

Edwina Hart MBE OStJ AM

Y Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Our ref: EH/07401/09

Your ref:

Val Lloyd AM
Chair, Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

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11 December 2009

Dear Val

Thank you for your letter of 2 December, on behalf of the Petitions Committee, concerning the new Ysbyty Aneurin Bevan.

It is the responsibility of the Aneurin Bevan Local Health Board (LHB) to ensure that the health needs of its population are met. A Business Case was submitted to the Welsh Assembly Government outlining what services would be delivered at the new hospital. This went through due process prior to approval being given to commence the building of the hospital.

The LHB has decided that Ysbyty Aneurin Bevan will best serve the needs of the public by providing outpatient services, mental health facilities, ante-natal care and over 100 single-bed patient rooms when it opens in 2010.

Should you wish to contact the Aneurin Bevan LHB directly, they will be able to provide you with the reasons behind the decision not to include an Accident and Emergency Department at Ysbyty Aneurin Bevan. If so, please write to:

Mr Andrew Goodall
Chief Executive
Aneurin Bevan Local Health Board
Block A, Mamhilad House
Mamhilad Park Estate
Pontypool
NP4 0YP

Andrew Goodall

Edwina Hart MBE OStJ AM

Y Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Our ref: EH/07574/09

Your ref: P-03-268

20 JAN 2010

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19 January 2010

Dear Val

Thank you for your further e-mail of 19 December, sent on behalf of the Petitions Committee, in which you request clarification on a number of issues in relation to the Accident and Emergency Unit at Ysbyty Aneurin Bevan.

It might be helpful to the committee if I were to provide some background information.

A major Accident & Emergency department, such as the Royal Gwent, is defined as a consultant led service with appropriate resuscitation facilities and designated accommodation for the reception of accident and emergency patients. The criteria set for these departments include the necessity for resuscitation, assessment and treatment of acute illnesses and injury in patients of all ages. These services must be available continuously, 24 hours a day. All incidents can be accommodated at a major A&E department, and those patients that are seriously ill or have a life threatening condition should attend a major A&E department.

Those departments that do not meet the criteria above for a major A&E Department are known as other A&E or Minor Injury Units. These treatment centres are defined as all other A&E/casualty/minor injury units which have designated accommodation for the reception of accident and emergency patients, and can be routinely accessed without appointment. The type of incident that would be dealt with at a minor injuries unit are cuts, bites, stings, muscle and joint injuries.

On your second point about guidelines or criteria issued by the Welsh Government for use by LHBs in determining whether a hospital is provided with either type of

unit, this is a decision that is made when the hospital is being developed, based on meeting the needs of the local community.

Finally, with regards to Assembly Government guidelines for public awareness of which type of unit the public should attend, we would advise those in need of access to unscheduled care to use the most appropriate service available for their specific needs, whether that is A&E, GP out of hours, or another service. NHS Direct are also able to provide advice to patients as to the most appropriate place for them to attend for their specific condition.

I hope that this information answers your queries.

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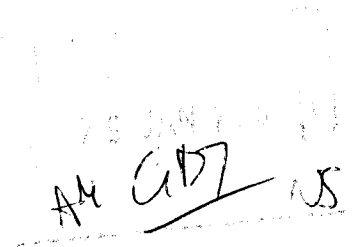
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27 January 2010

Ms Val Lloyd,
Chair, Petitions Committee,
National Assembly for Wales,
Cardiff Bay,
Cardiff CF99 1NA



Dear Ms Lloyd

Re: Petition: Accident and Emergency Unit at Ysbyty Aneurin Bevan

I am writing in response to your letter of 17th December in which you advised that you are currently considering a petition, submitted by Rhianydd Williams, which calls upon the National Assembly for Wales to provide an Accident and Emergency Unit at the new Ysbyty Aneurin Bevan Local General Hospital.

You specifically requested this response to address the following issues: -

- Details of how Minor Injury and Accident & Emergency services for Blaenau Gwent residents are managed
- How paramedic teams decide on patient destination depending on seriousness of the incident and geographical location
- Rationale for the decision to provide a Minor Injury Unit rather than an A&E facility at the new hospital

Aneurin Bevan Health Board was not aware of a petition being raised on this matter which is disappointing as we believe there have been robust communication mechanisms with all stakeholders, including continuous engagement with local communities, throughout the planning, consultation and commissioning phases of Ysbyty Aneurin Bevan Local General Hospital. The proposed service model for this new hospital development has been the subject

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of formal consultation with the residents of Blaenau Gwent since 2001, with at least 3 distinct "formal" engagement and/or consultation processes being undertaken by our predecessor organisations during that time.

Before addressing the specific questions you have raised in your letter, it might be helpful to explain the model for unscheduled care that has been developed locally under the auspices of our Clinical Futures Programme, which has itself been the subject of positive public engagement and consultation.

Urgent and emergency care consists primarily of four broad categories of need, namely:

1. **Minor Illness** – colds and flu, rashes, fevers, eye infections, ear infections, respiratory infections
2. **Minor Injuries** – wounds, contusions, eye injuries, sprains and strains, back injuries, foreign bodies
3. **Emergencies** – routine medical conditions (e.g. exacerbations of chronic conditions) routine trauma (uncomplicated fractures)
4. **Major Emergencies** – heart attack, stroke, major trauma, bleeds

Minor illness is managed by primary care on a 24/7 basis, in hours through local General Practices and by the Out of Hours service during evenings, weekends and bank holidays. Members of the public can also access NHS Direct Wales for advice in dealing with minor illness.

Minor Injuries services are provided in local hospitals in Blaenau Gwent, Caerphilly, Monmouthshire and Torfaen Localities. These units are prominently nurse led, and form part of the local emergency care network. Each MIU is linked with its corresponding A&E Department, have 24/7 access to clinical support and advice, and work within clear guidelines and protocols that have been developed by the lead A&E Consultant for Minor Injury Units and are based on best practice and associated clinical guidelines. Under the Clinical Futures model each locality, including Newport, will have a minor injuries unit, thus enabling patients to access the appropriate level of care and avoiding unnecessary attendances at Emergency Assessment Units and/or Major Emergency Department(s).

Emergency and **Major Emergency** services are currently provided from Nevill Hall Hospital and Royal Gwent Hospital A&E Departments together with Medical Assessment, Surgical Assessment, Paediatric Assessment Units and the significant clinical infrastructure that supports them. Under the Clinical Futures Programme the proposal is to provide three Emergency Assessment Units (namely Nevill Hall Hospital, Royal Gwent Hospital and Ysbyty Ystrad Fawr in Ystrad Mynach) and consolidate Major Emergency Services at a new Specialist and Critical Care Centre.

In short the unscheduled care network for Aneurin Bevan Health Board in future will consist of:

- Primary Care and Primary Care Out of Hours Services
- Minor Injury Units in Ebbw Vale and a number of other locations across our area
- Emergency Assessment Units in Abergavenny, Newport and Ystrad Mynach
- Major Emergencies ultimately at the SCCC which will be located at Llanfrechfa near Cwmbran

This model of care is consistent with the Assembly's policy statements as set out in Designed for Life, and the Delivering Emergency Care Strategy. The local clinical network for unscheduled care has been based on comprehensive needs assessment, clinical quality and safety considerations including critical mass, affordability and sustainability.

With respect to the questions you have raised in your letter, I have addressed each issue in turn.

1. Management arrangements of Minor Injuries and Accident and Emergency services

The management arrangements for Minor Injury Units and Accident & Emergency Units are broadly covered above. Each Accident and Emergency Department is responsible for the management of Minor Injury Units that provide services to populations they cover for Emergency and Major Emergencies.

Blaenau Gwent residents have traditionally had access to a 24 hour Minor Injuries Service and this will be maintained with the re-provision of an MIU within Ysbyty Aneurin Bevan Local General Hospital. The volume of activity for the current service is small with an average of 23 attendances per day during normal working hours and an average of 1 attendance per day in the evening/night period.

Blaenau Gwent residents have traditionally accessed Nevill Hall Hospital for emergencies and major emergency services. Under the existing proposals that status quo will be maintained, and will not change until Specialist and Critical Care Services are consolidated in a single centre in Cwmbran, the planning for which is ongoing. Blaenau Gwent residents also access emergency services at Prince Charles Hospital and the Royal Gwent Hospital.

The proposed MIU planned for Ysbyty Aneurin Bevan will provide a wider range of services than those currently available within the County Borough (these are described in Annex 1). The service will be provided by dedicated staff trained and skilled by our A&E Departments and supported out of hours by the hospital's Nurse Practitioners.

2. How paramedics decide on patient destination

Traditionally patients self present at the MIU, although in recent months ABHB together with all 7 Local Health Boards across Wales have been developing Standard Operating Procedures for conveying patients who call an ambulance but who have a minor injury, directly to their local MIU rather than to an A and E Department. These procedures clearly articulate the range of minor injuries that can be treated safely in MIUs.

ABHB and its predecessor organisations have worked closely with Welsh Ambulance Service Trust to develop guidelines and patient pathways to ensure that paramedics are supported in assessing patients and determining the most appropriate mechanisms for managing patients, including referring patients to see their General Practitioner, accessing community based services including rapid response or conveying the patient to the most appropriate hospital facility. We continue to build on this positive working relationship as we further develop our Clinical Futures Programme.

3. Rationale for decision to provide MIU and not A&E in Ysbyty Aneurin Bevan

Ysbyty Aneurin Bevan is a local general hospital and is planned to provide Blaenau Gwent residents with the majority of their outpatient care, sub acute medical beds, rehabilitation, and routine diagnostic services (e.g. plain x-rays, ultra sound). It does not have the infrastructure of theatres, critical care or specialist diagnostics. Covering a population of around 70,000 people, with close proximity to the Heads of the Valley corridor and ready access to Nevill Hall and Prince Charles Hospitals there is good access to two District General Hospitals.

A&E departments require a critical mass of highly skilled staff and an extensive infrastructure including diagnostics, theatres, critical care and a full range of specialist services. They also require a critical mass of patients in order to maintain clinical competence.

With increased specialisation across clinical specialties critical mass for some services is in excess of populations of 500,000. This together with increasing challenges in terms of the restricted working hours of junior doctors mean that all health communities are struggling to maintain existing emergency medical rotas.

These factors were transparent when Ysbyty Aneurin Bevan Local General Hospital was being planned; it was never intended to be a District General Hospital because the population of the Borough cannot sustain one and providing an A&E Department has never been an option. Nevertheless, we are committed to maintaining the minor injuries services in place and these will be enhanced further from the current service. In addition, we are developing a

broader range of services within this new hospital that should provide better access for the local population.

I trust the above is helpful in explaining our plans for Ysbyty Aneurin Bevan and will reassure the petitioners about the services that will be offered to the residents of Blaenau Gwent. Please do not hesitate to contact me if I can be of any further assistance.

Yours sincerely



Dr Andrew Goodall
Prif Weithredwr/ Chief Executive
Bwrdd Iechyd Aneurin Bevan/ Aneurin Bevan Health Board

Enc

Range of Conditions suitable to be treated in Minor Injury Units in ABHB.

Chief Complaint (Examples)	Exclude
<p>Minor allergies (reactions) / envenomation (stings & bites) Provided: E.g. Weaver fish stings provided no difficulty in breathing or swallowing with symptoms</p>	<p>Exotic spider bites Any suspicion of anaphylaxis</p>
<p>Animal bites / attacks</p>	<p>Exotic animal bites. Snake bites. Wounds with avulsed and/or crushed tissue</p>
<p>Assault Providing injuries not considered serious</p>	<p>Sexual assault Suspected NAI Head injuries if¹: High energy GCS < 15 at any time Amnesia before or after the injury Any vomiting before or after the injury Any seizure since the injury Head injury with drug or alcohol involvement Any suspicion of skull fracture History of bleeding or clotting disorder (inc current anti-coagulant therapy) Age >65 years Children > 3 with head injury</p>
<p>Burns (scalds) Provided: < 3% BSA burn</p>	<p>Burns >3% BSA. Any burn that may compromise the airway, breathing or circulation. Electrical burns. Inhalational burns.</p>
<p>Eye problems / injuries Including: Minor eye injury (abrasions; contact lens problems; small FB's; arc eye)</p>	<p>Penetrating wound to the globe Chemical burns; chemicals in eye. Medical eye problems² (allergies; infections; watery discharge)</p>
<p>Falls Provided: From a standing height Injury is minor</p>	<p>Falls as a result of 'collapse'. Fall from any height or > 5 steps/stairs Neurological, vascular, tendon injury. Compound fractures.</p>

¹ To be considered in conjunction with full NICE clinical guideline 56 – Head Injury (2007)

² Some local variation may exist

Chief Complaint (Examples)	Exclude
Public assistance has been requested (no injuries and no significant symptoms)	Deformed limbs. Patients in severe pain. If patient requires significant social assessment & intervention (see falls pathway).
Heat & cold exposure	Core temperature < 35.5 or >39.5 centigrade (if measurement available). Cardiac dysrhythmias.
Haemorrhage / lacerations Provided: Bleeding is controlled Wound is 'uncomplicated'	Deep / penetrating wounds involving underlying structures. Severe crush injuries. Severe nose bleed (shocked). Patients taken warfarin or other anti-coagulants and patients with known bleeding problems
Overdose / poisoning – only following consultation with TOXBASE via clinical desk / control Provided: Substance is non / low toxicity It was accidental (i.e. no suicidal / self harm intent) Patient does not require observation	Moderate to high lethality Previous par suicide. Active suicidal intent. Previous history of mental health problems. Inappropriate history / clinician concern.
Sick persons / miscellaneous Examples: Requests to cut ring off finger Retained foreign objects ³ <i>Pain (ill-defined)</i> Definite simple syncope (if GCS = 15 and no significant features outlined above)	Behavioural emergencies. All other conditions to be considered on its merits (may be discussed with MIU nurse/ NHSDW Nurse Advisor / Clinical desk for further advice) Ingested Objects Infected wound
Road Traffic Crashes / transportation accidents Provided: Low energy / low risk mechanism of injury Velocity <30mph Injuries are minor	Any suspicion of major trauma. High risk mechanism of injury (>30 mph; ejection, rollover) If other occupants have sustained severe injuries or if fatalities at scene. Any complaints of neck pain that cannot be cleared clinically (or has been immobilised)
Traumatic injuries (general injuries) Provided: Injuries not serious Minor crush injuries to extremities (distal to wrist or ankle) Peripheral entrapment only	Head injuries ⁴ if: High energy GCS < 15 at any time Amnesia before or after the injury Any vomiting before of after the injury Any seizure since the injury Head injury with drug or alcohol

³ There may be some local variation here

⁴ With consideration of NICE Head Injury guidelines

Chief Complaint (Examples)	Exclude
	involvement Any suspicion of skull fracture History of bleeding or clotting disorder (inc current anti-coagulant therapy) Age >65 years Deformed limbs Chest / truncal injuries Severe crush injuries Children under 5 if imaging indicated

Additional Information - Average Activity Level for Blaenau Gwent - Minor Injuries

Minor Injuries	Break Down of Current Activity
Average day time attendances	700 per month 23 per day
Average night time attendances	28 per month 1 per night
Total Adult Attendances per annum	8,340
Average <16yrs Attendances per annum	116 per month 4 per day
TOTAL Attendances per annum	9,700

Letter from Minister for Health and Social Services #3

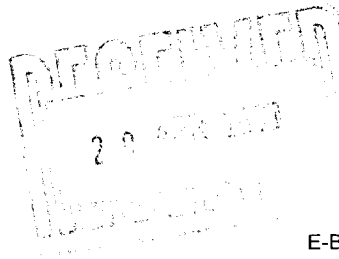
Edwina Hart MBE OStJ AM

Y Gweinidog dros Iechyd a Gwasanaethau Cymdeithasol
Minister for Health and Social Services

Our ref: EH/01149/10

Your ref: P-03-268

Christine Chapman AM
Chair - Petitions Committee
National Assembly for Wales
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Dear Chris

19 April 2010

Thank you for your letter of 31 March, sent on behalf of the Petitions Committee, in which you request further information on how Minor Injury Units and Major Accident and Emergency Departments are publicised, amongst other issues.

It is clear that effective public engagement and communication can help the public make better choices about how to access unscheduled care services, and this includes making the distinction between Major A&E Departments and Minor Injury Units. Consequently, the Assembly Government is working in partnership with the NHS to develop a national communication and information strategy for the public and for services across Wales.

This forms a key element of a proposed Unscheduled Care programme to be taken forward as one of the national programmes identified for delivery by the NHS. It is intended that this work will complement local initiatives, including the 'Choose Well' campaign which is designed to provide people with clear information about what different services are available to them, and when they are most appropriately used. This campaign is currently being piloted by three LHBs with a view to national implementation. For ease of reference I have provided a link to literature on the campaign run by Betsi Cadwaladr ULHB below:

<http://www.wales.nhs.uk/sitesplus/861/page/41534>

Further, as noted in my previous response, NHS Direct Wales provides assistance to the public in making informed decisions about their healthcare through its website and telephony service. The website provides information on

a range of local services that can be accessed by patients at any time of day or night, and this acts as a useful guide to choosing the right NHS service, whether that is a Minor injuries facility or a Major Accident and Emergency Department. For ease of reference, the website can be accessed via the below address. Information about the availability of services is also advertised in GP surgeries, community centres, libraries and in local newspapers.

<http://www.nhsdirect.wales.nhs.uk/>

With regard to your query about the action taken if an individual attempts to access a service when another may be more appropriate, I can tell you that the overwhelming majority of patients will be seen and treated regardless of the service that they choose to access. I would expect NHS staff to provide advice on alternative care pathways should the patient present at an inappropriate department or access an unsuitable service, although it is the jurisdiction of the NHS as to whether they do so.

Finally, in response to your question about GP out of hours services linking with others, I expect Local Health Boards to fully consider in their service planning processes how services such as GP out of hours care, minor injuries services and acute medical services fit together to provide a comprehensive service for patients.

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NHS

Bwrdd Iechyd
Aneurin Bevan
Health Board

27 MAY 2010

Ref: AG/JP/EH-law

Direct Line: 01495 765072

19 May 2010

Ms Val Lloyd
Chair - Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
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Dear Ms Lloyd

Re: Petition P-03-268: Accident and Emergency Unit at Ysbyty Aneurin Bevan

Many thanks for your letter dated 31 March 2010 received by my office on 6 April 2010. In that letter you have asked for supplementary information following my initial correspondence dated 27 January 2010 in response to the above petition.

You specifically requested this response address the following issues: -

- Details of the steps taken to ensure that the public present themselves at the unit which will provide the most appropriate service
- Actions taken if an individual presents at the wrong location
- How the Out of Hours Service links into the provision of acute and minor injury services locally

With respect to the questions you have raised in your letter, I have addressed each issue in turn.

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Bwrdd Iechyd Aneurin Bevan yw enw gweithredol Bwrdd Iechyd Lleol Aneurin Bevan
Aneurin Bevan Health Board is the operational name of Aneurin Bevan Local Health Board

1. Steps to ensure that the public present themselves at the most appropriate unit to meet their needs

Local Information (within Blaenau Gwent County Borough)

The Local Health Board publishes a leaflet entitled "Your Guide to Blaenau Gwent Health Service" which contains information about local health care services and access to emergency services. This leaflet is updated regularly (copy of latest version attached for information marked **Appendix 1**) and circulated via:-

- All GP practices
- All dental surgeries
- All community pharmacies
- All optometrists premises (Opticians)
- Libraries
- Post Offices
- Community First Offices
- Local businesses

We also have a small section about Health in Blaenau Gwent in the Street Maps Guide published and widely distributed by Blaenau Gwent County Borough Council. The Health Section provides information on registering with a GP, Out of Hours Services, Pharmacy Helpline, Minor Injuries Unit, Emergency Out-of-Hours dental service, NHS Direct, A&E Units.

In addition our Blaenau Locality Office run a poster and advertising campaign each year detailing how to access services over holiday periods (specifically the Christmas and New Year period). These posters are displayed on all primary care sites, published in the Gwent Gazette and also published in "Connect" Blaenau Gwent CBC's magazine which is distributed to every household in the borough.

Our website also publishes local pharmacy rotas, together with a range of information on Local Health Services.

Gwent Out of Hours Services

ABHB is currently in the process of redesigning the front pages of its website to provide additional information on how to access Gwent GP Out-of-Hours Services and we are also in the process of transferring information from the former Gwent Health Care NHS Trust website to the new Aneurin Bevan Health Board website which was established on 1 October 2009.

In addition the Out of Hours Service has developed and published a laminated poster which has been widely circulated to all GP practices, A&E departments, Minor Injury Units and libraries. This poster is a guide to service users on which healthcare service is best placed to deal with particular acute health needs/ conditions.

The Out of Hours service also issues press releases at holiday periods (Christmas/Easter) detailing how patients can access emergency services. Local press publications and Local Authority Free Press are the main vehicles for these releases.

All GP practices provide an answer phone message on how to access the Out of Hours Service.

General Comment

Nationally it is accepted that more must be done to educate and inform the general public in relation to unscheduled - urgent and emergency care. A core component of this agenda will be empowering people to feel more confident about dealing, safely, with minor conditions thereby reducing over-reliance on emergency services for conditions which, though urgent to the individual, are not immediately life threatening or indeed clinically urgent. The current situation is nobody's 'fault' but is just the product of an unscheduled care system with multiple points of access.

Aneurin Bevan Health Board recognises that we are embarking on a journey with our public and our clinicians, where together we will develop and implement a safe, high quality sustainable unscheduled care service model that enables as much care as possible to be provided in a planned and scheduled way by amongst other measures, systematically developing and delivering services that support the patient in managing their own health and ill health (e.g. Chronic Disease Management Services, Frailty Services) and reducing inappropriate variance in access to primary and community services (in particular General Practice). These measures would have the effect of reducing the need for the public to access unscheduled care services in the way they have historically relied upon them.

2. Actions taken if an individual presents at the wrong location

Inappropriate Attendances at Minor Injury Unit

All Minor Injury Units across Aneurin Bevan Health Board will operate within a standard Operational Policy (copy attached for information marked **Appendix 2**). Historically these units have worked within similar operational policies and the one attached is the draft policy for the new organisation that will be implemented consistently across all of ABHB minor injury units.

This policy clearly specifies conditions/presenting symptoms that can be safely treated within a Minor Injury Unit, and those conditions/presenting symptoms that are excluded and require transfer to another healthcare provider.

a) Transfer to Primary Care/Community Based Service

In the context of patients whose needs are best place in primary and community care settings, the MIU clinical staff will following assessment and initial treatment liaise with the appropriate GP practice/community service on behalf of the patient and arrange a follow up appointment within a timeframe that is commensurate with the patients' clinical needs.

Out of Hours, where a primary care assessment is indicated, patients are transferred to the Out of Hours service.

b) Transfer to District General Hospital

For those who require transfer to a District General Hospital, the MIU clinical staff will ensure the safe transfer of the patient, which will include: -

- Transport appropriate to the clinical needs of the patient (own transport to blue light – 999 response)
- Full and concise handover of the patient to the receiving hospital
- Documentation will transfer with the patient

Attendances at A&E**a) Transfer to Primary Care/Community Based Service**

Similarly, A&E Departments work within agreed Operational Policies when a patient presents with symptoms that are better served (both from the point of view of quality and efficiency) by a different health professional. Following an appropriate assessment Accident and Emergency Department staff will:

- Liaise with the appropriate GP/community service (both in hours and out of hours) on behalf of the patient and arrange a follow up appointment within a timeframe that is commensurate with the patient's clinical need.
- Advise the patient to make an appointment with their General Practice and forward an electronic discharge/transfer summary to the General Practice

2) Transfer to Tertiary Centres

If the patient requires transfer to tertiary services (e.g. Cardiff, Bristol or Swansea) agreed protocols are in place between ABHB District General Hospitals and each of these tertiary centres. The A&E clinical staff will ensure the safe transfer of the patient in line with these protocols.

3. How the Out of Hours Service links into the provision of acute and minor injury services locally

The Out of Hours Service provides a Primary Care service for the triage, assessment, treatment and (where indicated) transfer of care for patients with conditions that would normally be dealt with by their core hours GP Practice. The management of minor injuries is a relatively specialised skill and, when done without the relevant expertise, can deliver a sub standard service. The Out of Hours service will deal with the level of minor injury that the day time GP Practice would. However, when a clinician recognises a condition that is not within their scope of normal practice she/he will refer on to another clinician (appropriately trained in minor injury provision) in Ysbyty Aneurin Bevan or (for more complex needs) an appropriate District General Hospital.

This is similar to the principle above where a patient with medical problems requiring a primary care assessment is transferred to the Out of Hours service i.e. to the most appropriate clinician for the medical condition.

The key clinical relationship for clinicians administering minor injury care is with A&E Consultants at District General Hospitals. These senior clinicians have the expertise, knowledge and experience to support and oversee the delivery of care through the whole Minor Injury Unit network. They will oversee the quality of the overall service and provide advice, if needed, to minor injury clinicians in satellite units.

I trust that I have answered the specific queries that you have raised. Please do not hesitate to contact me if I can be of any further assistance.

Yours sincerely



Dr Andrew Goodall
Prif Weithredwr/ Chief Executive
Bwrdd Iechyd Aneurin Bevan/ Aneurin Bevan Health Board



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Health Board

**Blaenau Gwent Locality Office
Aneurin Bevan Health Board
Your Guide to Blaenau Gwent Health Services
April 2010**

Aneurin Bevan Health Board

On 1st October 2009, as a result of the NHS restructuring in Wales, Aneurin Bevan Health Board was established to bring together services and staff from Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen LHBs and Gwent Healthcare NHS Trust.

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Tel: 01495 325400
Fax: 01495 325425
E-mail: abhb.enquiries@wales.nhs.uk
Website: www.aneurinbevanhb.wales.nhs.uk



The Locality Director is Mrs Bobby Bolt.

The purpose of this leaflet

This leaflet contains useful information, including contact addresses and telephone numbers. Please keep it handy for future reference or if you need to contact us.

How do I get involved?



If you are interested in improving the health of people in Blaenau Gwent then why not:

- Join the Blaenau Gwent Local Health Watch Group (contact the Blaenau Gwent Locality Office for details).
- Take part in any health surveys or public engagement that may take place.
- Join a local Patients' Participation Group, or talk to us about starting a patient group (contact the Blaenau Gwent Locality Office for details).
- Attend the Public Board meetings of Aneurin Bevan Health Board to gain an insight into how we function (details are published on our website: www.aneurinbevanhb.wales.nhs.uk)
- Visit our website, www.aneurinbevanhb.wales.nhs.uk, and use the feedback form to make comments – feedback is vital to us for improving the quality of our services.
- **If you would like to find out more about how you can make a difference, why not contact Sharon Harford, Communications Manager, on 01495 325427.**

Complaints Procedure:



We can learn from complaints and use your experience to provide better services. Please contact the Blaenau Gwent Locality Office to request a copy of our Complaints Policy and our 'Guide to Making Complaints'.

Local Health Services

Self Care

Many illnesses can be treated at home by using over the counter medicine, taking plenty of fluids and having plenty of rest. Self care is the best choice to treat very minor illnesses and injuries.

GPs and Out of Hours Services

How do I register with a General Practice?

Once you have decided on the practice you wish to register with you should telephone/visit the surgery to register with them and make an appointment for a medical check-up. A list of GP Practices is contained on pages 7 to 9 of this leaflet. If you have difficulty in registering with a practice, contact Blaenau Gwent Locality Office (Tel: 01495 325400).

GP Out of Hours Services: This service covers the hours of 6.30 pm to 8.00 am on weekdays, the whole of weekends, Bank Holidays and Public Holidays.

For your convenience, this is an appointment only service. Please make sure you have an agreed appointment time before you arrive at the Primary Care Centre.

How do I access the GP Out of Hours Service? If you need to see a doctor urgently **between the hours of 6.30 pm and 8.00 am on weekdays, the whole of weekends, Bank Holidays or on Public Holidays** and can not wait until the next working day, please dial: **0845 600 1231**.

Please do NOT use this number for prescriptions, test results or routine enquiries.

What happens when I ring the Out of Hours telephone number?

Specially trained NHS staff will answer your call. They will ask you some questions, for example your name, address, name of your GP and reason for your call. All information is regarded as confidential.

You will then be advised that you will receive a call back. Calls are prioritised so that more urgent callers are dealt with first. When you are called back, it will be by a professional - either a doctor or a nurse. They will seek further information on your problem and either:

- give you advice over the telephone
- refer you to a Primary Care Centre for an appointment to be seen by a doctor or nurse as appropriate
- arrange a home visit
- refer the call to the Ambulance Service

Transport is available for those who, for reasons of infirmity or illness, cannot attend a Primary Care Centre. However, if you can arrange for a relative or friend to drive you to the Centre, this will ensure that those most at need receive the transport service.

Dental Services:

Dental Out of Hours Services: You will be able to receive the appropriate dental health advice from this service, by telephoning **0845 6020252**. This service covers the hours of 6.30 pm to 8.00 am on weekdays, the whole of the weekends, Bank Holidays and Public Holidays,

Emergency Out of Hours surgeries are also held on Saturdays/Sundays and Bank Holidays. This is an **appointment only** service and the surgeries are for urgent treatment only. Normal NHS charges apply.

A list of dental practices can be found on page 11 of this leaflet. If you need help finding an NHS dentist for your ongoing treatment, contact Blaenau Gwent Local Health Board on 01495 325400.

A dental helpline is available on **01633 488389** during working hours.

Where else can I get advice and treatment?

- **Pharmacy:** Please ask your local pharmacist for advice about common illnesses. Check notices at your local pharmacy or contact NHS Direct on **0845 46 47** to find out which chemists are open outside normal hours. A list of pharmacies can be found on page 10 of this leaflet.
- **Minor Injuries Unit:** There is a minor injuries unit currently based at Tredegar Hospital, which can treat people with minor injuries. This will be relocated to Ysbyty Aneurin Bevan in the Autumn of 2010.
- **NHS Direct Wales:**
For 24 hour confidential healthcare advice or information call **Tel: 0845 46 47**



Calls are charged at a local rate and there is a confidential translation service available.

NHS Direct Wales is a 24 hour nurse-led, confidential helpline providing advice and information on:

- What to do if you're feeling ill
- Health concerns for you and your family
- Local health services
- Self-help and support organisations

Website: www.nhsdirect.wales.nhs.uk

When should I contact the emergency services?

A medical emergency is a critical or life threatening situation where an ambulance and treatment in an Accident and Emergency Department is required. Examples of situations where you should call 999 for an ambulance include:

- If someone is unconscious.
- If someone is bleeding heavily.
- If you suspect broken bones.
- A deep wound – such as a stab wound.
- Suspect heart attack/severe chest pains.
- Difficulty in breathing.

Social Care

Social Care covers a range of activities from accommodation through to personal care. Blaenau Gwent County Borough Council has a duty to assess, via its Social Services Department, and arrange for the provision of services for those deemed to be in greatest need following such an assessment. These services include Residential Care, assistance with maintaining independence, such as Home Care, and a range of Day Service activities. The Authority also has a duty to protect vulnerable children and adults and arrange services for children in need. Social Services Headquarters office is based at: Anvil Court, Church Street, Abertillery, NP13 1DB. Tel: (01495) 354680.

Aneurin Bevan Community Health Council

Aneurin Bevan Community Health Council - The Health Service Watchdogs for Gwent:

Public Involvement Officer: David Kenny
Complaints Advocates:
Sonia Thomas-McQuade and Liz Warren



Contacting Aneurin Bevan CHC:

Tel: 01633 838516 (24-hour answering service)

Fax number: 01633 484623

Email address: abchc@chc.org.uk

Website: www.communityhealthcouncils.org.uk

Address:

Aneurin Bevan Community Health Council, Raglan House, 6-8 William Brown Close, Llantarnam Business Park, Cwmbran, NP44 3AB

Office hours: Monday to Thursday, 9.00am - 4.30pm
Friday, 9.00 am - 4.00 pm

Aneurin Bevan CHC will be able to help you with general advice on health services, advice and help on complaints about the NHS and links to other agencies.



GIC
NHS

Bwrdd Iechyd
Aneurin Bevan
Health Board

Aneurin Bevan Health Board has three large district general hospitals that serve people from the Blaenau Gwent locality, providing the full range of acute surgical and medical services:

- **Nevill Hall Hospital,
Abergavenny, Gwent, NP7 7EG
Tel: 01873 732732**
- **Royal Gwent Hospital,
Cardiff Road, Newport, Gwent, NP20 2UB
Tel: 01633 234234**
- **Caerphilly District Miners' Hospital,
St Martin's Road, Caerphilly, CF83 2WW
Tel: 029 20 851 811**

These are supported by a network of community and mental health hospitals and day care premises.

- **Blaina and District Hospital, Hospital Road, Blaina, Blaenau Gwent, NP23 4LY
Tel: 01495 293250**
- **Dan-y-Bryn Unit, Eureka Place, Ebbw Vale, Blaenau Gwent, NP23 6PN
Tel: 01495 353700**
- **Tredegar General Hospital, Park Row, Tredegar, Blaenau Gwent, NP22 3XP
Tel: 01495 722271**
- **Ysbyty'r Tri Chwm, College Road, Ebbw Vale, Blaenau Gwent, NP23 6HA
Tel: 01495 353200**

Gwent Association of Voluntary Organisations (GAVO):



GAVO supports voluntary organisations through training, funding, advice and information; recruits volunteers and provides a comprehensive service to both volunteers and voluntary organisations; encourages voluntary and statutory organisations to work together in planning and participation. GAVO can provide you with contact details for a range of local organisations, including Citizens' Advice Bureau, carers and other health and social care related organisations.



GP Practices: Main and Branch Surgeries

GPs	Practice/Address	Tel No
Abertillery		
Dr Narang	Aberbeeg Medical Centre The Square, Aberbeeg, Abertillery, NP13 2AB	01495 320520
Dr Akhtar* Dr Hossain Dr Ismaili	Six Bells Medical Centre Eastville Road, Six Bells, Abertillery, NP13 2PB Branch Surgery: Medical Centre, Institute House, Llanhilleth Institute, Llanhilleth, NP13 2JH	08444 778564 01495 214923
Practice managed directly by the LHB Dr Jones Dr Rudling*	Abernant Surgery The Bridge Centre, Foundry Bridge, Abertillery, NP13 1BQ Branch Surgery: Trinant Health Centre, The Square, Trinant Terrace, Trinant, Crumlin, NP11 3JJ	01495 322632 01495 214315
Dr Dexter Dr C Venn Dr S Venn* Dr Magaw*	The Bridge Centre Foundry Bridge, Abertillery, NP13 1BQ	01495 322682
Dr Roy	The Bridge Centre Foundry Bridge, Abertillery, NP13 1BQ	01495 322635
Dr Southan (Tuesdays only) Dr James	The Surgery Llanhilleth Institute , Llanhilleth, Blaenau Gwent, NP13 2JH	01495 214255

* Female doctor



GP Practices: Main and Branch Surgeries

GP's	Practice/Address	Tel No
Blaina/Nantyglo		
Dr Godwin Dr Davies	Blaina Medical Practice High Street, Blaina, NP13 3AT	01495 290325
Brynmawr		
Dr Wells Dr Grant Dr Rani* Dr O'Brien* Dr Chouhan Dr Abbey* Dr Jenkins*	Blaen-y-Cwm Group Practice Blaina Road, Brynmawr, NP23 4PS	01495 312909
	Branch Surgery: Nantyglo Medical Centre, Queen Street, Nantyglo, NP23 4LW	01495 310381
	Essendene Surgery Worcester Street, Brynmawr, NP23 4EY	01495 310217
Mr Sinha Dr Datta Dr Stewart* Dr Vijayan	Aparajita Surgery, 68 Worcester Street, Brynmawr, NP23 4EZ	01495 310266
	Branch Surgery: The Health Centre, Bridge Street, Ebbw Vale, NP23 6EY	01495 302268

* Female doctor



GP Practices: Main and Branch Surgeries

Ebbw Vale	Practice/Address	Tel No
Mohindru A C	Cwm Health Centre , Canning Street, Cwm, Ebbw Vale, NP23 6RW	01495 370209
Dr Lewis* Dr C Jones Dr Bradbury* Dr Taylor* Dr Treasure	Glan Rhyd Surgery Riverside, Beaufort, Ebbw Vale, NP23 5NU Branch Surgery: New Braeside Surgery Needhams Row, Beaufort, NP23 4LW	01495 301210
Dr Kunju Dr Hussain Dr Wasim Dr Velupillai	Glyn Ebwy Surgery James Street, Ebbw Vale, NP23 6JG Branch Surgery: 79 Excelsior Street, Waunlwyd, Ebbw Vale, NP23 6UD	01495 302716 01495 370888
Dr Donovan Dr Williams* Dr Cadbury* Dr Francis	Pen Y Cae Surgery The Health Centre, Bridge Street, Ebbw Vale, NP23 6EY	01495 304076
Tredeggar		
Dr Syal Dr Sinha Dr Singh Dr Murugan*	Glan Yr Afon Surgery Shop Row, Tredeggar, NP22 4LB	01495 722460
Dr Khan Dr Ahmed	Health Centre Park Row, Tredeggar, NP22 3XP	01495 722530

* Female doctor

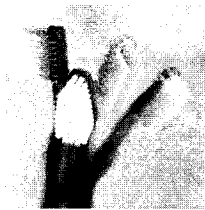


Pharmacies:

Pharmacy	Address	Tel No
Boots the Chemist Ltd	9 Church Street, Abertillery, NP13 1DA	01495 320189
Boots the Chemist Ltd	11 Market Street, Ebbw Vale, NP23 6HL	01495 302159
Boots the Chemist Ltd	Unit 5/6, Gwent Shopping Centre, Tredegar, NP22 3EJ	01495 722532
Ebbw Vale Consortium	The Health Centre, Bridge Street, Ebbw Vale, NP23 6EY	01495 305183
Jones F M	21/23 Commercial Road, Llanhilleth, Abertillery, NP13 2JA	01495 214286
Lloyds Pharmacy	3-4 Market Street, Ebbw Vale, Gwent, NP23 6HJ	01495 307709
National Co-op Chemist Ltd	44 Beaufort Street, Brynmawr, NP23 4AG	01495 310338
National Co-op Chemists Ltd	6 Marine Street, Cwm, Ebbw Vale, NP23 6ST	01495 370273
National Co-op Chemists Ltd	New Health Centre, James Street, Ebbw Vale, NP23 6HQ	01495 302032
Nelson's Pharmacy	4 Morgan Street, Tredegar, NP22 3NA	01495 722347
Pritchard T H & Son Ltd	103 High Street, Blaina, NP13 3AE	01495 290214
Pritchard T H & Son Ltd	Medical Hall, 31 Somerset Street, Abertillery, NP13 1XT	01495 212368
Pritchard T H & Son Ltd	48 Church Street, Abertillery, NP13 1DB	01495 212780
Shackleton H & Co	Cwm Hir Road, Riverside, Beaufort, NP23 5PB	01495 304899
Tredegar Health Centre Chemist	Park Row, Tredegar, NP22 3XP	01495 717217
Williams John F H	41 Beaufort Street, Brynmawr, NP23 4AQ	01495 310258

Pharmacy Helpline: 01495 765066

This is a recorded message, which gives details of pharmacies across Gwent that have extended opening times. For details of Pharmacy hours of opening, contact NHS Direct on 0845 46 47, or alternatively you can contact Blaenau Gwent Locality Office, Monday to Friday, between 9.00 am and 5.00 pm on 01495 325400.

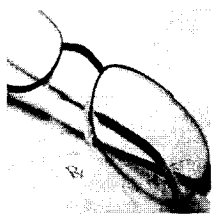


Dental Practices

Dentist	Address	Tel No
Dass A K	Blaina Dental Surgery, High Street, Blaina, NP13 3AT	01495 290098
Holding L T	97 Bethcar Street, Ebbw Vale, NP23 6BB	01495 302078
Hastings K	24 King Street, Abertillery, NP13 1AD	01495 212592
Hull J D	Bethcar Street Dental Practice, 51 Bethcar Street, Ebbw Vale, NP23 6HW	01495 303888
Hull J D	Unit 21, Gwent Shopping Centre, Tredegar, NP22 3EJ	01495 725229
Thomas J	Worcester House Dental Surgery, 11/12 Worcester Street, Brynmawr, NP23 4DA	01495 310828
Jahanfar A Appah R	24 Castle Street, Tredegar, NP22 3DG	01495 723021
Rafiei S	Dental Dept, 1st Floor, Bridge Centre, Foundry Bridge, Abertillery, NP13 1BQ	01495 322731
Woodward J	89 Bailey Street, Brynmawr, NP23 4AN	01495 310646
Davies J	1a Church Street, Abertillery, NP13 1DA	01495 212445

Dental Helpline: 01633 488389

This is a staffed service, which provides details of where you can register with a NHS dentist or obtain emergency treatment if you are unregistered. If you contact your own dentist out of hours, and your dentist is in the All Gwent rota, you will be told to contact 0845 6020252, the Out of Hours Dental Contact Number.



Ophthalmic Practices:

Optician	Address	Tel No
Danter John A	9B Beaufort Street, Ebbw Vale, NP23 4AR	01495 312552
Darlington Opticians	2/4 Bethcar Street, Ebbw Vale, NP23 6HQ	01495 303380
Darlington Opticians	37 Commercial Street, Tredegar, NP22 3DJ	01495 722874
Gwynns Opticians	90 Queen Victoria Street, Tredegar, NP22 3PY	01495 722756
Philip Leeb Opticians	Unit 7, Blaenau Gwent Business Centre, Pond Road, Nantyglo, NP23 4BL	01495 315444
Lewis Opticians	7 Church Street, Abertillery, NP13 1DA	01495 216898
Rayners Opticians	15 Church Street, Abertillery, NP13 1DA	01495 212291
Rayners Opticians	33 Bethcar Street, Ebbw Vale, NP23 6HW	01495 302584
Specsavers Opticians	24 Bethcar Street, Ebbw Vale, NP23 6HQ	01495 350545
Wangler Ltd	50 Church Street, Abertillery, NP13 1DB	01495 213979
Wangler Ltd	16 Beaufort Street, Brynmawr, NP23 4AG	01495 311555

Please do not hesitate to contact Blaenau Gwent Locality Office if you require information on any organisation/local advisory group which is not referred to in this leaflet.

For further copies of this leaflet, or for copies in an alternative format, contact Blaenau Gwent Locality Office at:

Address: Blaenau Gwent Locality Office
 Aneurin Bevan Health Board
 Church Street
 Abertillery
 Blaenau Gwent
 NP13 1DB

Telephone: 01495 325400

Fax: 01495 325425

E-mail: abhb.enquiries@wales.nhs.uk

Web Site: www.aneurinbevanhb.wales.nhs.uk



Bwrdd Iechyd Aneurin Bevan yw enw gweithredol Bwrdd Iechyd Lleol Aneurin Bevan
Aneurin Bevan Health Board is the operational name of Aneurin Bevan Local Health Board

E-mail received 14/06/2010 From Alun Davies AM to Chair

Chris Chapman AM
Chair
Petitions Committee
National Assembly for Wales
Cardiff Bay

Dear Chris,

Ysbyty Aneurin Bevan Ebbw Vale

I have now had an opportunity to discuss the response of the Health Board with the petitioners in Ebbw Vale. They are grateful for the way in which the Petitions Committee has given this issue its careful and supportive consideration over the past few months.

The response of the Health Board is very useful in that it outlines the cases where the minor injuries unit would be able to deal with specific cases and this has given some greater understanding and reassurance to people living in Blaenau Gwent.

However whilst the Health Board explains why it would not be possible to site a fully-functional A&E department at the new hospital, it is disappointing that it does not appear to have considered other options. The most obvious is that of re-locating the out-of-hours GP service for Blaenau Gwent from Nevill Hall to Ysbyty Aneurin Bevan. At present people requiring out-of-hours treatment have to attend the centre in Abergavenny. This is very difficult for people in Blaenau Gwent and the opening of the new hospital would appear to be an opportunity to relocate this service much closer to the people it serves. This would be an intelligent and sensible option which would provide a great enhancement of the services to be offered by the hospital.

At the same time it would be useful if the Aneurin Bevan Health Board carried out an audit of those services which may be offered from the new facility in Ebbw Vale, services such renal dialysis and chemotherapy are two services where it would be both possible and cost-effective to provide services in a much more local setting.

I do hope that the Committee would therefore consider the following proposal in taking forward this petition: To ask the Health Board to relocate out-of-hours GP services for Blaenau Gwent to the new Ysbyty Aneurin Bevan.

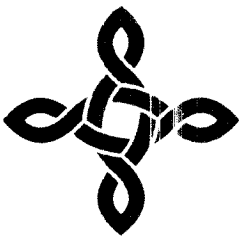
Thank you again for the time that you have taken in reviewing this petition. The petitioners are very grateful for this consideration and have been most impressed with the work of the Committee.

Please let me know if you would like to discuss any of these matters prior to your next meeting.

Best wishes,

Alun

ALUN DAVIES AC - AM
Llafur - Labour



GIG
NHS | Bwrdd Iechyd
Aneurin Bevan
Health Board

Ref: AG/JP/eph-law

Direct Line: 01495 765072

12 August 2010

Ms Val Lloyd
Chair, Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

Dear Val

Re: Petition: P-03-268 Accident and Emergency Unit at Ysbyty Aneurin Bevan

I am writing in response to your letter of 12th July in which you have advised me of the views of the petitioners following our last response dated 19th May 2010. Specifically the petitioners have asked the Health Board to explore other options, aside from a full A&E Department, including the relocation of the out of hours GP service for Blaenau Gwent to Ysbyty Aneurin Bevan. An audit of those services that could be provided at the hospital to ensure that those services (where cost effective) are delivered in a local setting was also recommended.

I am happy to confirm that this work is already in train, although I would advise that the priority criteria employed by the Health Board (when considering the viability and sustainability of clinical services) are quality and patient safety rather than cost. Demand for services locally must be sufficient to create the critical mass that enables staff providing the service to maintain core clinical skills and competencies. We are also obliged to consider effective use of limited resources. In the case of Health Board wide services (such as the GP OOH Service), when demand for service is lower in one part of Gwent and greater in another you would expect clinical staff to be consolidated in the centres that facilitate optimal access to the entire population we serve. Otherwise clinicians in one locality will not be busy enough while, at the same time in another locality, they will be regularly overwhelmed thus increasing overall risk to patients.

Bwrdd Iechyd Aneurin Bevan
Pencadlys
Bloc A, Tŷ Mamhilad,
Ystad Parc Mamhilad,
Pontypool Torfaen. NP4 0YP
Ffôn: 01873 732732 (prif switsfwrdd)
e-bost: enquires@aneurinbevanlhb.wales.nhs.uk

Aneurin Bevan Health Board
Headquarters
Block A, Mamhilad House,
Mamhilad Park Estate,
Pontypool, Torfaen, NP4 0YP
Telephone: 01873 732732
e-mail:
enquires@aneurinbevanlhb.wales.nhs.uk



In addition, if clinical staff are dispersed too widely the opportunities for multiprofessional team working (which is the expected standard in Primary Care and which becomes even more important when patients are very unwell eg requiring resuscitation) diminish. All these factors will have an impact on the quality of clinical outcomes delivered to patients across Gwent and invariably impact on the efficiency/cost-effectiveness and viability of the service.

The Health Board is currently working through the total activity generated by Blaenau Gwent residents for the GP OOH service, both for consultations at the primary care centres and home visits. This will inform the clinical discussions around the service model to be provided within Ysbyty Aneurin Bevan. You will appreciate the main priority is for safe services to be provided as locally as possible both within the locality and pan Gwent.

With respect to the wider range of services that could potentially be offered from the Minor Injury Unit, I can confirm that the Health Board is establishing a Partnership in Healthcare Group on a task and finish basis to develop a whole system safe and sustainable service model for local assessment services. This work will include services provided in Blaenau Gwent together with those offered across the Health Board. This group will consider minor injury services in the broader context of primary, community and secondary unscheduled care services and report back to the Board in October 2010.

I hope that this letter answers your queries satisfactorily but, if not, please feel free to contact me.

Yours sincerely



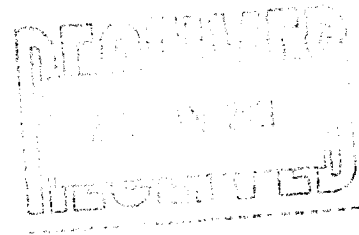
Dr Andrew Goodall
Prif Weithredwr/ Chief Executive



LHB response

GIG
NHS

Bwrdd Iechyd
Aneurin Bevan
Health Board



Ref: AG/JP/eh-law

Direct Line 01495 765072

19 January 2011

Email: andrew.goodall@wales.nhs.uk

Christine Chapman AM,
Chair, Petitions Committee,
National Assembly for Wales,
Cardiff Bay,
Cardiff CF99 1NA

Dear Mrs Chapman

Re: Petition Committee: Accident and Emergency Unit at Ysbyty Aneurin Bevan

I am writing in response to your letter of 13th October 2010 in which you have asked for an update on the findings of the Partnership in Healthcare Group in relation to services offered by Minor Injury Units. I am extremely sorry for the delay in responding to your letter, this was due to an administrative oversight.

I can confirm that a task and finish group has been established to support the Partnership in Healthcare process. This group includes membership from Aneurin Bevan Community Health Council, officer and lay members. To date the group has met on several occasions and identified the principles that underpin a safe sustainable service, are in the process of finalising a range of options for future service configuration and have developed criteria to support an option appraisal process.

In relation to stakeholder involvement a series of Partnership in Healthcare Groups are being established (one in each locality with a Minor Injury Unit facility) to:

- Validate and agree the principles for a safe and sustainable Local Assessment Service for Urgent Care
- Agree and weight the option appraisal criteria

Bwrdd Iechyd Aneurin Bevan
Pencadlys
Bloc A, Tŷ Mamhilad,
Ystad Parc Mamhilad,
Pontypŵl, Torfaen. NP4 0YP
Ffôn: 01873 732732 (prif switsfwrdd)
e-bost: enquiries@aneurinbevanlhb.wales.nhs.uk

Aneurin Bevan Health Board
Headquarters
Block A, Mamhilad House,
Mamhilad Park Estate,
Pontypool, Torfaen, NP4 0YP
Telephone: 01873 32732
e-mail:
enquiries@aneurinbevanlhb.wales.nhs.uk



Bwrdd Iechyd Aneurin Bevan yw enw gweithredol Bwrdd Iechyd Lleol Aneurin Bevan
Aneurin Bevan Health Board is the operational name of Aneurin Bevan Local Health Board

- Participate in the option appraisal process that will determine a safe and sustainable model of care across Gwent

The task and finish group members have been engaged in ongoing discussions with local communities and their leaders, and with local General Practitioners and the Local Medical Committee. This dialogue has been instrumental in ensuring that there is a clear understanding of existing services, the role of health and social care in meeting the urgent needs of citizens, the workforce required to deliver safe services and the range of needs that local communities currently rely on Minor Injury Services to provide.

There are a range of strong emerging themes that I can allude to in this letter, specifically recognition that:-

- Communities who are geographically close to MIUs rely on them to provide rapid access to primary care services, including minor ailments and routine wound care
- Demand for existing MIU services is very low and compromises the ability of staff to maintain the skills and competencies necessary to deliver safe high quality care
- Communities are poorly informed about self-care, and alternatives to hospital and/or General Practice including the role of pharmacy and intermediate care services
- Communities are poorly informed about the range of services that can safely be delivered from Minor Injury Units
- Patient care, for those with serious and life threatening conditions who access MIU as their first point of contact with emergency services, can be compromised as a consequence of ambulance response times for hospital to hospital transfer

There is a growing consensus that the core issue for most citizens is better same day access to primary care - either through telephone or face to face consultations. This is recognised to be of significant importance in rural communities, where we would need to look at whole system solutions to meet local need.

I am sure you will appreciate that these early findings/observations are just that, and will not prejudice the full and frank engagement process that is continuing to take place across the Health Board area.

I would be glad to share our final findings and indeed the recommendation that will be presented to the Health Board in due course.

Yours sincerely



Dr Andrew Goodall
Prif Weithredwr/ Chief Executive