

**TALK
HEALTH**



**YOUR VOICE
MATTERS**



Talk Health: The Future of Health Services in the City of Newport

Thursday 19th September 2019

Newport Centre, Newport

Aneurin Bevan University Health Board visited the Newport Centre, Newport to hold a 'Talk Health' Forum (public meeting) on 19th September, 2019.

The aim of the session was to respond to priorities that had been raised in the previous session. The topics discussed at this forum were:

- Health and Well-being Services in Newport
- The Future of Health Care: Clinical Futures

We heard the following...

Health and Well-being Services in Newport	
Q1.	I feel that the way in which care navigators such as receptionists within surgeries answer the phones is crucial. Do they receive training as sometimes they can be very abrupt?
A.	We would hope that the way in which our staff interact with patients is of an excellent standard and that they do their utmost to route the patient to the best care provider. Our staff do receive training.
Q2.	In Newport we can only ring our surgeries between certain times to get an appointment. Is this to put people off ringing as the general feeling is that they will not get an appointment anyway?
A.	This system is in place within many of our surgeries across Gwent not just in Newport. Those practices that operate this system do so to ensure they can manage the volume of calls that come through. If your condition means that you need to be seen by a medical practitioner

	the best care provider will be identified along with the urgency of when you need to be seen.
Q3.	Are there only certain chemists within Newport that prescribe under the Choose Pharmacy scheme?
A.	All of the pharmacies in Newport are part of the Choose Pharmacy scheme.
Q4.	Do you have to be registered with the pharmacy to receive medication for Choose Pharmacy?
A.	No you do not need to be registered with the pharmacy. You can attend and speak with the Pharmacist confidentially for an assessment to be made.
Q5.	Can dementia patients access your services in the same way as other patients?
A.	We are able provide care for dementia patients within their own homes in some cases, just because someone has dementia it does not mean that they cannot access our services. Some patients have family members, carers or support workers that can assist in indicating that our services are required and where necessary the patient will be assessed accordingly as would any other patient we see.
Q6.	If we attend a pharmacy under the Choose Pharmacy scheme, for example with a cough, will we have to pay for the medication?
A.	Your pharmacist can provide free confidential advice and treatment without you having to make an appointment to see your doctor if your condition falls within the following: indigestion, constipation, diarrhoea, piles, hay fever, head lice, teething, nappy rash, colic, chicken pox, threadworms, sore throat, athletes foot, conjunctivitis, mouth ulcers, cold sores, acne, dermatitis, verruca, back pain, in growing toenails, vaginal thrush, oral thrush or scabies. It has to be a consultation with the pharmacist.
Q7.	If I have a concern about someone I suspect is lonely, for example a neighbour that has been widowed, who do I tell?
A.	All of our General Practitioners are able to signpost to other services and they can also request the help of care navigators. We are successfully able to link in with our care navigators to assist in taking patients through our system and identifying them to relevant services we feel can assist such as Ffrind I Mi. Community Connectors are also useful in this scenario.
Q8.	Are receptionists able to assist with issues of loneliness as this would surely take the pressure off the doctors?
A.	Yes, our receptionists are also able to highlight and signpost services available within Aneurin Bevan University Health Board and partner organisations.
Q9.	How can there be enough community connectors to make the system efficient and effective?
A.	Our community connectors are not just paid employees. There are also a lot of volunteer groups that exist and who support this agenda. It is important we use networks already in place in communities to support increased connections. We are looking to encourage intergenerational work in schools for example to encourage volunteering amongst the younger generation.

Q10.	Do you think these presentation reach the people that actually need them? What about the people that are isolated within our communities and do not use technology?
A.	We continually seek to expand our networks and ensure that anyone who would like to receive information from us is able to. Whether this is via email or on our website for those who are technically able to access or via a paper copy which is posted to individuals.
Q11.	Due to poor public transport links we cannot get to our surgeries and hospitals easily. Is this known to the Health Board?
A.	Transport remains to be an ongoing issue and we are working to identify the hotspots where there are problems in partnership with the five Local Authorities and the transport companies in Gwent.
Q12.	Do we link patients effectively to services such as befriending and volunteering groups in Newport?
A.	There are good projects currently ongoing within Aneurin Bevan University Health Board such as Ffrind I Mi, carers groups, community connectors and Age Cymru but it is recognised that improvements can be made. Our challenge is to scale upon what we currently have and reach the wider community in Newport.
Q13.	How do you deliver your health care in a multi-cultural society?
A.	We recognise that there is multi-cultural community in Newport and there is current work being undertaken to improve communication both verbally and written formats in different languages. However, it is recognised that we need to make improvements to benefit the multi-cultural societies in Newport and we have aspirations to work with cultural leaders and contacts in the community to improve and strengthen our services to them moving forward.
Q14.	The public wait on average 3-4 weeks to see their doctor currently but I think guidelines state they have to be seen within 14 days. Is the wait becoming longer going to be the new culture?
A.	We are working very hard to free up our General Practitioners time by signposting our patients to other services where we can such as Choose Pharmacy or direct access to physio. If a patient needs to be seen by a pharmacist or physiotherapist rather than a doctor and this would better aid their recovery this will now happen in order that the patient receives the best and quickest care. We need to continue to work with communities to aid understanding that seeing your doctor is not always necessary. If we can do this successfully it will reduce waiting times for those that do not need to see a doctor.

The Future of Health Care: Clinical Futures

Q15.	With 75% of the rooms at the new Grange University hospital being single rooms, do you think this will encourage isolation of the patients?
A.	This has definitely something that has been thoroughly considered and discussed during our planning and we have undergone a lot of research with nursing staff and our patient groups. Patients admitted to the Grange will be in a serious condition and therefore unlikely to be able to get up and walk around. We have carefully considered lessons learned after similar arrangements at Ysbyty Ystrad Fawr. We are

	confident that the 75% of planned single rooms will be the right amount with 25% of our beds being in bays of four.
Q16.	Will transport problems make it harder to visit patients at The Grange University hospital?
A.	We are currently engaging with transport companies and Local Authorities regarding the provision of public transport to the Grange University hospital. Community Volunteer Groups are also going to be involved as we need to determine how we can get people to be able to move around the community.
Q17.	When you are a family member of someone that is in hospital it is extremely hard to get through to the ward via telephone to ask how they are. Is this being taken into account for the new hospital?
A.	We fully appreciate that it is hard to reach nurses on wards when they are caring for patients. We encourage our patients to have their own mobile phones with them when they are admitted in order that they can keep in contact with family members. As part of the Grange University hospital a large investment has also been made with the Wi-Fi capability in order to support communication at the Grange University Hospital. We have also a system called voicera in the Royal Gwent Hospital, Nevill Hall and Ysbyty Ystrad Fawr hospitals. This is a handset that can be worn around the neck by our staff in order for them to be contacted quickly whilst they are providing care if required.
Q18.	Why is the word University included in the title of the Grange University Hospital?
A.	The Grange University Hospital is the first hospital the Health Board will open following receipt of 'University' status in September 2014. We have therefore used 'University' in the hospital name to acknowledge the significant role it will have in training NHS staff, teaching, research and innovation. There are also ongoing talks with Torfaen County Borough Council and Welsh Government for a medi-park to be set up near to the Grange University Hospital in order to increase research capability.
Q19.	Will highly specialist staff be put into the hospital when the Grange hospital opens?
A.	There will be a high number of highly specialised staff at the Grange University Hospital. All of our specialist nurses may not be necessarily based at the Grange University hospital but they will be brought in if and when there is an additional requirement for specialist staff.
Q20.	What is being done to improve the ambulance service?
A.	The Health Board has a service level agreement with the ambulance service and meets regularly with colleagues to monitor this with regards to the current service provision as well as discussions about the future. We are engaging with the Welsh Ambulance service about the future and have developed a specification for a service that we believe to be effective and fit for purpose when the Grange University Hospital opens. We are constantly seeking to improve the service.

Q21.	When you are talking about the new hospital and the services you offer, do you go out into the community and spread the word to the public rather than just hold meetings?
A.	<p>Our Engagement team carry out community listening days across Gwent on a weekly basis where we are able to spread our messages and also listen to what the community feels we need to hear. An example of the venues that we use for these events are supermarkets, libraries, community centres and anywhere that we feel can reach the heart of the community.</p> <p>Talks are carried out at a number of community groups across the borough and details can be obtained using the below email address:</p> <p>Engagement.abb@wales.nhs.uk</p>

The Engagement Team are in the process of arranging for every library to have the public meeting notes available for viewing alongside a timetable of future event.

If you are a member of any community groups or committees and would like a member of Health Board staff to come along to talk to you about Health Services or if you would like to join our 'People's Network' please let us know; contact 01633 435908 or Adele.skinner@wales.nhs.uk