

VOLUNTARY SECTOR SUB-COMMITTEE – 21ST MARCH 2012

SUBJECT: ITEMS OF INTEREST TO THE VOLUNTARY SECTOR

REPORT BY: ANEURIN BEVAN HEALTH BOARD

1. ABHB - ITEMS OF INTEREST REPORT

1.1 'A' IS FOR ACCESS TO GP APPOINTMENTS

- 1.2 From the 3rd January 2012 patients will be able to find out exactly how accessible appointment slots are at their GP surgery.
- 1.3 GP Surgeries in the Aneurin Bevan Health Board area will be asked to display a certificate which indicates the rating they have been awarded as part of the 'A' is for Access scheme.
- 1.4 The scheme relates to access to appointments only and is not an indicator of the quality of clinical or other services provided by the surgery.
- 1.5 The 'A' is for Access scheme is a set of locally agreed standards for 5 key access services provided by the surgery.
- 1.6 The maximum number of A's a surgery can be awarded is 5 and this would mean that the surgery
- Opens on or before 8am with a first appointment at 8.30am or earlier
 - Doors are open during the lunchtime period.
 - Last routine doctor appointment is 5.50pm or later.
 - Telephone access directly to a member of staff (not recorded message) is available from 8.00am – 6.30pm.
 - Patients can book an appointment during one telephone call, without the need for calling back, or, book an appointment on line.
- 1.7 The scheme has been developed in close partnership with local GPs, the Aneurin Bevan Community Health Council and Aneurin Bevan Health Board and is the first of its kind to be launched in Wales.
- 1.8 Not all practices were able to meet the essential qualifying requirements for the 'A' scheme as they have at least one half day closure. It was agreed that access standards for these surgeries would still be reported against the same list of standards, but these surgeries would be given 'B' ratings.
- 1.9 An additional essential qualifying requirement was for access from branch surgeries to complement access provided from main surgeries during the period 8.00am – 6.00 pm. This criteria was achieved by all the practices that were awarded an A rating.
- 1.10 26 surgeries have currently attained the maximum 5 'A's' rating, 4 have attained 5 'B's' ratings

and the remainder are working towards improving their access rating.

1.11 The public also have an extremely important role to play in ensuring access to health services are available to those who need it most. Many appointments are wasted by patients who don't show up, with up to 9% of all clinical (Doctor and nurse) appointments recently reported. One inner city practice reported a total 713 wasted clinical appointments in one month.

1.12 As well as surgeries being requested to display a certificate which clearly shows patients the rating the surgery has been awarded, patients can also contact the Primary Care Team in their locality office to find out the rating that their surgery has achieved.

1.13 **Contacts for Primary Care Teams**

Blaenau Gwent – Linda Griffiths – 01495 325434

Caerphilly – Clive Williams – 01495 241236

Monmouth – Ruth Churchill – 01600 710039

Newport – Victoria Taylor – 01633 261394

Torfaen – Paul Richards – 01495 332187

1.14 Details about the ratings of individual surgeries are available on the Aneurin Bevan Health Board website under 'Your Local Health'

2. **REVIEW OF COMMUNITY HEALTH COUNCILS ANNOUNCED**

2.1 The eight CHCs in Wales provide a voice for patients and monitor the provision of local health services. The review starting this April will be undertaken by Professor Marcus Longley, Director and Professor of Applied Health Policy at the Welsh Institute for Health and Social Care. It will look at a range of issues such as CHCs governance, structure, links to the Welsh Government and how CHCs and Local Health Boards can work together for the benefit of people in Wales.

2.2 The review will report to the Health Minister in June, followed by formal consultation on its recommendations over the summer. The Minister will report the conclusion of the consultation in the autumn.

3. **ABHB CARE OF THE ELDERLY ADVICE LINE**

3.1 From 30th January 2012 Care of the Elderly Consultants in ABHB will be carrying mobile phones in order to provide GPs with a direct line to access helpful and timely advice regarding clinical or patient management concerns.

3.2 NB - These do not replace the current admission arrangements nor the Community Resource Team referrals through SPA.

3.3 If you have an urgent query contact:-

Monmouthshire, Blaenau Gwent & Torfaen
07854194004

Newport
07854194041

Caerphilly
07854194059

Frailty Community Resource Team SPA
08456 01 63 63

4. YSBYTY YSTRAD FAWR

- 4.1 Our new hospital continues to be a key focus of attention. Several events are planned in the next period and activity is taking place around a number of issues;-
- 4.2 **The Coffee Shop** - the coffee shop has been named after a competition open to under 16 year olds, living in the Borough. The winning name is 'Hoffi Coffi' which was the suggestion of 7 year old Harvey Lee of Risca. Harvey chose Amazon vouchers as his prize. Hoff Coffi is located in the main foyer at the main entrance to the hospital and is planned to open in mid March.
- 4.3 **MRI scanner** – the MRI scanner was relocated at Ysbyty Ystrad Fawr during January and became fully operational from January 30th. This was one of the last operational facilities at Ystrad Mynach Hospital and the site has now been handed over to Caerphilly County Borough Council. There are exciting plans in place to develop part of the site as a multi sport centre of excellence.
- 4.4 **Naming of rooms** – following on from the naming of wards after local areas, several rooms in the Multi Discipline Education Centre now boast names with links to local mining history. The lecture and seminar rooms will be known as Celynen, Windsor and Senghenydd and the library will be named the Miners' Library.
- 4.5 **Signage** – since the hospital opened in November, we have been listening to the comments of patients, staff and visitors about how they use the hospital on a day to day basis. Many of the early comments resulted in a signage review and many new signs are being put up and others relocated as we study patient flow around the hospital.
- 4.6 **Visits to YYF** – as the hospital settles into normal operational practice, it has become possible to allow short tours of some of the main hospital areas. Over 70 people have attended the tours and these have been drawn from local health interest groups, staff of CCBC, Community Health Council members and other voluntary groups. As well as showing visitors the new hospital, the tours provide a good opportunity to gain feedback about the services and facilities.
- 4.7 **Official opening** – Ysbyty Ystrad Fawr will be officially opened by the Minister for Health, Lesley Griffiths AM on Monday 12th March. Over 100 people have been invited to attend, representing the Health Board's partners, local stakeholders and patient groups.

5 VISITS TO YSBYTY YSTRAD FAWR

- 5.1 We have received many requests from Groups with an interest in health services to visit our new hospital, Ysbyty Ystrad Fawr.
- 5.2 Consequently we are running a series of visits over the next few months. Should your group feel a visit would be beneficial please contact Chris Hodson on 01495 241244 or by email at chris.hodson@wales.nhs.uk and he will organise the logistics for the day. Once we have a clear idea of numbers, you will be contacted with details of the start time of your visit and the assembly point at YYF. The visits will take place in the afternoon but may require a number of different start times, depending on demand.

6. INTEGRATED HEALTH & SOCIAL CARE RESOURCE CENTRE RHYMNEY

- 6.1 The construction phase of this exciting project will commence in the next few weeks. There has been a slight delay in the start due to minor technical difficulties on the site however these are due to be resolved in the very near future. The Centre is due to open in the late Spring of

2013. Over the coming year partner organisations will be engaging in comprehensive communications programme

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