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Ein cyf / Our ref: GD/FfJ/CR/2893/625

Eich cyf / Your ref:

☎: 01745 586384

Gofynnwch am / Ask for:

Dyddiad / Date: 9th February 2017

Dear Mr Hedges

Re: P-04-479 Tywyn Hospital X-ray & Minor Injuries Petition

Thank you for your letter dated 1 February 2017 requesting a response to the latest comments from the petitioner and the latest position in relation to access to minor injuries services in the Tywyn area, including outside of the opening hours of Tywyn Hospital. I apologise that there has been no response from the Health Board to this question put by the Petition Committee in 2015. I hope that this letter provides the clarity you are seeking.

Brief Background

The drive behind the changes to community services proposed by the Health Care in North Wales is Changing strategy (2012), was the aim to provide consistent and sustainable healthcare services with the same opening times within 40 minutes' drive for as many people as possible in North Wales.

The strategy designated ten hospitals as "hubs" in local areas, where a broad range of services could be delivered consistently and safely. Using these hospitals as the "hubs" means that services such as X-ray and Minor Injuries are available within 40 minutes' drive for nearly all of the population in North Wales. In North West Wales minor injuries services are provided at each of the "hubs" seven days a week (8am to 8pm currently) and X-ray services are available five days per week Monday to Friday.

With regard to the community of Tywyn, the nearest hub is Dolgellau and Barmouth Hospital, which is a 19 mile journey taking 31 minutes. It was agreed that, in addition to the hub arrangement being in place, Tywyn MIU would stay open for a reduced period in recognition of the rurality of the area. The opening period would be increased at peak seasonal times. Both of these factors reflected the low level of use of the MIU. The Tywyn Minor Injury Unit currently sees on average 3 to 4 patients per day.

In terms of providing a response to the Petition Committee's question of how BCUHB has addressed the CHC's recommendation of providing the population of Tywyn with a strategy for accessing alternative Minor Injuries Services outside the opening hours of Tywyn Memorial Hospital, this is outlined below:

Tywyn Area – Access to Minor Injury Services



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- The Minor Injuries Unit (MIU) in Tywyn Hospital is open 7 days per week from April to September 10am to 6pm and 5 days per week from October to March.
- The Health Board also has a LES (Local Enhanced Service) in place with the Tywyn GP Practice for the provision of minor injury services (five days per week).
- Dolgellau Hospital MIU (nearest hospital hub is 31 minutes away) is open 7 days per week from 8am to 8pm. The MIU opening hours will be extended from 1st April 2017 in Dolgellau Hospital initially until 10pm and within a couple of months until midnight 7 days per week on a permanent basis. There is a telehealth link to ED in the Dolgellau MIU for specialist doctor opinion, as and when required.
- Outside of Tywyn MIU's opening hours, there is local access to MIU services in Dolgellau Hospital until 8pm 7 days per week and from 1st April 2017 until 10pm and subsequently until midnight seven days per week.
- Outside of Dolgellau MIU's opening hours i.e. between 8pm and 8am currently (and between midnight and 8am in due course), people in Tywyn and across North Wales wishing to access alternative Minor Injuries Services have the following choices:
 - Self care or review / follow-up with GP / MIU following day
 - Telephone NHS Direct for advice
 - Present at the nearest Emergency Department
- Those in need of a minor illness service out of hours of course should contact GP Out of Hours – nearest OOH Doctor is located in Dolgellau Hospital.

In terms of communicating the routes of access to local minor injuries services in the Tywyn area, the Health Board will publicise the above in Tywyn Medical Centre and within Tywyn Hospital and MIU.

The Health Board is continuing to work closely with GP Out of Hours services, Welsh Ambulance Service and Community Nursing services to ensure there is an appropriate, integrated community response available at all times.

I trust that this covers the issues raised in your letter by the petitioner.

Yours sincerely

Gary Doherty
Prif Weithredwr / Chief Executive

