulcer care in Wales, supported by industry and Lymphoedema Network Wales. The team undertook a staff and patient awareness week to promote 'well legs', which included educational sessions on different platforms, stands for patients, public and staff awareness and practical training events. The team also attended primary care bases and GP surgeries to improve standards for patients with lower leg wounds in Swansea Bay.

## Hub can make discharge easier



A new, simplified process for discharging Morriston Hospital patients into community services has gone live.

Delivering on staff feedback, the burden of deciding which community services a patient needs referring to and navigating multiple referral processes has been shifted away from the wards to a dedicated multi-agency team in the Integrated Discharge Hub (see picture).

Ward staff are now only required to input a patient's information into one referral form on the Signal patient flow system and send to a single point: One Patient, One Form, One Process.

The form goes to the multi-agency triage team (MATT) for assessment and action. They can refer to all services provided in the community, including those provided by the health board, local authorities and the third sector.

The aim of this right-first-time approach is to enhance quality by ensuring accuracy from the very beginning. By doing so delays in patient discharge caused by incomplete or incorrect information and multiple referrals can be minimised. Moreover, this approach aims to alleviate the workload of ward staff, allowing them to have more time for other important tasks.

Integrated Community Services Manager and project lead Laura Turner said: "Our exceptional community services offer an extensive range of care options for patients in the comfort of their own homes. They play a vital role in our commitment to delivering high quality, patient-centred care in the most appropriate setting.

"These services simultaneously help create bed availability for those requiring acute care in hospital. It's vital we use them to full advantage and rolling out phase one of the Integrated Discharge Hub (IDH) will help us to do that."

Emily Warren, Associate Director of Operations for Primary Care, Community and Therapies, said: "The IDH, will drive real improvements for patients and embed a culture of integrated working with our partners in social care and this sector.

"Importantly, it will reduce expectations on ward staff and deliver improved patient outcomes, making sure they get right services at the right time.

"The IDH is an example of genuine partnership with our social care and third sector partners, recognising that this is a whole system approach to meet individual needs."



Morrison Hospital Healthcare Support Worker Angela Wallace

## Redesigning our urgent and emergency care

The way Swansea Bay delivers urgent and emergency care is currently undergoing a significant redesign.

This has been prompted by ongoing pressures at Morriston Hospital, with a raft of improvements being implemented to tighten up processes, target resources and to boost the Swansea Bay workforce which will make us more robust and efficient.

This work is clinically led and evidence based. The overall aim is to improve patient experience and outcomes by having senior clinical decision makers at our front doors, streamlining patients to the correct area to meet their needs. But there is no easy solution to the challenges we face.

Below, we explain more about what we are currently doing and the improvements we expect to see from the redesign...

With Morriston Hospital continually under significant pressure, including periods of our highest level of escalation – known as a Business Continuity Incident – we brought forward plans to open a new Older Persons Assessment and Short Stay Unit in ward A at Morriston Hospital, led by Dr Elizabeth Davies.

The new unit was up and running at the end of June, with a soft launch of phase one and the unit has brought together the Older Persons Assessment Service (OPAS) and short-stay beds – adding six extra short-stay beds to make 21 in total.

Co-locating these services, with multidisciplinary team input, has already benefited patients, as Dr David Burberry explained: "The geography is much more sensible and we are processing more patients.

"They are coming in to assessment direct from the ambulance service, from nursing homes, escalations from the acute clinical teams (ACT) in the community, Same Day Emergency Care (SDEC) and the Acute Medical Unit (AMU).

"In assessment we are seeing between nine and 18 patients per day and we discharge a minimum of eight, with many going to ACT."

For those that need to be admitted to the short-stay unit there is continuity of care because the clinicians

who see them in assessment are the ones who will be treating them. Dr Burberry said: "We are seeing patients earlier and there is far less movement of patients. The same clinicians and therapists who see them in assessment will see them in the short-stay unit. It means there is better communication with the patients and their relatives."

The assessment unit is currently open between 8am and 6pm five days a week. Phase two, which was expected to be up and running in August, will see the hours of operation extended.

And over the next few months a new hub will be established, which will be a single point for referrals, and direct access for ambulances coming in.

A patient admitted to a short-stay bed due to a flare-up of a respiratory condition was full of praise for the new unit.

"It's lovely," she said. "I have learned more about COPD (chronic obstructive pulmonary disease) in the few days I have been here than in the 16 years since I was diagnosed.

"Everybody is good, they really are. But I'd particularly like to thank Julius and Jade who have been absolutely marvellous. Trust me. I appreciate it."

## Simple new test identifies when antibiotics are needed

People with suspected respiratory infections can undergo a simple test at their GP practice to help determine whether they need antibiotics.

The new project, which is being trialled across several GP practices in Swansea Bay, is hoped will ensure patients only have antibiotics when they need them.

They will be able to undergo a finger pinprick test at their surgery, with the result provided within minutes.

The test helps to guide clinicians on whether antibiotics are needed, for example if the result is high, or not if the result is low.

Reducing the amount of unnecessary antibiotics being prescribed can help to reduce the risk of antimicrobial resistance, which can make some infections more difficult to treat.

Dr Charlotte Jones is a GP partner at Uplands and Mumbles Surgery and the health board's clinical lead for antimicrobial stewardship.

She said: "We have been doing a lot of work within

primary care to make sure we are only giving antibiotics where they are needed, that the benefits for the patients are going to be seen and that we are going to minimise any potential side effects or harm to patients.

"We have also been looking at the type of antibiotics we are prescribing and the length of course, to make sure patients have long enough for their infection but not too long.

"We are going to use the finger pinprick test for patients with a suspected chest infection or who have chronic bronchitis or emphysema, linked to COPD, who may have an infection on top.

"Whoever speaks to the patient, either on the phone or in the practice, can offer them a test if they feel they may need antibiotics based on their symptoms or because of the examination findings they have had.

"The patient will then have the test at the practice, which takes a few minutes."



Ty'r Felin Surgery GP partner Dr James Kerrigan and practice nurse Charlotte Rimmer with the machine

Health board primary care estates manager Jonathan Parker and Pontardawe Primary Care Centre practice manager Owain Gimblett, pictured in one of the new rooms



## Pontardawe makeover is a real boost for patients

A GP practice in the lower Swansea Valley now has more space to see and treat patients thanks to an extensive refurbishment.

Pontardawe Primary Care Centre has undergone vast improvements, including the addition of five new consulting rooms and two treatment rooms.

An extension on the side of the building is home to two of the new consulting rooms.

The remaining three consulting rooms and treatment rooms have been housed within the practice and health board accommodation, making better use of under-utilised pre-existing space.

A baby changing room and a baby feeding room have also been created as part of the refurbishment.

The relocation of the offices to the first floor has created more capacity for staff providing dental, podiatry, wound care, speech and language therapy,

diabetes, abdominal aortic aneurysm screening and mental health services. District nurses and health visitors will also be based out of the office space, too.

Jonathan Parker, the health board's primary care estates manager, said: "We have made better use of under-utilised space within the building.

"The consulting rooms will be used by the GPs, whereas the treatment rooms will be used for health board services which can include minor procedures."

The improvement works will also enable patients to receive more of their care in the community, with more services available at the practice.

Owain Gimblett, practice manager, said: "We decided to expand and have more consulting rooms for the growing number of patients. I would also like to thank patients and staff for their patience while the works were carried out."

Swansea Bay's Local Cluster Collaboratives (LCCs) have pooled funding together to provide the project throughout the health board area.

Wherever possible, clusters aim to provide care in the community, meaning patients won't need to travel to hospitals or clinics.

Being able to offer the tests in GP practices supports this by helping to bring care closer to home for patients.

Eleven practices spread across Swansea and Neath Port Talbot are taking part to be able to assess the impact of the tests in different areas.

Dr James Kerrigan, a GP partner at Ty'r Felin Surgery in Gorseinon and Llchwyr Local Cluster Collaborative lead, has had experience of using the tests within his practice since before the pandemic.

"Being able to get the results so quickly potentially changes our management decisions, which will hopefully reduce our unnecessary antibiotic prescribing as a result," he said.

"The patients really appreciate it. They value being able to come in and get the results straight away."

## Phone app helps dentists to access second opinion

A secure phone app which enables dental staff to access expert advice has helped eight out of 10 patients avoid a trip to hospital.

After being successfully used by GPs, Consultant Connect was launched within General Dental Services (GDS) and the Community Dental Service (CDS) last year.

As a result, Swansea Bay became the first region in the UK to use the secure phone app within dental specialties.

It allows staff to confidentially send clinical messages and images and other patient data securely to consultants based in secondary and community care.

These consultants can provide timely support and advice on treatment options or signpost to appropriate services with added flexibility regarding response time.

During the first 12 months since its introduction in dentistry, 80 per cent of patients for whom the app was used, avoided a trip to hospital.

Being able to share images securely can reduce the need for face-to-face appointments in the hospital in some cases.

Dr Akhila Muthukrishnan, Consultant in Special Care Dentistry and Clinical Lead for CDS, said: "A lot of our work is at non-hospital clinical sites in the community so we have staff who may be working at a remote site on their own.

"It provides an effective means of communication, particularly with the secure photo messaging function.

"A dental therapist may see something that they are not sure about, for example a soft tissue lesion.

"They can photograph it via the app and share it with a senior clinician working at another site."

## Cwtsh Clos appeal can hit the target with exciting Swans link



Main image: Mal Pope, pictured with his grandson Gulliver in Singleton Hospital's Neonatal Intensive Care Unit and inset, Meanwhile below, Mal pictured outside the Cwtsh Clos houses.

An exciting new link-up with Swansea City AFC has given our official health board charity a huge fundraising boost.

The Swans have chosen Swansea Bay Health Charity - which raises money for pioneering research, equipment and projects not covered by core NHS funding - as their official charity partner for the Cwtsh Clos appeal for the 2024-25 season.

Cwtsh Clos aims to raise £160,000 to refurbish five homes away from home for families with sick and tiny babies in Singleton Hospital's Neonatal Intensive Care Unit (NICU).

The decision to join forces was made after musician and Swans matchday lounge host, Mal Pope, backed our appeal in memory of his grandson Gulliver, who was cared for in the NICU. Mal is pictured above with Gulliver when he was being cared for in the NICU.

It's a great fit because our NICU and the Swans serve all of south west Wales.

A Swans media release on the link-up reads: "Swansea City is proud to announce that Swansea Bay Health Charity's Cwtsh Clos appeal will be the club's official charity partner for the 2024-25 season.

"The appeal is aiming to raise funds for the refurbishment of five homes that are used by the

families of sick and tiny babies in Singleton Hospital's Neonatal Intensive Care Unit (NICU). The houses provide a home away from home for the families of babies being treated in the intensive care unit, allowing them to stay nearby during what is an extremely difficult and stressful time for them.

"That's especially the case when, like Swans fans, the families come from all parts of south and west Wales and travelling times and accommodation costs can add to the stress they're experiencing.

"Cwtsh Clos - the row of five two-bedroom houses located in the grounds of Singleton Hospital - provides these families with a space to call their own as they bond with and help care for their vulnerable new babies. The alternative might be months-long stays in hotels, or long, daily drives. Well used over the years, all five houses are now in need of a facelift to ensure

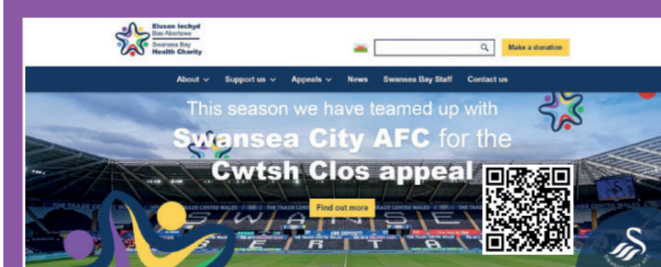
they can continue to offer a warm and welcoming home away from home during this stressful time."

The decision to name Swansea Bay Health Charity's Cwtsh Clos appeal as the official charity was made after Mal Pope, shared his own experience with NICU.

Mal's grandson, Gulliver, sadly passed away after being born prematurely in September last year and the care he and his family received from NICU helped



### Take a look at our charity website



If you'd like to do your bit to support the Cwtsh Clos appeal, or make a donation to one of our other campaigns of funds, don't miss our fantastic new Swansea Bay Health Charity website. Log on at [swanseabayhealthcharity.com](http://swanseabayhealthcharity.com) or scan the QR code above to find out everything you need to know about our charity.

them through a devastating time. Mal said: "For me this is the perfect partnership, two great loves of my life; Swansea Bay Health Charity Cwtsh Clos Appeal and The Swans. You think of all the great partnerships Swansea has had in the past, you think of Alan Curtis and Robbie James, to Jeremy Charles and David Giles. This is another great Swansea City partnership. I know together we can make a real difference."

Over the coming 12 months, the club and charity will work together to support the much-needed refurbishment of the homes. That will mostly be achieved through fundraising but also through the donation of essential items and other things that will add to the homely feel of the houses, making the time spent there just a little easier.



A nurse and a former civil servant are just two of the hundreds of cyclists taking part in a charity challenge this summer.

Jiffy's Cancer 50 Challenge is a 50-mile ride from Cardiff to Swansea to raise much-needed funds for the South West Wales Cancer Centre, SWWCC, at Singleton Hospital and Velindre Cancer Centre.

Its led by Welsh rugby legend Jonathan "Jiffy" Davies and is now in its fourth highly successful year.

Among the more than 300 people taking part are around 40 members of the Celtic Tri triathlon club, two of whom have very special reasons for wanting to get involved.

Neath Port Talbot Hospital advanced nurse practitioner Eirian Evans was recently named Carer of the Year in the Nation Radio Pride of Wales Awards after being nominated by Maggie's in Swansea.

Eirian looks after his wife Rachel, also a nurse, who was treated for breast cancer in 2018. She was given the all-clear the following year.

But in February last year she became unwell and was diagnosed with incurable cancer. She has weekly sessions at the Chemotherapy Day Centre in the SWWCC, which is why Eirian has joined the Jiffy ride.

"I wanted to do it because the staff at the chemo day unit have been wonderful with my wife," he said. "They're absolutely superb. Rachel is so full of praise for them."

As well as looking after Rachel and their two daughters, Eirian is also a member of the RNLI Port Talbot lifeboat crew. When time permits, he also takes part in marathon and Iron Man competitions.

One of his Celtic Tri clubmates is 62-year-old Tracey Williams, from Swansea. Tracey worked as a civil servant for 32 years.

Then she joined the NSPCC, also volunteering for the Childline School Service, until she was made redundant during Covid. After that she decided to retire. But last September her life was turned upside down. She found a lump on her neck which she thought was swollen glands. Tests confirmed secondary cancer in



Celtic Tri triathlon club members Tracey Williams (main image) and Eirian Evans (above and inset) have very personal reasons to saddle up for this year's Jiffy's Cancer 50 Challenge bike ride

## Eirian and Tracey both have special reasons to be on ride

her lymph nodes, but the primary cancer could not be identified.

"After all the scans they decided by a process of elimination that the only place it could be was at the back of my tongue. I was diagnosed with cancer on

14th December and had surgery on 9th February."

Tracey underwent a TORS (Transoral Robotic Surgery) mucosectomy at Cardiff's University Hospital of Wales - the only place in Wales where

this complex, robot-assisted procedure is carried out. "It was the worst couple of weeks of my life. My tongue swelled up so badly I couldn't speak. I couldn't

swallow. I bit through my tongue and ended up having further surgery to stitch it back together.

"It was just hideous. It was just one of those things I had to go through. But I was so lucky because I didn't need any follow-up treatment."

Remarkably, she started running again three weeks after surgery and completed her first triathlon of the year in May.

Before her surgery, her friends paid her entry fee for the Jiffy challenge to give her something to aim for. "Cancer has hit our family very hard," she said. "I lost my husband to lung cancer 24 years ago. My niece died at 22 months with brain cancer.

"That was 28 years ago. She was born two days after my son, so they were very close together. That was heartbreaking.

"I lost my mum seven years ago to cancer. My dad has had surgery to have a skin cancer removed from his head, plus he's got prostate cancer.

"You can see why I'm so passionate about it."

\*This year's Jiffy Cancer 50 Challenge was taking place just as Bay Health was going to press. Look out for coverage in the next edition.



# Sharing HOPE is a work of art that can inspire others

A ground-breaking and award-winning Swansea Bay project which uses art as a platform to tackle mental health, wellbeing and trauma among staff has been warmly praised by the health board's new Chair, who would now like to see it rolled out across NHS Wales. Jan Williams, who took over as Chair in June, opened an exhibition at Neath Port Talbot Hospital, showcasing hundreds of artworks created by staff

during Sharing HOPE sessions over the past two years. She said: "Art can give us a safe space away from our cares and worries and helps manage the pressures of our daily lives. "This Coronavirus moved across the globe with a speed that was frightening. Healthcare staff were at the centre of this and worked tirelessly to protect and keep people safe, but also care for those where there



Top left, Swansea Bay Chair Jan Williams speaking at the event, with some examples of staff artwork, inset. Top right, drawing inspiration and above, the Sharing HOPE team

were often fatal or tragic results. This took its toll on so many staff and it became evident that they would need support and this ground-breaking project that Swansea Bay came up with is to be commended." She said she now wanted to see Sharing HOPE recognised as good practice for all of NHS Wales and rolled out more widely. "Many congratulations to all the staff involved."

## Wellbeing event gives pupils a lesson in the importance of healthy lifestyle

The next generation has a greater understanding of the importance of improving health and wellbeing thanks to an event held at their school. Penderi Local Cluster Collaborative (LCC) held the event at Cadle Primary School, in Swansea, to help support pupils and their parents to lead even healthier lifestyles.

It was the cluster's first event held at a primary school, with an emphasis on teaching children and young people the importance of their health and wellbeing.

Dr Sowndarya Shivaraj, a GP at Fforestfach



Medical Centre and Penderi LCC lead, said: "The aim of our free community events is to bring together a range of health, social care, and third sector stakeholders to share information

and knowledge with the local community in a welcoming and friendly environment.

"This time, we partnered with a local school to organise the event.

"Our goal was to support and motivate them to enhance the health and wellbeing of their children and family."

A number of health board teams attended the event to offer information about a variety of services, such as the immunisation service, school nursing service and the Help Me Quit service.

# Empowering patients to take control of healthcare

When people are waiting for treatment or surgery, it's important they try to keep as fit and healthy as possible. Staying active, eating healthily and quitting smoking helps them to 'wait well', and also boosts their overall health and wellbeing.

It can help prevent conditions from worsening, and also improve their chances of a better recovery.

Unfortunately, surgery sometimes gets cancelled if a patient isn't fit enough, so positive actions to keep well beforehand can make all the difference.

But optimising health before their treatment is only the start. Empowering patients to take control of their ongoing healthcare is a much wider picture, and one where digital technology has a major role to play.

The Swansea Bay Patient Portal is a great example



where people have access to their health information at their fingertips, managing their healthcare from

the comfort of their own home. It's a secure online service which offers people the chance to get a range of test results sent directly to their phone, laptop or PC.

Accessible 24/7, the Patient Portal keeps clinic letters and appointments in one place, lets patients view a library of helpful information, record their own health information like blood pressure or heart rate readings, and much more. Plus, patients have the option to share the information with others of their choice. If you want to find out more about Waiting Well, the Swansea Patient Portal and more, visit our website and look for 'Waiting Well' under the Hospitals tab, or look for the Patient Portal page under the 'Digital' tab on the intranet.

# If you want to move on from pen and paper, here's how...

Do you currently record patient answers and information with pen and paper? Would you prefer a digitalised form instead? Would you like to go even further and understand patient reported outcome measures?

Swansea Bay has an all-Wales digital solution which can digitalise those paper forms – and automatically send them to patients to complete remotely.

This digital solution, Promptly, generates 'digital health assessments', which are sets of bespoke questions that patients can answer online, with their answers scored to help clinicians understand if their condition is improving or getting worse.

And as well as having the information about a single patient, the digitalised data supports multiple viewpoint perspectives: individual, service and organisational; which helps us improve.

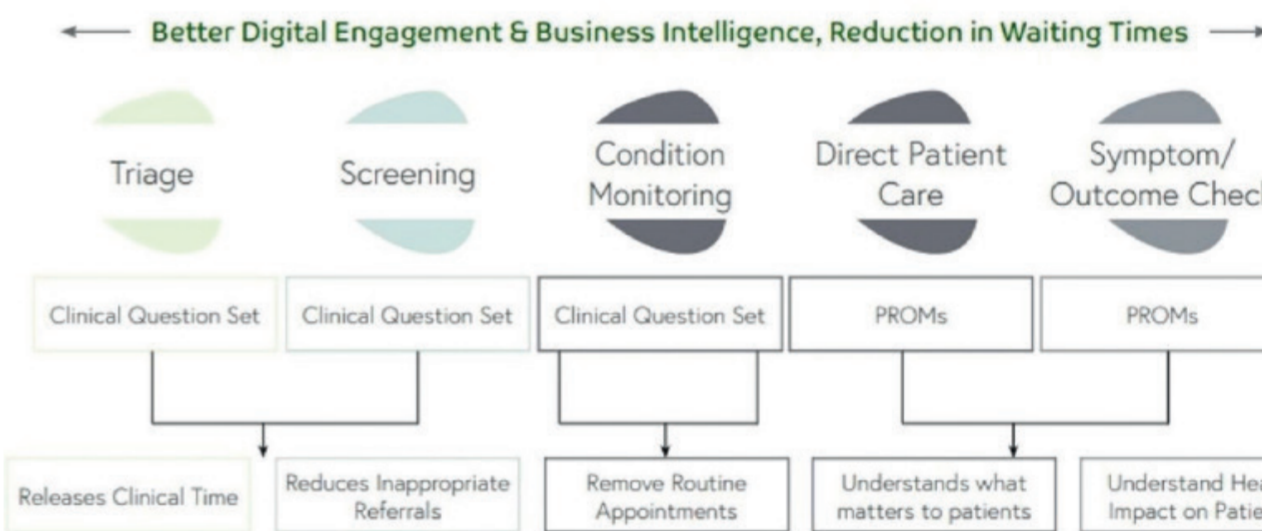
### More about Promptly

Promptly is a digital health assessment solution which has been procured nationally. Along with Hywel Dda and Cwm Taf health boards, Swansea Bay is going through implementation to automate digital health assessment triggers to minimise manual intervention as much as possible.

This is in line with Swansea Bay's Digital Strategy to streamline systems and support our recovery and sustainability mandate.

We have an 'interim' integration with WPAS (patient

### Digital Assessments



Use Cases for Digital Health Assessments, including Patient Reported Outcome Measures (PROMs)

activity data is sent to Promptly every 24 hours), intending on integrating directly into WPAS to enable real time data flow along with configuring separate integrations with PIMs and Signal.

These integrations enable us to trigger automatic digital health assessments from any patient activity, for example: referral onto a waiting list, before or after surgery or before or after a clinic appointment and/or at specific time points so every three, six or 12 months from referral onto a waiting list etc.

### More about digital health assessments

A digital health assessment is fundamentally a set of bespoke questions, which patients answer remotely on a device of their choosing. These questions can be scored to understand if a patient has improved or deteriorated and then visualised in either traffic light options, graphs, charts or scores to support clinical decision making.

PROMs (Patient Reported Outcome Measures) is

one type of digital health assessment that typically monitors changes in symptoms and quality of life. The illustration (left) shows other uses for digital health assessments that services within Swansea Bay are using. For example, the Irritable Bowel Syndrome (IBS) service has digitised and scored their paper triage form they use to identify suitable patients for their service.

This has released a considerable amount of clinical time, as they no longer need to ring the patient up and ask these questions.

Instead, their triage form is sent out automatically when a patient is referred into their service for the patient to complete remotely. The clinical team now look at individual patient scores to determine suitability onto their service.

### Interested? How to find out more

To see what we are telling our patients about digital health assessments, please visit the Health Board's website: Digital Health Assessments - Swansea Bay University Health Board (nhs.wales). If you're interested in digital assessments for your service, get more information and find out what's involved, please view our eLearning module Implementing VBHC in Swansea Bay UHB (MNXX29).

This was developed in partnership with VBHC Academy at Swansea University and hosted on Canvas, the university's learning platform: Swansea Learn (canvaslms.com). And/or contact: SBU.PROMs@wales.nhs.uk.

# Safety first as Swansea Bay team rolls out kit changeover

We received a Welsh Government mandate to initiate a conversion project to change over luer connectors, with the mandate deriving from a Patient Safety Notification linked to a very serious incident elsewhere, due to the associated risk of the connectors being used incorrectly.

It's important to stress that with the old equipment, suppliers were starting to withdraw the supply to health boards, even though we had until December 22nd this year to complete the conversion project. We approached this project in three key phases.

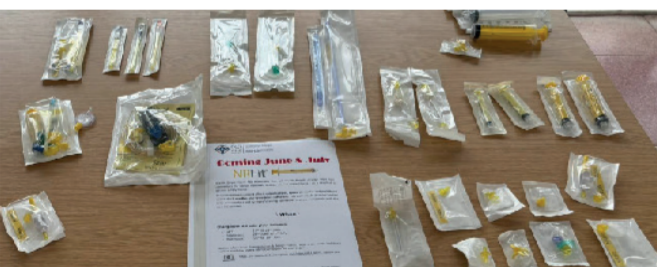
The first phase involved the identification of all the equipment that needed to be converted to NRFit, the team therefore needed to undertake a thorough analysis of our health board's luer usage. This phase involved a complex review of different data-sources to eventually identify a list of the equipment needed to be swapped over.

The second phase was to plan the logistics to ensure a successful conversion of our three hospital sites. Our project team ordered the equipment, working alongside half a dozen suppliers.

The equipment was delivered to an isolated 'non-clinical' area to ensure segregation from the operational areas. Our team unboxed the equipment and re-assembled into smaller packages; these were eventually labelled up in preparation for the equipment going to the respective wards/departments/areas within each of our three service group and hospital sites. This approach ensured that our team governed the introduction of the NRFit equipment, in accordance with a schedule agreed with each receiving area.

The last and third key area for us to plan was the communication - this was key to success.

We completed a vast communication exercise, this included email updates, site visits, demonstrations,



Some of the kit which Darren Evans and his team distributed across numerous Swansea Bay wards and sites

The standard small-bore connector in the medical device field for many years has been the luer connector, used in many different types of device applications.

A consequence of this connector's design has been that devices that were never intended to be connected together can, in some circumstances, allow the fatal wrong route administration of fluids and gases. Earlier this year a project team was formed to commence a significant task to replace these luer fittings throughout the entire health board, the replacement is called NRFit.

Here, DARREN EVANS of Swansea Bay's Strategy team, a professional project and programme manager, explains the background to the conversion project and the planning and implementation of what was, without doubt, a huge and complex task...



Pictured are some of the team involved in the NRFit roll-out. Others were unavailable on the day. From left, Darren Evans, Project Manager; Dr Nigel Jenkins, Consultant Anaesthetist; Claire Devine, Section Leader, Medical Device Training; Jamie Oakes, Medical Equipment Team Leader and Lesley Cook, Lead Nurse, Clinical Procurement

poster distribution and extended to an array of recorded video briefings. Over the course of the project, we had to liaise with multiple colleagues, in dozens of departments, disciplines and specialisms - always ensuring we kept contacts informed and appraised of progress. To give you an idea of the size of the task, our team had to convert 13 wards and 17 individual anaesthetic areas within Morriston Hospital alone. The conversion was successfully completed over June and July and the new NRFit equipment changed within Singleton, Neath Port Talbot, Morriston and the Beacon Centre in Swansea's SA1.

All old equipment was removed at the point of conversion and taken back to a clinically isolated area. Our team have been highly praised for their efforts in achieving a successful and smooth conversion; we had compliments for our approach - which was to ensure each area had an individual changeover slot that was supported with project staff.

Our team provided posters and contact details to offer advice and guidance post-conversion.

We had 24 members in our team, with a dozen who were existing members of the project team and another 12 who came in at the point of 'go-live'.

It was a very challenging piece of work but the team really did make this happen; it was such a pleasure to work alongside such talented, energetic and passionate individuals - seeing the team step above and beyond to achieve a successful outcome was one of the highlights of my career at our health board. I would like to take this opportunity to express my gratitude to them for a successful outcome.

A Sister of Anaesthetics and Recovery commented: "The NRFit conversation for Neath Port Talbot theatres was a great success. The changeover went very well.

"Thank you to the project, stores and the local anaesthetics and recovery teams for achieving this".

## Sticking to our staff dress code is so important

As Swansea Bay staff, we all have a part to play when it comes to infection prevention and control - and following the NHS dress code is an important part of this.

Unfortunately, we have had several recent reports of staff not meeting the expected standard of dress.

The All-Wales NHS Dress Code (see picture) was developed to help inspire confidence,



It is crucial that a positive image of Swansea Bay

prevent infection and for workforce safety.

Not all staff are required to wear a uniform. However, the requirement to present a smart, professional image applies to everyone, regardless of their role.

We would ask all staff to read and comply with the dress code.

University Health Board is always presented to the public to inspire confidence and trust. Therefore staff also need to comply with the code when having photographs taken, such as for media releases, even if those photos are taken away from clinical areas.

Any photos that show dress code breaches cannot be published. Thank you for your cooperation.

Staff can look out for more information about infection prevention and control on the Swansea Bay intranet.

## Mark saddles up to show his support for campaign

Our staff go the extra mile in terms of patient care, but throughout August they've also been putting in the hard yards to endorse the health board's Active August campaign.

To support this, our staff have also been getting active in various ways across our sites.

Mark Parsons, Assistant Director of Strategy - Finance, has made the most of a picturesque backdrop to get into gear for Active August.

Mark cycles from his home in Pontypridd to his office in Morriston Hospital to keep himself fit.

The 35.5-mile trip to work also benefits his wellbeing and is kinder to the environment.

Mark said: "Cycling into work obviously helps in terms of fitness, but there is the mental wellbeing and general positive outlook that it brings too. I've seen parts of our beautiful countryside I would not have experienced had it not been for cycling, so that's a real bonus.

"I also find that it provides me with a challenge before I get to work and that means I'm already in the right mindset once I step foot into the office."

A keen cyclist, Mark has previously made use of the Cycle 2 Work scheme, which is now open.

The scheme can save you nearly 50 per cent on a new bike and accessories.

More details are available on our staff intranet.



Mark Parsons cycles to Morriston Hospital from his home in Pontypridd on a regular basis

## Why taking simple steps to stay active is a gamechanger

Keeping moving and staying independent are two of the key themes in this summer's Active August campaign.

The campaign is dedicated to helping older people move more to boost their overall health and wellbeing. We know that by helping people do the simple things in a way which suits them, we can keep them well for longer and, if they're in hospital, improve their outcome.

A key first step to staying active and as independent as possible is getting dressed every day. It's why removing this barrier to activity will be one of our priorities this month, in what is our second Active August campaign, and beyond.

We're also launching a search for passionate and motivated people to become Reconditioning Ambassadors, who will play a pivotal role in promoting activity and independence in patients across the health board.

But why does activity matter?

Being active helps to prevent deconditioning, which is a chain reaction of negative effects. For example, inactivity means muscles weaken, so individuals have a greater risk of falling over when they do stand up and move around.

Sitting or lying still for too long can also cause

pressure ulcers, can increase confusion and disorientation and can lead to not eating or drinking enough. All of these things can lead to further harm and for inpatients, longer hospital stays.

So during August staff across the health board will be working with those patients who are able to, to make sure they dress every day. We'll also be encouraging families and friends to bring in comfortable day clothes for patients on our wards when they visit.

And inpatients will get the chance to join in a number of fun activities organised by our therapy teams.

Activity doesn't have to be difficult or complicated, so this August encourage your patients to join in and do the small things for themselves as they can make a big difference. Acting Director of Nursing and Patient Experience Hazel Powell said: "Deconditioning can be

rapid and have profound effects on patients, which is why it's one of our quality priorities.

"Active August is a great way of shining a spotlight on this issue and of joining up the pockets of great



Acute Medical Unit staff pictured joining in the Active August fun during last year's programme of events

work being done to tackle deconditioning across the health board into one joined-up and cohesive effort to drive meaningful change.

"We are also working across the organisation to look at how we can support staff to become

ambassadors for reconditioning and to lead on quality improvements within their teams and services.

"Our ambassadors will get to take part in specialist training to gain comprehensive knowledge of deconditioning impacts on individuals and the healthcare system. They will also engage in regular discussions to contribute to the health board's reconditioning initiatives."

## Charity and events

# Grateful parents scale heights to thank amazing team



## What's on

### Dates for your diary



20 August

#### Skills Day - HCSW

9am-5pm, main training room, Port Talbot Recourse Centre. To book onto this training, please contact your cluster admin.

21 August

#### Steps to Wellbeing - Sleeping Soundly

This session is designed to be a short, interactive opportunity to consider our sleep, the impact it has on our wellbeing, and techniques for a good night's sleep. If you have any queries please email SBU. OHWBTraining@wales.nhs.uk

27 August

#### Men's Health Forum - Cae Felin visit

2.30pm-4.30pm. The Men's Health Forum have arranged a visit to Cae Felin near Morriston Hospital. During the visit we will take part in some agricultural activities such as fruit and veg harvesting, planting and landscaping. For further information about Cae Felin, please visit [www.caefelincs.co.uk](http://www.caefelincs.co.uk). If you have any queries please email SBU. OHWBTraining@wales.nhs.uk

10 September

#### Menopause Cafe - Morriston

2pm-3pm. The Menopause Cafes are inclusive events, open to all SBU staff interested in the menopause: all genders and all ages welcome. Come and

Join us to discuss all things Menopause, increase awareness of the impact of the menopause on those experiencing it, their friends, colleagues and families. There is no agenda. It is a safe environment to chat with colleagues for support. If you book a place and are unable to attend, please email [ohwbtraining@wales.nhs.uk](mailto:ohwbtraining@wales.nhs.uk) as soon as possible so your space can be offered to someone else.

12 September

#### Patient Experience Risk and Legal services - Civica Training

11am-12pm. Via MS Teams. These training sessions are tailored for those interested in learning or gaining access to our Civica platform. If you wish to generate reports on your department's performance in patient experience, kindly inform us, and we can schedule you for one of our sessions.

19 September

#### Patient Flow Workshops - manager's pathway.

9pm. The lecture theatre, Neath Port Talbot Hospital. The Patient Flow Workshop is aimed at clinicians and colleagues involved in planned care patient clinics. This is a hands-on, interactive workshop.

For more events for your diary, log on to the events listings on the SBUHB Intranet.

The mother of a baby born with a bilateral cleft lip and palate has described the Swansea Bay staff treating her as being their "comfort blanket".

In a bid to say thank you to The Welsh Centre for Cleft Lip and Palate, based at Morriston Hospital, Dominique Miguel organised a sponsored walk to the top of Pen y Fan, raising £1,450 in the process (see picture above).

While one in 700 children are born in the UK with a cleft lip and palate each year,

one in 10 of those are born with a cleft lip and palate on both sides (bilateral) like Dominique's daughter Tallulah.

Dominique said she and her partner had found out about Tallulah's cleft before she was born.

She said: "They thought that she would be born with a cleft lip and palate. Obviously, it was very traumatic, but the team have been amazing. They have done so much and have helped so much.

"They have answered every single question we had - and we've had lots of questions. They've been our comfort blanket."

Tallulah has already had her first operation and faces

two more before her first birthday. Dominique said: "The surgeon did a fantastic job. Tallulah has been amazing and she looks amazing already. She has only had the first operation but the gap has closed. We're really happy."

The family returned to Morriston Hospital recently, following the climb, to hand over a cheque for £1,450 to the health board's Swansea Bay Health Charity.

The Cleft Team in Swansea were on hand to catch up with the family and were delighted to see how well

six-month-old Tallulah was doing.

Dominique said: "To say thank you we took a little walk up Pen y Fan. All my friends from work joined as well. I think there were around 20 of us calling ourselves

Tallulah's Tribe. We raised £1,000 within 24 hours." Cleft specialist nurse Nicola Goldhawk, who has been with the family for support and advice since the 20-week scan and will remain so throughout Tallulah's cleft journey, thanked the family.

She said: "We are massively grateful to the family for raising this money for us.

"We're going to put it to good use to help support many other families."



Pictured above left to right: Helen Extence, Richard Thomson, Chuley Walton, Emma Gregory, Nicola Goldhawk, Dominique Miguel, Tallulah and Jamie Stoneman



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: <https://swanseabayhealthcharity.com> (Registered charity number 1122805)

# Bay Health

Staff newspaper of Swansea Bay University Health Board

Contact Editorial: [communications.department@wales.nhs.uk](mailto:communications.department@wales.nhs.uk)