Contacting wards to enquire about relatives or friends who have been admitted to hospital

Aneurin Bevan University Health Board are aware of the significant difficulties the public are experiencing when trying to contact our wards during these very challenging times. We sincerely apologise for the distress this is causing. We wish to reassure you that we are recruiting additional staff to support the ward areas. Whilst we recruit, we have secured additional telephony support at each of our main hospital sites, **7 days a week**.

The Telephonists will act as a link between callers and the wards. If the Telephonist can answer your query there and then, they will do so. Whilst they will be unable to discuss clinical information, they will be able to pass messages to the wards and inform callers of when the ward will ring callers back.

Please see below the numbers to call for the hospital where the ward is located. When enquiring about your relative or friend, **please continue to ring the ward first**. If you are unable to get through to the ward, you can ring these dedicated lines between the hours of **8am - 10am, 12 midday - 2 pm** and **4pm - 6pm**.

This will go live on 13th January 2021

PLEASE NOTE: This service will operate from 13th January 2021 for a period of 3 months (only).

Please note: these numbers are only to be used to enquire about someone who has been admitted to hospital.

For the **Royal Gwent Hospital (RGH)** and **Ysbyty Ystrad Fawr (YYF):**
Please phone **01633 234748**

For **Nevill Hall Hospital (NHH)** and **Ysbyty Aneurin Bevan (YAB):**
Please phone **01873 733016**

For **The Grange University Hospital (GUH),**
County Community Hospital and **Chepstow Community Hospital:**
Please phone **01633 493626**

For **general enquiries** to determine which hospital and ward your relative has been admitted to:
Please phone Switchboard on **01633 234234** or **01873 732732**