

ANEURIN BEVAN HEALTH BOARD – CAERPHILLY LOCALITY

Scrutiny Committee Update on Ysbyty Ystrad Fawr
–June 2012

Background

Ysbyty Ystrad Fawr opened during November 2012 on a phased basis linked with transfer of services from a number of sites,, and was officially opened by the Minister for Health and Social Services, Lesley Griffiths on 12th March 2012. The hospital is a key part of the Health Board's Clinical Futures Programme, and supports the vision for hospital and community services in the Caerphilly Borough.

The hospital cost £172 million to build, and employs about 640 staff. Following initial difficulties in recruitment the hospital is now fully staffed, and almost all the services originally envisaged are now available.

Services

As well as the services previously available in other units in the Borough, there are a large number of additional services now available locally. There is a 24 hour Local Emergency centre rather than a limited hours service. The diagnostic services now include a CT and MRI scanner, and the hospital houses a comprehensive range of outpatient clinics which reduce the need for patients to travel to other hospitals in Newport, Cardiff or Merthyr, including Ophthalmology, ENT and fracture clinics.

A wide range of procedures including orthopaedic operating lists including specialist foot and ankle surgery, gynaecology and general surgery take place, and it is planned to carry out Ear, Nose and Throat operations in the near future. A comprehensive Mental Health service is also available, and the hospital has a hydrotherapy pool, these were previously only accessible in Gwent at Llanfrechfa Grange Hospital in Cwmbran or Nevill Hall Hospital in Abergavenny.

The official opening of the Birth Centre took place on 5th April. The Birth Centre is midwife led and this successful service model transferred in from Caerphilly District Miners' Hospital. Staff and patients have enjoyed the improved facilities and extra room – e.g. there are now two birthing pools available instead of one and more mothers are electing to have their babies in the unit.

The Coffee Shop will open very shortly. This is a new facility for patients, visitors and staff. The Coffee Shop – Hoffi Coffi – is located next to the main reception area at Entrance 1, and was named by local boy Harvey Lee aged 9 following a competition

Voluntary Services

The WRVS shop opened on the 1st April, selling newspapers, magazines, cold drinks, etc. It is staffed by permanent WRVS employees supported by volunteers. The shop is located on Level 1 at the entrance to the Out Patient Departments. The WRVS have also now introduced a trolley which visits all wards and waiting areas and will greatly enhance the patient experience. A Welcoming Service operates from the main entrance on the first floor, run by a dedicated band of volunteers.

Proposals are also being developed to develop a Befriending Service for patients, who can sometimes feel isolated in single rooms, although many are very positive about their experience in the hospital. Other initiatives to make the hospital as welcoming as possible include the development of an Art Work Steering Group, which held its first meeting in May. The Group is made up of representatives of local art groups and individual artists and the brief for the Group is to identify local art work that will enhance the appearance of the hospital. They will identify suitable locations within the hospital to display art work and will arrange a schedule for turnover of work to keep the displays fresh.

Concerns

Members of the public, service users, councillors and others have raised a number of concerns about the new hospital, as could be expected when a facility of such magnitude opens. The hospital management team have developed a detailed action plan to tackle the issues, and many of the teething problems have now been resolved. For example one of the major concerns expressed by the public was the signage around the hospital, and following a review supported by the Community Health Council, new signs were ordered. Patient flow and day to day use of the hospital is prompting further revision of some signage. Public consensus is that it is now much easier to find the way around the hospital.

Community Engagement Forum

The final Community Forum committed to at the beginning of the hospital project took place on the 12th June, and was well attended. This gave residents an opportunity to provide instant feedback and allowed the Health Board to quantify the benefits that YYF has brought to Caerphilly residents who go there. Proposals are currently being drawn up to ensure continued opportunity for feedback about services at the hospital to be acted on and to provide regular update on service changes.

The time capsule contents are complete and the location for the capsule is on Level 1 next to the Welcoming Service desk. The capsule will be visible in a glass cabinet and will be opened in 2062. The contents were suggested by the Youth Forum and reflect current interests and trends. It also includes material about the construction of YYF and the community hospitals it replaced. The capsule should be in place by mid July..

Integrated Health & Social Care Resource Centre for the North – Work started on site on the 30th April. Services planned for the centre include 2 GP practices, a dental practice, optometry suite and social services day opportunities. In addition, the centre will act as a base for health and social care staff working in the North of the borough who provide care to a wide range of clients including children, older people, and people receiving mental health support. The centre will also have 12 in-patient beds, 2 of which will be designated for palliative care.

Scheduled to open in the summer of 2013, the centre will complement the range of healthcare services provided in Ysbyty Ystrad Fawr. Before then, a number of events will take place to keep residents informed. The first of these will be a turf-cutting ceremony followed by a Community Forum. For further information, please contact Kathryn Wall (Project Officer) on 01495 241275 or by email at kathryn.wall@wales.nhs.uk

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