



Aneurin Bevan University Health Board

Ysbyty Nevill Hall

Nevill Hall Hospital

Staff Handbook

This handbook is designed for all staff employed to work at Nevill Hall Hospital and will contain both Health Board wide and site-specific information. Thanks to all who have contributed.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol Clinigol
Clinical Futures



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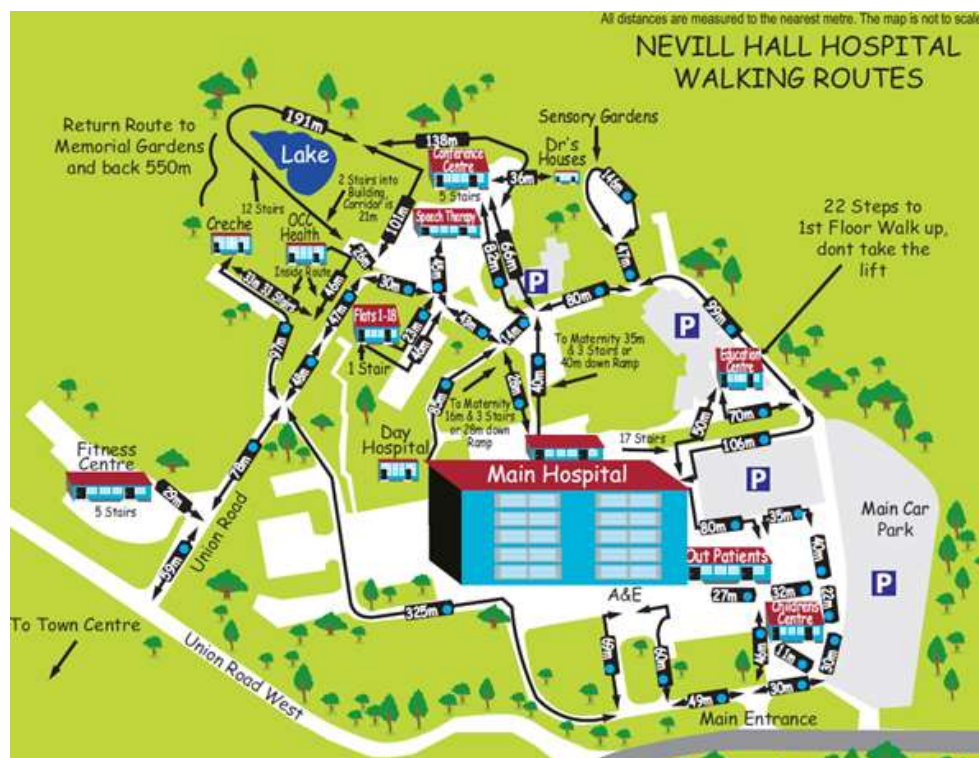


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NHH - Hospital Site Information

Site Map & General Information



How to Get Here

By Car: Please view Google Maps for directions.

By Bus: View: Bus Times

Traveline Cymru – My Health Journey: <https://myhealthjourney.traveline.cymru/>

By Train: Abergavenny railway station (Welsh: Y Fenni) is situated south-east of the town centre of Abergavenny

Parking

There is a large free car park directly outside the hospital main entrance – there's usually plenty of space. Blue Badge parking is available adjacent to Accident and Emergency, and in the main hospital car park. Please do **not** park in the roadway, or on double yellow lines.

Bicycle Lockers and Shelters

There are 2 styles of Cycle Shelters, 2 shelters for 10 cycles each at the front and rear of the Hospital, these are open access which users would be advised to secure their cycles. We have a further 3 individual lockers, which are coin operated.

Accommodation

There is accommodation available to NHH and GUH doctors. For more information, please contact the Accommodation Officer Tel: 01873 732052 (internal 82052)

Restaurant Facilities

The restaurant is situated on the first floor of the hospital and is open for hot and cold meals, sandwiches etc.

Opening times: 7:00am to 7:30pm daily.

Vending machines for drinks and snacks are available at all other times in the coffee room nearby or in the main reception concourse.

A buffet bar, situated in the main Outpatients Department on the ground floor is provided by the League of Friends and is available weekdays only between the hours of 10:00am and 4:00pm. (In addition, a shop provided by the RVS opens between the hours of 10:00am and 6:00pm and is situated in the main reception concourse.

Nevill Hall Hospital
Brecon Rd,
Abergavenny,
NP7 7EG

Useful Telephone Numbers:

Main Reception	01873 733011 (internal 83011)
Switchboard (ABUHB)	01873 732732
Flow Centre	01495 363668
Vocera from a phone	83299
Crash Team/Emergency	2222
IT Help Desk	01495 765000

Smoking Policy



In March 2021, it became illegal to smoke anywhere on Aneurin Bevan University Health Board Hospital Grounds. Staff who smoke are required to remain smoke-free whilst on hospital grounds – either abstaining from smoking whilst on shift or leaving hospital sites to smoke during permitted break times.

What help is available to staff who are smokers? If you are a staff member who smokes, you can access free NHS support to quit smoking. For more information on Help Me Quit visit <https://www.helpmequit.wales/> or go to the [Help Me Quit AB Pulse intranet page](#).

Alternatively call us on 0800 085 2219 or text HMQ to 80818.

Key information on smoke-free environments and ABUHB's smoke-free policy can be found here:

[Smoke-Free Environments Webpage](#)

[Smoke-Free Environments Policy](#)

[Smoke-Free Environments Frequently Asked Questions](#)

What to do in an Emergency

Actions in an Emergency

- Phone 2222
- Give your exact location
- Give brief details of what has happened
- Request the help you need
- Where possible, please use 2222 and not 999 as this is A NHS agreement with the police service and therefore the response is prioritised to meet the perceived threat.



Floor Levels Main Hospital

Level 0

Acute Medical Unit (AMU)	Occupational Therapy
Anaesthetics Department	Orthopaedic Pre-Assessment Unit
Breast Clinic	Outpatients Clinic 1
Breast Care Service Outpatients & Day Surgery Service	Outpatients Clinic 2
Care After Death Team	Outreach Team
Chapel	Owen Sheers Meeting Room
Clinical photography & Medical Illustration	Pathology
Day Hospital	Pharmacy
Day Surgery Unit	Phlebotomy
Endoscopy Outpatients & Inpatients	Physiotherapy
Facilities Supervisor	Podiatry
General Office	Point of Care Testing
GP Out of Hours	Radiology
Gynaecology Ambulatory Care Unit & Colposcopy Clinic	Receipt & Distribution (Main Stores)
Interpreting and Translation Service	Registrar of Births and Deaths
Health Records/Clinical Prep	Royal Voluntary Service Shop
HSDU (Endoscopy Decontamination)	Sexual Health Clinic
INR Clinic	Site Management
League of Friends Coffee Shop	Stoma Care Services
Main Reception	Surgical Pre-Assessment Clinic
Memorial Garden	Theatres – See Day Hospital
Minor Injuries Unit	Transfer/Discharge Lounge
Mortuary	Works & Estates



Level 1

Ward Areas

1/2	Gilwern	Diabetes Centre
-----	---------	-----------------

Diagnostic and Treatment Areas

- MRI/CT Scan/Nuclear Medicine
- Cardiology Unit
- Respiratory Unit/Respiratory Nurse
- Diabetic Centre (Gilwern Ward)
- Research Development Team
- Receipt and Distribution
- Dr's Mess/Rest Area
- Staff and patient restaurant

Level 2

- Gynaecology Oncology Nurses

Ward Area

2/1	Pen-Y-Cym	Obstetrics & Gynaecology Paediatric Administrative Hub
2/2	Glan Usk	Antenatal
2/4	Raglan	Haematology

Level 3

Ward Areas

3/1	Glan Ebbw	Endo/Cote
3/2	Usk	Intermediate Care
3/3	Duffryn	COTE
3/4	Tretower	STROKE/COTE

Level 4

Ward Areas

4/1	Monnow	Winter Ward
4/2	Crickhowell	Ortho/ Care of the Elderly COTE.
4/3	Gwent	Gastro/COTE
4/4	Llanellen	COTE/Respiratory

Bron Haul

- Crèche (Ground Floor)
- H&S Training Room (Bookings Tel 01633 431869/07583020461)
- Home First (1st Floor)
- Hospital Discharge Liaison Team (1st Floor)
- Older Psychiatric Adult Liaison (OPAL) (1st Floor)
- Staff Accommodation (Floor 1)
- Unison Office

Cartrefle

- Occupational Health
- Podiatry Community Clinic
- Staff Well-being Service

Ty Meddyg

- Age Cymru Wales including:
 - Robins Volunteering Service
 - Hospital Discharge Service
 - Monmouth Local Links Service
- Clinical Coding
- Dietetics
- Dietetics Paeds
- Gastro Nurse
- Haematology Administration
- Heart Failure Services
- Infection Control
- Informatics Team
- Lung Cancer Nurse Specialists
- Organisation Development
- Overseas Visitors
- Palliative Care team
- Speech and Language Therapy



DIRECTORY OF WARDS AND DEPARTMENTS

	Floor
Accommodation Office	0
Acute Medical Unit	0
Age Cymru Gwent	TM
Anaesthetics Department	0
Antenatal Clinic	2
Audiology Department	0
Birth Centre	2
Breast Care Service OPD	0
Breast Clinic	0
Cardiology Unit	1
Care After Death	0
Chaplaincy Service	0
Children's Centre	External
Clinical Coding	TM
Clinical Photography	0
Conference Centre	External
Creche	BH
Day Hospital	
Day Surgery Unit	0
Diabetes Centre	1
Dietetics Team	TM
Dietetics (Paeds)	TM
Education Centre	External
Endoscopy Clinic	0
Facilities	0
General Office	0
GP OOH/UPCC	0
Gynae Ambulatory Care Unit & Colposcopy Clinic	0
Gynae Oncology Specialist Nurses	0
Haematology Day Case Unit	2
H&S Training Room	BH
Health Records	0
Home First	BH
Hospital Discharge Team	BH

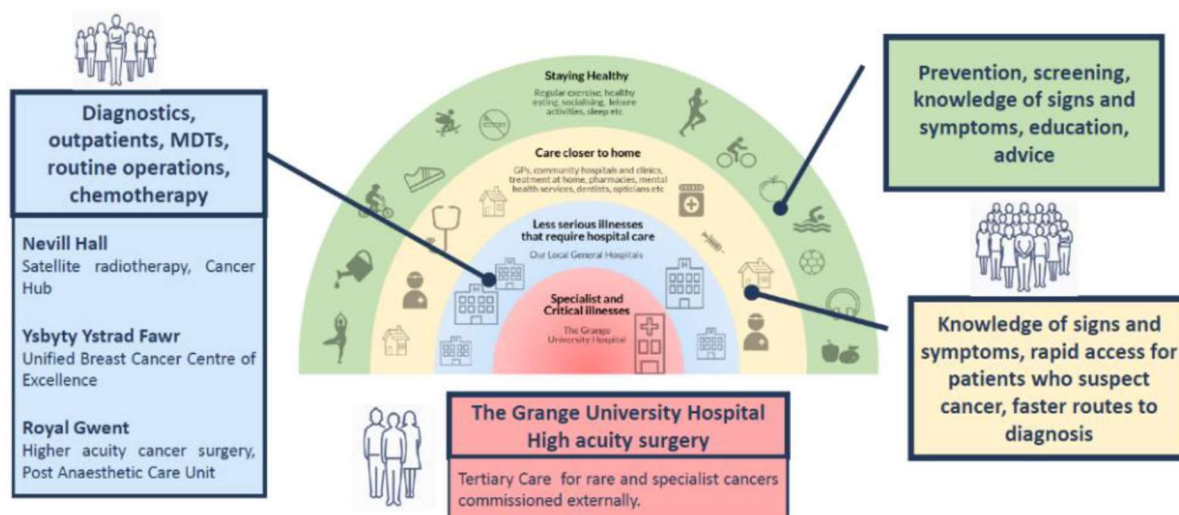
	Floor
Infection Prevention Team	TM
INR/DVT Clinic	0
Interpreting & Translation	0
Library (Conference Centre)	External
Lung Cancer Nurse	TM
Main Reception	0
Medical Devices	0
Mortuary	0
Occ Health	CA
Occ Therapy Service	0
Outpatients 1	0
Outpatients 2	0
Outreach Team	0
Overseas Visitors	TM
Owen Sheers Room	0
Palliative Care Team	TM
Pathology	0
Pharmacy	0
Phlebotomy	0
Physiotherapy	0
Podiatry Clinic	CA
Point of Care Testing	0
Radiology	0
Registrar Births/deaths	0
Research Delivery Team	1
Respiratory Diagnostics Clinic	1
Respiratory Clinic	
Llanwenarth Suite	0
Resus Practitioner	0
Sexual Health Clinic	0
Site Management	0
Speech & language	TM
Theatres and Recovery	0
Transfer Lounge	0
Works and Estates	0

Wards
Level 1
1/2 Gilwern
Level 2
2/1 Pen-Y-Cwm
2/2 Glan Usk
2/4 Raglan
Level 3
3/1 Glan Ebbw
3/2 Usk
3/3 Duffryn
3/4 Tretower
Level 4
4/1 Monnow
4/2 Crickhowell
4/3 Gwent
4/4 Llanellen



ABUHB Clinical Futures Model

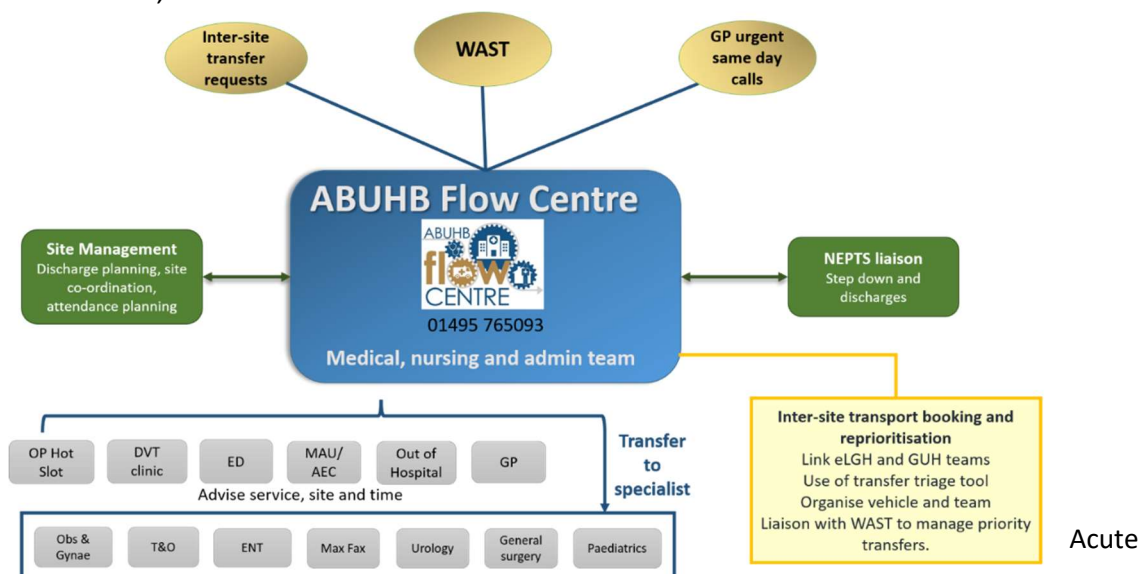
Clinical Futures is the Health Boards plan for sustainable health and care services for the whole of the NHS across the Gwent area. It has driven the recent restructuring of the Health Board, most significantly heralded by the opening of the Grange University Hospital in November 2020.



ABUHB Flow Centre

The ABUHB Flow Centre is a relatively new service that has been set up to ensure that patients in the ABUHB area receive the best care to meet their needs. It is one of the first points of contact for patients accessing healthcare in the ABUHB area. It receives referrals from Primary Care and the Welsh Ambulance Service Trust (WAST) along with other referring agencies.

The Flow Centre also manages the internal transfer of patients between sites. To contact the Flow Centre, call **0300 3033557**



Accommodation Offices

These are situated within the General Office on Level 0. The team provide on-site accommodation for Junior Doctors, overseas nursing staff & students, for long/short term tenancies. The Team also provide ad-hoc on-call rooms subject to availability.

Hours of work: Monday – Friday from 08:30am – 5:00pm

Residents

Bron Haul	Accommodation & Offices
Cartrefel	Accommodation & Occupational Health
Ty Meddyg	Accommodation & Offices
Gobion	Student Accommodation
Ger-y-Llyn	Dr's Accommodation
Tredgaer	Drs Accommodation

Contact and more information

Phone	Accommodation Officers – 01873 732052/732051/732842 (internal 82052/82051/82842)
Email	ABB_AccommodationTeam@wales.nhs.uk > Nicola.Hamer2@wales.nhs.uk > Joanne.Jones32@wales.nhs.uk John.Watkins4@wales.nhs.uk

Acute Medical Unit (AMU)

Situated on Level 0 and available 24/7. There are 21 beds and a Triage area. Its primary role is to provide rapid definitive assessment, investigation and treatment for patients.

Contact and more information

Phone	01873 733172 (internal 83172)
Vocera	Nurse in Charge AMU

Age Cymru Gwent

The offices are situated on the 2nd Floor of the Ty Meddyg Building and delivers three separate services from this base. These services are available via referral only.



Hospital Discharge Service

The hospital discharge service is designed to facilitate discharge and prevent readmission to hospital while also promoting independence and resilience in order for the patient to remain independent in their own homes. A full assessment is carried out to establish the level of support required with a of mutual plan action agreed in order to demonstrate outcomes. ** No Personal Care**

In Monmouthshire, this service operates 9am – 5pm Monday to Friday and support is provided for up to 6 weeks.

In Blaenau Gwent this service operates 9 – 5 Monday to Sunday (Saturday and Sunday – limited service) providing up to 3 visits a day over a two-week period.

Contact and more information	
Phone	01495 718548 / 01873 850619
Email	hdsblaenau@agecymrugwent.org hdsmon@agecymrugwent.org

Robins Ward Volunteers

Our Robins service is based in four of the hospitals in Gwent. The aim is to provide support to patients and ward staff, assisting with patient requests. Service delivery can include but is not exclusive to, sourcing refreshments, wellbeing chats, assisting with bed making, shopping at the hospital shop, and bedside activities such as reading.

The service operates at the lunchtime period with each Robin providing support on average for 2 – 4 hours per shift. We operate Monday to Friday from 11:00am – 2:30pm.

Contact and more information	
Phone	01633 234129 Team Leader Mobile: 07772650093
Email	t.samad@agecymrugwent.org r.parfitt@agecymrugwent.org

Monmouthshire Local Links

The service supports socially isolated older people by linking them up with Local Link social groups in the community. Groups are located across Monmouthshire and a person may be referred to the service by family members, social services, a friend, carer or may choose to contact us personally. The groups aim to promote social inclusion, independence and wellbeing.

This service operates 9am – 4:30pm Monday to Friday.

Contact and more information	
Phone	01291 673300 Mobile: 07458025063
Email	moncss@agecymrugwent.org L.davies@agecymrugwent.org

Adult Patient Transfer Document (Electronic SBAR)

Checklist:

- ✓ Logged into CWS
- ✓ Logged into Care Flow
- ✓ Access to Patient Handover notes
- ✓ Access to Nursing notes
- ✓ Access to Medical Notes
- ✓ Date of last Covid Swab
- ✓ Drug Chart (Allergies)

Cardiology 19/10/2022 CI
 Clinical Photography 18/10/2022 CI
 Documents 18/10/2022 NI
 CWS eForms 14/10/2022 OT
 Create CWS eform 13/10/2022 CI
 View CWS

Enter the patient's record on CWS checking 3 ID markers to ensure the correct selection.

Within Documents section select **"Create CWS eform"**

The Select a CWS eForm box will appear, Type **"SBAR"** in the Search field.

Then click on **"Select"** to enter the form.

Select a CWS eForm

Search: sbar

Form Name	Form Code	Specialty	Form Version	Form Type
SBAR - Adult patient transfer checklist	SBAR_ADULT_TRANSFER		5	Generic

Pathology Consultant

Blood Bank n/a

Endoscopy

Cardiology

Clinical Photography

Documents

CWS eForms

Create CWS eform

View CWS eforms

DHR Viewer plus

Growth Chart

Document Uploader

CareFlow

Admission info - ATD

Discharge Notifications

Previous Admissions

Watchlists

Patient Pathway

☐ Pathway 1 - pathway 1 patients should remain in GUH

☐ Pathway 2

☐ Pathway 3

From (Detail speciality, hospital and ward)

To (Detail speciality, hospital and ward)

Handover given by - Name

Handover taken by - Name

Relatives informed & documented

Patient ID band in place

Patient property / valuables transferred

Mode of transport required

Escort required

Escalation plan - All Wales TEP form completed

DNACPR in place

The SBAR form will appear.

Select Pathway

Click on each section to expand the boxes

Red triangles denote Mandatory fields

Yellow triangles denote Non-Mandatory Fields

Complete the form, review and edit before submitting

Staff can view completed SBAR forms on the documents home page

These are listed in chronological order. Older entries may require staff to scroll down to locate the **SBAR**

Agency Workers

REPORTING FOR A SHIFT - Block Booking and Agency Staff who have been allocated a Ward should report directly to the Ward. Agency staff are to sign the register on the Ward.

All Bank and Pool Agency staff are to report directly to the Wards and present their ID Badges, booking reference and sign the register. Failure to do so will result in payment being delayed.

Access to CWS - The Nurse in Charge of the Ward is to ensure that qualified agency staff working on the ward are given access to CWS by logging a request via the Robotic Processing Automation.

Access to Vocera and CareFlow is also available via RPA for Agency staff. Link to form is: Login (cymru.nhs.uk)

QUERIES - All queries regarding shifts should go through the Resource Bank.

Contact and more information	
Phone	01495 745805
Email	ABB.ResourceBank@wales.nhs.uk

Alcohol Care Team

Inpatient service is only available at NHH on a Monday from 08:00am – 4:00pm

Referral Method: E-referral form on CWS/Phone/Email.

Contact and more information	
Phone	01633 493376 GUH Admin will pick up referral.
Email	AlcoholCareTeam.abb@wales.nhs.uk

Anaesthetics Department

Situated on Level 0. The Pre-assessment Clinical Co-ordinate is available Monday – Friday from 08:00am – 4:00pm. No BH or weekends. The team are responsible for co-coordinating anaesthetic pre-assessment clinics which precedes the delivery of anaesthesia care for surgery and non-surgical procedures.

Contact and more information	
Phone	Pre-assessment Clinical Co-ordinator 01873 732373 (internal 82373)
Intranet	Search Anaesthetics

Antenatal Clinic

The Clinic is situated on the Level 2, Ward 2:2. This is an outpatient clinic by referral only. The Obs and Gynae secretaries are also located on the Ward.

Hours of Work: Monday – Friday from 08:00am – 4:300pm. No OOH or Bank Holiday.

Contact and more information	
Phone	Reception: 01873 732130

Audiology Department

The audiology department at NHH is located in Main Outpatients in a facility shared with the ENT department. Audiology offers a comprehensive service including hearing assessment and hearing aid provision for adults and children, diagnostic audio-vestibular investigations for non-routine patients, hearing therapy and tinnitus counselling. These services are primarily accessed via referrals from GPs and ENT consultants.

Existing NHS hearing aid patients can access repairs and maintenance for their hearing aids by attending the NHH Drop-In Repair clinic, which is open from 9 am – Midday, Monday to Friday (except bank holidays). No appointment is needed to attend the Drop-In clinic. There are also repair clinics at Cwmbran Clinic, Brynmawr Health Centre and Monnow Vale Health Centre, which are available by appointment.

Contact and more information	
Phone	0300 303 5651
Intranet	Audiology

Birth Centre

The Clinic is situated on the Level 2, Ward 2:1. This is an outpatient clinic by referral only. The Obs and Gynae secretaries are also located on the Ward.

Hours of Work: Monday – Friday from 08:00am – 5:00pm. No OOH or Bank Holiday

Contact and more information	
Phone	Reception: 01873 733175 (internal 83175) NOTE: This number is currently diverted to the GUH

Breast Care Service Outpatients and Day Surgery

The Clinic is situated on Level 0 of the Hospital. Hours of Work: Monday – Friday from 08:00am – 4:00pm. No OOH or Bank Holiday.

Breast Services are co-located across three of our hospitals. Outpatient and inpatient services can be found at both Nevill Hall and Royal Gwent Hospitals. The Team also offer inpatient services at Ysbyty Ystrad Fawr Hospital.

The Breast Team

The Breast Team work closely across the three hospitals to provide Breast care for individuals who live in the local area. The Team support patients diagnosed with breast cancer and benign breast disease from point of referral to treatment if required. The level of support provided is tailored to the individual needs of the patient.

The Team consists of Consultant Breast Surgeons, Consultant Radiologists, Consultant Radiographers, Breast Nurse Specialists, Mammographers and Administrative Support.

The Breast Service also receives support from outpatient and inpatient nursing staff, allied health professionals and oncology teams who help to ensure patients receive the best possible care through their journey.

Referrals are made via GP/Breast Test Wales.

Contact and more information	
Phone	Nurse Specialist: 01873 732524 (internal 82524)
Email	In-patient Referrals email: ABB_Breastreferrals@wales.nhs.uk .

Breast Clinic

The Breast Clinic is situated on Ground Floor and available Monday – Friday from 08:30am – 4:30pm. This is an inpatient and outpatient service. The team specialise in breast health, screening and early detection of breast disease.

The clinic undertake the following clinical procedures

- Mammograms (Radiology Led)
- Breast biopsies
- Placement of Tags and wires
- Ultrasound Scans



Contact and more information	
Phone	01873 732460 (internal 82460)

Cardiology Unit

The department is situated via the rear lifts directly into the department or via the front lifts then towards the restaurant on the first floor of the Hospital. The unit is open Monday – Friday from 09:00am – 5:00pm. No OOH or Bank Holiday.

The department provides Consultant and Diagnostic outpatient appointments.

Non Diagnostic appointments include Cardiology Consultant, Heart Failure Nurses, Cardiac Rehab.

Tests undertaken are: Echo / 24hr, 48hr 1 & 2week monitors / Pacing Device checks

*Please note Holter monitoring is only offered to outpatients.

Inpatient Echo cover is provided to patients on the wards – referred via CWS only.

Referral method: Outpatients for Cardiology Consultant appointments – via CWS either by GP Referral or internal referral.

Diagnostics – via Consultant from GP referral / internal via other Consultants in ABUHB.

Contact and more information	
Phone	Office: 01873 732767 (internal 82767)
Intranet	Search Cardiology on Telephone directory



Care after Death Guidance

*In case of a death happening on the ward, call CAD team on 01443 802406
(The CAD Team handle everything)*

The CAD team are a new service and will be providing families and staff with a point of contact, practical advice and support when a patient has died in hospital. The office is attached to the Mortuary and situated on Level 0.

The CAD service will:

- Provide one point of access, with support & signposting, for all bereaved relatives: relatives will be given the CAD service contact number by the Nurse looking after the patient.
- We will provide one point of access, with support and practical advice, for all staff: liaise with professionals to progress documentation such as the death certificate and cremation forms
- Available 8am-4pm Monday-Friday (OOH weekend service via switchboard for fast tracking cases)
- Support families when viewing patients within the mortuaries at YYF, NHH and RGH
- Transfer patients to the care of the funeral directors in RGH, NHH and YYF

Contact and more information	
Intranet	Search 'Care after Death'
Email	ABB_Morthub@wales.nhs.uk
Phone	Mortuary: 01873 732267 (internal 82267) Between 08:00 – 4:00pm OOH Call Switchboard (Emergency & faith deaths) Care After Death Team: 01443 802406

The CAD service has an intranet page under departments and services, there you will find updated information, cremations forms, coroner referrals etc.

Medical examiners service - The purpose of the Medical Examiner Service:

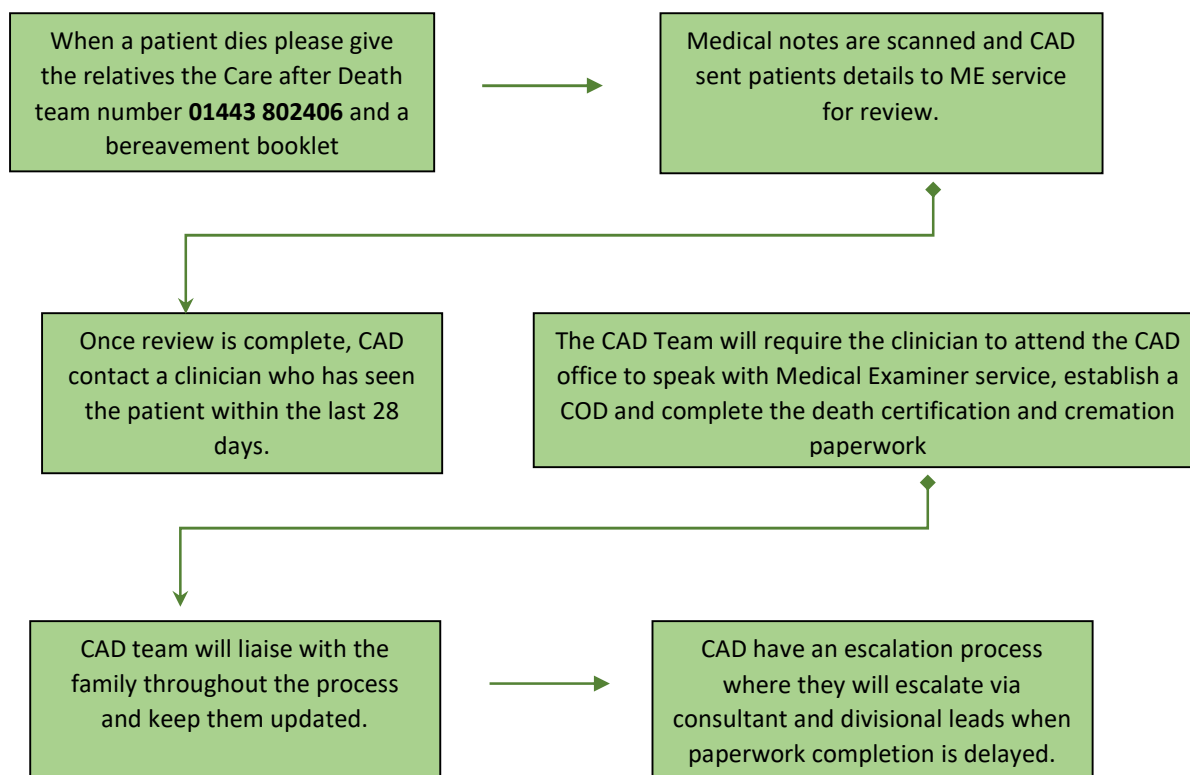
- Provide independent scrutiny of a death by a qualified and experienced doctor who has not been involved in the patient's care.
- Provides the next of kin an opportunity to discuss any concerns with a person who wasn't involved in the care of their loved one
- Allows for a more objective assessment of the person's death and should result in a more accurate cause of death being established
- To help QAP's formulate a cause of death by providing advice and an independent perspective.

Death Certification Process - Following the death of a patient, the CAD team will send the patient's medical notes to the Medical Examiner.

CAD OOH service – any fast track or faith deaths/ please ring CAD team via switchboard.

Care After Death

Process after a death



CARE AFTER DEATH TEAM

Hub number for all staff and families: **01443 802406**

Hub email: ABB.Morthub@wales.nhs.uk



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol  **Clinigol**
Clinical Futures



Chaplaincy Services

Pastoral, Spiritual and Religious Care for all Staff

The Chapel is situated on Level 0 and is always open. There is usually a chaplain in the hospital during office hours and we offer a 24 hour emergency call out service, when we may be contacted via switchboard.

The members of the hospital chaplaincy team are there to provide pastoral, spiritual and religious support where appropriate for those of all faiths and none, according to their individual needs.

The Chaplains seek to:

- Offer a listening ear.
- Provide pastoral care.
- Be a resource for spiritual and / or religious care for everyone.
- Lead worship, offer prayer and administer the sacraments.
- Support the work of staff as an additional element for patient care.
- Offer confidential support to any member of staff.
- Signpost staff to other religious or relevant holistic support.
- Respond to referrals for or from staff for colleagues, patients and their families.



Chapel Services:

The chapel is open 24/7, Chapel services will resume as soon as possible. However the Chaplains are available to pray with you or for you at any time, or signpost you to connect with persons from the religion of your preference.

Muslim staff and patients:-

There is a Muslim Chaplain who can be contacted through our office or via switchboard. He is on GUH site most Mondays, but is also available for emergency calls. A prayer room is situated on the first floor in the Doctor's Mess.

Staff and patients of other faiths: - Please contact a member of the chaplaincy team, who will endeavour to find the relevant spiritual care for you.

Roman Catholic Priests: - They may also be contacted via the switchboard. In an emergency a Priest may be contacted on: 01873 851051

Contact and more information	
Intranet	Search "Chaplaincy"
Phone	Chaplaincy Office – 01873 732112 (internal 82112). (Covering Monmouth, YAB,NHH) Emergency OOH – Contact Switchboard

Children's Centre

In May 2019, Sparkle (South Wales) Limited, extended its reach from Serennu Children's Centre in Newport, to continue the amazing work of the Umbrella Appeal by becoming the official charity of Nevill Hall Children's Centre in Abergavenny.

Sparkle's new geographical reach extends to families living in the Nevill Hall Children's Centre catchment area, including Blaenau Gwent, North Monmouthshire and North Torfaen.

The Children's Centre takes a holistic approach to improving the lives of children/young people (aged 0-18 years old) with complex disabilities/ developmental delay in North Monmouthshire, North Torfaen and Blaenau Gwent. The Children's Centre aims to provide these children and young people facing multiple disadvantages with the tools and confidence to be able to reach their full potential.

Referral - online from via the intranet

Hours of Work: Monday – Thursday 09:00am – 5:00pm. Friday 08:30am – 4:30pm

Contact and more information

Phone	01873 732712 (internal 82712)
Email	enquiries@sparkleappeal.org

The Children's Centre continues to support countless numbers of children and their families. The following services are located within the children centre.

- Consultant Paediatrician
- Physiotherapy
- Speech and Language Therapy
- Child Development Advisory Service
- Family Liaison Officer Services
- Helping Hands Psychology Service
- ISCAN – Integrated Service for Children with Additional Needs

Although not located within the Children centre, the following external services book clinic /therapy rooms at Nevill Hall Children's Centre.

- PONSETI Clinic
- Artificial Limb and Appliance Centre (ALAC)
- Hand and Upper Limb Clinic (HAUL)
- Child Adolescent Mental Health Services (CAMHS)
- Primary Care Mental Health Support Service
- Diabetic Clinics and PUMP Clinics
- Orthotics



Clinical Coding

The Clinical Coding offices are situated in Ty Meddyg building.

Hours of Work: Monday – Friday from 08:30am – 5:00pm. No OOH or Bank Holiday.

Clinical Coding is a complex process of translating important information about a patient's reason for admission, such as, their diagnosis, procedures and any interventions into alphanumeric codes.

Clinical Coded Data supports improvements in patient care through both Clinical and Statistical purposes, such as, Clinical Audit, Clinical Governance and to assist in commissioning of NHS services.

Our goal is to make all staff aware of the importance of clinical coding and its uses. What Clinical Coding can do for you and to provide an explanation of how you can help us, in ensuring that our Health Board continues to provide high quality coded data.

Office	Location	Telephone Number
Room 3, Flat 14	Ty Meddyg	82646
Room 1, Flat 14	Ty Meddyg	82415
Room 2, Flat 14	Ty Meddyg	82873
Room 4, Flat 14	Ty Meddyg	82129
Room 1, Flat 11	Ty Meddyg	82402
Room 2, Flat 11	Ty Meddyg	82530

Clinical Photography and Medical Illustration

The NHH Medical Illustration service is situated by outpatients 1 on Level 0.

The main department is based at the Royal Gwent Hospital. The team provide Clinical Photography, Ophthalmic imaging, Graphic Design, Print and Video services to the Aneurin Bevan University Health Board. There is also a satellite studio at Ysbyty Aneurin Bevan and GP Surgeries services are expanded to bring patient care closer to home.

Diagnostic images are taken for Dermatology, Ophthalmology, Maxillofacial and ENT.

Clinical photography is also used to illustrate patient's conditions and can be taken for medical records, teaching, clinical trials and publication. Photography is preferable undertaken in the studio however photographers can visit patients in clinical areas when it is not possible.

Available: Mon – Thurs from 08:30 – 5:00pm. Friday: 08:30 – 4:30pm. No OOH Service, No BH.

Contact and more information	
Phone	01633 234185 (RGH main office)
Intranet	Search Clinical Photography and Medical Illustration

Communication

Bleeps

Two systems are used across ABUHB to communicate between clinicians: the bleep, and Vocera. These are sometimes used interchangeably.

- Bleep system
- Vocera

How to use the bleep system

The bleep system can be accessed using any internal telephone.

1. Dial 76 and wait for instructions.
2. Enter the bleep number you wish to contact followed by the extension number you are calling from.
3. Replace the handset and await return call.

Emergency/Arrest call: 2222

Across all sites, emergency (2222, etc.) calls are put through bleeps. All members of on-call team should have a bleep. No personal devices are used, and devices may not be taken home; devices are handed over between shifts at handover.

Switchboard Services - Bleeps

Switchboard Services at NHH provide and allocate bleeps and replacement batteries to all staff. The office is situated on Ground Floor and staff are available Monday – Friday from 08:30am – 4:30pm. No OOH or Bank holiday.

Contact and more information

Phone	Switchboard Supervisor - 01873 732105 (internal 82105)
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Vocera

Vocera is used by **Nursing** and **Support Staff** for **non-urgent** clinical communications at NHH.



Vocera badges are lightweight, hands-free devices that use the Health Board's Wi-Fi to connect to access points within the building, it does not work on external Wi-Fi. Devices must not be taken off site and should be handed over at the end of shift ready for the next user.

The system uses voice recognition technology to communicate with the *Vocera Genie* (like Siri or Alexa) to contact a person, role or group.

Vocera offers a variety of ways to communicate:

- Make/ receive calls



- Send voice messages
- Broadcast to groups of users in real time
- Set reminders

Users must have an individual Vocera profile to log into a device (also called a Vocera badge). You do not require a Vocera profile to access the system from a landline using the following Guest Access numbers:

- **GUH: 23699**
- **RGH: 48899**
- **NHH: 83299**
- **YYF: 52699**

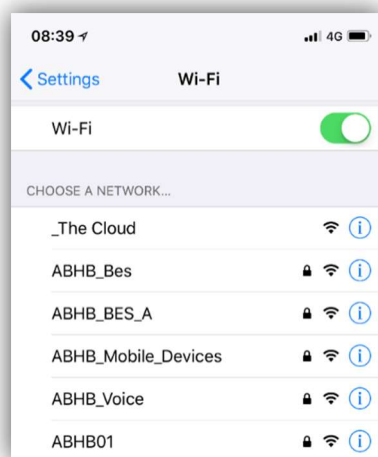
To request a user login, make changes to an existing account, order equipment or other queries:

- Contact the Vocera Site Admin located at NHH: Rachel Methven (rachel.methven@wales.nhs.uk)

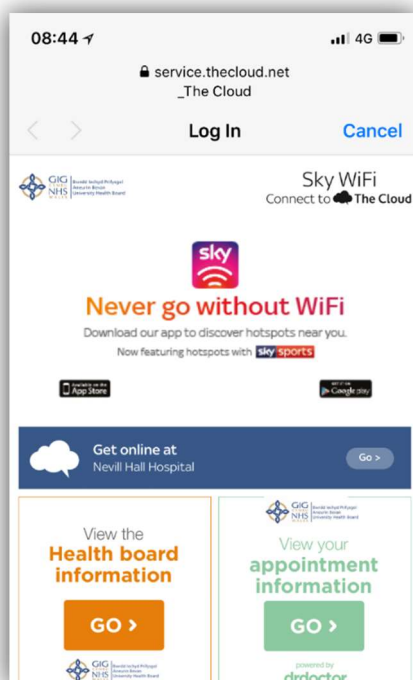
Connecting to ABUHB Cloud Wi-Fi

THE BELOW GUIDE WILL TAKE YOU THROUGH THE STEPS TO GETTING CONNECTED TO ABUHB'S CLOUD WI-FI NETWORK:

1. Check your Wi-Fi is on by selecting 'Settings' from the home screen and selecting 'Wi-Fi', it should look like this:

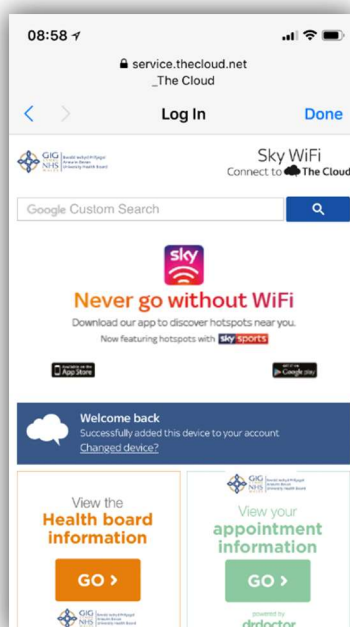


2. Select '_The Cloud' option from the list shown above, doing this should automatically launch the login page below (If you are having trouble with this section then you can also click on safari and type in service.thecloud.net/service-platform which will take you to the same login page) :



- Next, Select 'Go' next to get online at *Hospital Name* at this stage you need to login to your cloud Wi-Fi account or create a new one if you have never done so before:

- Once you have successfully logged on the screen your screen will display the below, once you have reached this screen you can close the window and browse the internet as usual, you are officially online with The Cloud:



Free WiFi Poster

At Nevill Hall Hospital

VIA 'THE CLOUD'

1. Enable Wi-Fi

Check your Wi-Fi is enabled via 'Settings' on your device

2. Select 'The Cloud'

Select 'The Cloud' from the list of available networks

3. Open your internet browser

Open your internet browser and follow the simple on-screen instruction. Either sign in or choose 'Create Account' and enter your details.

4. You're connected

You're connected and will auto connect in future

There is no cost to use this service. Auto log off will occur following a period



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Aneurin Bevan
University Health Board

Dyfodol Clinigol
Clinical Futures



Community Resource Team

ABUHB Community Resource Team consists of Consultants, Doctors, Nurses, Physiotherapists, Occupational Therapists, Reablement Technicians and Support and Wellbeing Workers. The Community Resource Team provides assistance to adults (over the age of 18) living in the Gwent area who need support to stay independent, within their own home, avoiding unnecessary hospital admission.

The CRT provides the following services:

- Rapid medical
- Rapid Nursing
- Reablement
- Falls
- Emergency Care at Home
- Social Work Assessment
- Occupational Therapy/Physiotherapy support for people in their own homes.

How to access the service

Health Professionals can telephone or an e-referral option is available for non-urgent referrals via an electronic form, submitted by e-mail the Single Point of Access on the e-mail address below.

Contact and more information	
Phone	01633 744284 (Available from 08:00am – 8:00pm every day)
Internet	Community Resource Team (CRT) Service – Move Better Gwent (nhs.wales)
Email	ABB_GPOOHfrailtyteam@wales.nhs.uk (Non-urgent)

A referral to the CRT can be submitted by a range of Healthcare professionals, processed by a dedicated team at the Single Point of Access (SPA). The SPA is the link between medical/social professionals and the Community Resource Teams (CRT).

The SPA records patient details such as demographic information/presenting condition/reason for referral and processes the referral through to the relevant locality so that care/treatment can be arranged.

The SPA will transfer the referrer through to the relevant CRT, if a clinical discussion is required to determine the most appropriate care for the patient.

Conference Centre

The Conference Centre is a Grade 11 Listed Building and former country house that became the hospital for the town of Abergavenny.



Ground Floor

- Lecture Rooms 1 & 2
- Boardroom
- Acute Oncology Service
- Booking Centre General Surgery/COTE/Vascular and Haematology)
- School Nursing Service

First Floor

Site Managerial and Nursing Teams
Quality and Patient Safety Team
IT Training Room
National Programme Advisor (Primary Care)

Room Bookings

- Lecture Room 1 or 2 – Bookings through ‘Book a Room’ on the intranet
- Boardroom (Bookings by email only - Rachel Methven & Lauren West)

DATIX Incident Reporting Support

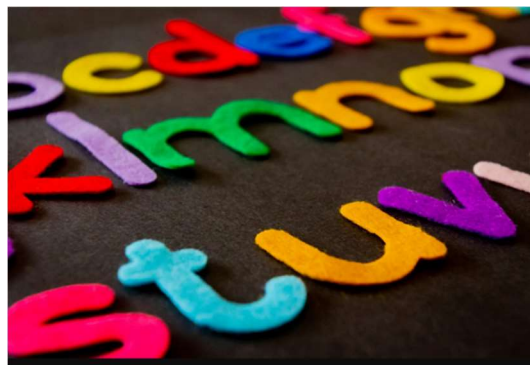
Contact and more information	
Email	Risk.Management@wales.nhs.uk
Intranet	Search Datix Web Incident Reporting

Creche

The Creche is situated on the Lower Ground Floor of Bron Haul and registered with The Care Inspectorate Wales. The crèche is registered for 53 places and staffed for 53 places.

Opening times and availability:

Monday	07:30 – 08:00
	08:00 – 17:30
	17:30 – 18:00
Tuesday	07:30 – 08:00
	08:00 – 17:30
	17:30 – 18:00
Wednesday	07:30 – 08:00
	08:00 – 17:30
	17:30 – 18:00
Thursday	07:30 – 08:00
	08:00 – 17:30
	17:30 – 18:00
Friday	07:30 – 08:00
	08:00 – 17:30
	17:30 – 18:00



- 7:30am - 8am and 5:30pm - 6pm times are available on request.
- The Creche is unable to provide wrap around care
- Please call the Creche for further information on services.

Contact and more information

Phone	01873 732665
Email	Elaine.white@wales.nhs.uk
Internet	Nevill Hall Creche

Day Hospital

The Day hospital is situated outside of the main hospital building in Nevill Hall. Hours of Work: Monday – Friday from 08:00am – 5:30pm. No OOH or Bank Holiday.

The Day hospital offer patients specialist screening, investigations and treatments on a range of health conditions on a regular daytime basis. Referrals via GP or Consultant only.

Clinics held in the Day Hospital are:

- Vascular Scanning – DVTs Diagnostic
- Bladder and Bowel (Nurse Led Clinic)
- M.S Infusions
- Rheumatology Day Unit
- Tissue Viability Clinic (Nurse Led)
- Outpatients Clinics
 - Diabetes
 - Endocrinology
 - Care of the Elderly
 - Gastro



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University Health Board

Dyfodol Clinigol
Clinical Futures



Contact and more information	
Phone	Reception: 01873 732236 (internal 82236) Rheumatology Day Unit: 01873 732954 (internal 82954)

Day Surgery Unit

Day case surgery is the admission of select patients to hospital for a planned surgical procedure, returning home on the same day. The Day Surgery Unit comprises of two patient wards and is situated on Level 0.

Hours of Work: Monday – Friday from 07:00am – 7:00pm. No BH or weekends.

Ward A – 11 beds

Ward B – 8 beds.

Contact and more information	
Phone	Theatre Reception: 01873 732820 (internal 82820) Theatre Manager: 01873 732215 (internal 82215) Day Surgery Ward: 01873 732269 (internal 82267) Recovery: 01873 732811 (internal 82811)

Diabetes Centre

The Diabetes Centre is situated on the first floor, Gilwern Ward within the main hospital

Hours of Work: Monday – Friday from 08:30am – 4:30pm. No OOH or Bank Holiday.

In the future the Diabetes Outpatients Department will move here.

The clinical team offer specialist screening, investigations and treatments on a range of diabetes health conditions.

Situated within the unit is the Podiatry clinic

- Screen for peripheral arterial disease or neuropathy.
- Conduct a visual inspection of the feet to check for any abnormalities or injuries.
- Recommend specific types of footwear or orthotics.

- The Centre also offers DAFNE Courses for patients. (Dose Adjustment for Normal Eating). It aims to help adults with type 1 diabetes lead as normal a life as possible, whilst also maintaining blood glucose levels within healthy targets, to reduce the risk of long-term diabetes complications.
- The Diabetes Team visit the Wards daily and provide intensive diabetes management and support to those who have diabetes in order to improve diabetes care during admission.
- The Diabetes team also support Young persons clinic, Antenatal care and the Insulin pump service.

Contact and more information	
Phone	Office: 01873 732049 (internal 82049)

Dietetics Team

The Dietetics Team at NHH are situated on the ground Floor of Ty Meddyg Building and provide a service from 8:30am – 4:30pm Monday – Friday. No OOH or BH at NHH – on call support is available on bank holidays from Dietetics at GUH and contact details will be shared with switchboard before each relevant weekend.

The team assess, diagnose and treat dietary and nutritional problems in hospitals and in community settings and provide expert advice on healthy and specialist diets for a wide range of health conditions and diseases.

The team also train and educate students, health & social care workers as well as the public.

Referrals for a Dietetic Inpatient – Please telephone.

Dietetic outpatient referrals for adult patients can be made via CWS e-referral form.

Contact and more information	
Phone	01873 732623 (internal 82623)
Bleep	Please call the number above and request that the dietician is bleeped.
Email	ABB_NHHdietetics@wales.nhs.uk
Intranet	Dietetics

Dieticians (Paediatrics)

The paediatric dietitians are located with the adult dietetic team in Ty Meddyg, a paediatric dietitian is **not available** on this site Monday- Friday, a message can be left on the answerphone which will be picked up remotely and responded to as soon as possible. Paediatric Dietitians deliver outpatient clinics from the Neville Hall site. These clinics are held in general outpatients. They also work with other professionals from the paediatric multidisciplinary team in assessing and reviewing children that attend the children's centre.

Outpatient referrals can be made by completing the Paediatric Dietetic referral form [NEW Dietetic Referral Form Paediatrics \(V7\).doc \(sharepoint.com\)](#)

Contact and more information	
Phone	01873 732620 (internal 82620)
Email	Paediatric.Dietitians.ABB@wales.nhs.uk
Intranet	Dietetics

Domestic Violence Adviser

The Independent Domestic Violence Adviser (IDVA) is situated in GUH on Level 2 and available from 9:00am – 5:00pm Monday to Friday but also covers all of Aneurin Bevan Hospitals and the Mental Health Division. The advisor can provide immediate safety planning, advice and guidance to any patients who present as victims of domestic abuse. This service also applies to member of staff.

IDVA is also available to provide expert training in all areas of domestic abuse to all staff members/teams on request.

Contact and more information	
Email	Caroline.reynolds@newport.gov.uk
Phone	07581014396 Please leave a voicemail.

Education Centre

The Education Centre at Nevill Hall Hospital is a purpose built, multi-disciplinary centre, providing a base for all Postgraduate and Undergraduate education. The Centre also houses a 24 hour library facility, supporting evidence based practice and continuing professional development.



Access to the Centre is available between 8:00am and 5:00pm, Monday to Friday. Booking of the Centre for evening and weekend access is by prior arrangement only.

Booking a room

All educational rooms at Nevill Hall Hospital are available to book by Health Board staff.

Please ensure you state all requirements including any equipment you may need to allow allocation of the most appropriate room for your needs.

Refreshments are available from 2 hot drink vending machines within the centre. Vending machines can be made freely available to attendees of your meeting on production of an approved cost code. If you require catering for your event please let us know when you book and we can advise.

Contact and more information	
Intranet	Search "Library services"
Phone	Ass Head of Medical Education – 01873 732877 (internal 82877) Education Centre Operational Manager 01873 732661 (internal 82661) Medical Education Administrator 01873 732882 (internal 82882) Medical Education Administrator 01873 732935 (Internal 82935)



Name	Capacity	Equipment
Ground Floor		
Lecture Theatre	100	PC, Triple HD Monitor, Flipchart, Video Conference Facilities

First Floor		
Bloreng Room 1	30	PC, Triple HD Monitor, Flipchart, Video Conference Facilities, Telephone Conference Facilities
Bloreng Room 2	30	PC x2, Single HD Monitor, Flipchart, Video Conference Facilities
Committee Room	16	PC, Triple HD Monitor, Flipchart, Video Conference Facilities, Telephone Conference Facilities
Skirrid Room:	24	PC, Single HD Monitor, Flipchart, Video Conference Facilities
Deri Room:	12	PC, Single HD Monitor, Flipchart, Video Conference Facilities

Endoscopy Clinic

Located on Level 0, the Endoscopy Service provides both inpatient and outpatient service and is situated within the Llanwenarth Suite at Nevill Hall. There is also a Bronchoscopy clinic list twice weekly.

Hours of Work: Monday – Friday 07:30 am – 6.00pm. The unit undertakes GI endoscopy procedures such as:

- Colonoscopy
- Endoscopic Retrograde Cholangio Pancreatography (ERCP)
- Oesophageal stent procedure
- Flexible Sigmoidoscopy
- Gastroscopy
- Percutaneous Endoscopic Gastrostomy

There is also a respiratory Clinic which runs twice weekly within the Llanwenarth Suite offering:

- Bronchoscopy
- Endobronchial Ultrasound (EBUS)

Contact and more information	
Phone	Nurse Coordinator 01873 732224 (internal 82224) Sister in Charge – 01873 732680 (internal 82680) Reception – 01873 732002 (internal 82002) Ward - 01873 732671 (internal 82671)
Bleep	5673

Facilities

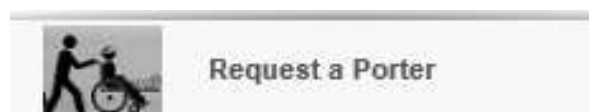
The Facilities Department at NHH is situated on Level 0 and is staffed Monday – Sunday 24/7. The Facilities Division at Nevill Hall provide the following support services;

<ul style="list-style-type: none"> • Catering • Housekeeping • Logistics: Portering, Receipt & Delivery Stores, Environmental Services, Car Parking 	<ul style="list-style-type: none"> • Hospital Security (out of hours 18:00 – 06:00 only) • General Office Administration & Reception • Residencies Accommodation
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Department	Ext
Operational Services Manager	01873 732380 (internal 82380)
Housekeeping, Linen & Residences Manager	01873 732320 (internal 82320)
Operational Services Manager	01873 732319 (internal 82319)
Facilities Supervisors	01873 732055 (internal 82055) 01873 732026 (internal 82026) 01873 732335 (internal 82335)
Catering Supervisors	01873 732896/732315 (internal 82896/82315)
Restaurant Supervisor	01873 732313 (internal 82313)
Catering Administration	01873 732317 (internal 82317)
General Office / Reception (& Residencies Accommodation)	01873 732052 (internal 82052) 01873 732842 (internal 82842) 01873 732052 (internal 82051) 01873 733011 (internal 83011)
Housekeeping	01873 732044 (internal 82044)
Porters	01873 732055 (internal 82055) Via Request a Porter on desktop.
HPV / UV Cleaning	01873 732055 (internal 82055)
Car Parking	01873 7301873 7382805
R&D Stores	01873 732323 (internal 82323)
Hospital Linen	
Smoke Free Environment	01873 732805 (internal 82805)
Hospital Security	01873 7346060

Portering Services

This role is an integral support function to the hospital in order to meet the priority needs and demands of each service, specifically patient movement. Nevill Hall operates the porters' tasks using the Synbiotix System - Login to the 'Request a Porter' via the ABUHB Applications App (yellow star, <https://app4.synbiotix.com/AneurinBevan/Login.aspx>) on the PC using the provided username and password. Check in with Service Manager if user account or password reset is required.



Mattress Return

Please use the **'Request a Porter'** facility to arrange collection.

To return a contaminated air mattress to the Equipment Library please ensure the mattress is sealed with a tie in a red plastic bag.

To return a non-contaminated air mattress to the Equipment Library please ensure the mattress is sealed with a tie in a clear plastic bag.

Contact and more information	
Phone	01873 732802 (internal 82802)

General Office

The General Office is situated on the ground floor opposite Main Reception.

Hours of Work: Monday – Friday from 08:30am – 5:00pm. Responsibilities include:

- Sorting of Mail
- Franking 1st class Mail
- Financial Recording
- Patient Property
- General Information
- Patient reimbursement for travel.
- Assist with reception duties
- Allocate Car Park Fobs
- Donations/ Charitable Funds
- Lost Property

Contact and more information	
Phone	General Office – 01873 732052 (internal 82052, 82051, 82842)

GP OOH Clinic / Urgent Primary Care Centre (UPCC)

The GP OOH Clinic is situated on Level 0 of the Hospital within the Urgent Primary Care Centre

Referrals via 111/GUH/MIU. No walk in patients. Appointment only.

Hours of Work: Monday – Thursday from 07:30am – midnight. Friday – Sunday 24/7.

No overnight GP Monday – Thursday. All opening times are subject to staff availability.

Contact and more information	
Phone	01495 363143 (internal 53143)

Gynaecology Ambulatory Care Unit & Colposcopy Outpatient Clinic

The Clinic is situated on Level 0 of the Hospital. Hours of Work: Monday – Friday from 08:30am – 5:00pm. No OOH or Bank Holiday. The team offer specialist screening, investigations and treatments on a range of women’s health conditions.

Clinics held are:

- Colposcopy Clinic
- Hysteroscopy Clinic
- USC Clinic

- Pessary Clinic
- Fertility Clinic
- Vulval clinics
- Endometriosis
- Gynae Outpatients Department

There are also nurse led clinics for fertility and gynae that run alongside the clinicians clinics:

Treatment lists include:

- Myosure
- Nova sure
- Minor vaginal procedures.

Contact and more information	
Phone	<p>Sister's Office: 01873 732117 (internal 82117)</p> <p>Colposcopy Clinic: 01873733239</p> <p>Coloscopy Reception: 01443802371</p>

Gynae Oncology Specialist Nurses/Keyworkers

The clinics are situated on Level 0 of the Hospital within the Gynaecology Ambulatory Unit and Colposcopy Clinic.

Hours of Work: Monday – Friday from 08:00am – 6:00pm. No OOH or Bank Holiday.

The team provide invaluable support to gynae cancer patients (and staff) across all stages of treatment. This includes informing them of their diagnosis, helping them understand their treatment options, as well as performing clinical tasks and providing check-ups to ensure the continuity of care across the pathway.



Contact and more information	
Phone	Alison Butler 07811814144 Gail Vitalini – 07817136421 Lisa Willavise - 07583039444
Email	ABB_GynaeOncology@wales.nhs.uk

Haematology Day Case Unit

The Unit is situated on the second floor of the Hospital in Ward2:4. The team offer chemotherapy and blood support. Haematology treatments are provided on Tuesday and Friday from 08:30am – 4:30pm (reliant on staff availability).

Hours of Work: Monday – Friday from 08:30am – 4:30pm. No OOH or Bank Holiday.

Referral Method – GP to consultant. Inpatient Consultant to specific team via referral pathway on intranet or CWS

Outpatient clinics are also held in the unit.

- Clotting (Mon & Tues)
- Myeloid (Tues)
- Lymphoid (Wed)
- Myeloma (Thurs)

Contact and more information	
Phone	Emergency: 07870 850723 (24 hours) Nurses: 01873 732411 (3:00 – 4:00pm) Reception: 01873 732410 (internal 82410)

Health & Safety, Fire Safety, Manual Handling, Violence & Aggression, Security Support

Contact and more information	
Email	ABB.HealthAndSafety@wales.nhs.uk
Intranet	Search Health and Safety

Health & Safety Training Room

The H&S Training room is situated on the first Floor of Bron Haul. Access to the room is by booking only. When you book the room you will be given an access code. The room can be booked by any member of staff.

The room can hold 10 – 12 members of staff.

Contact and more information	
Phone	Book a room: 01633 431869
Email	ABB.HealthAndSafety@wales.nhs.uk

Health Records

The office is situated on Level 0 and available Monday – Friday 7:00am – 7:00pm. The team are responsible for:

- Preparing notes for patient admission
- Requesting patient notes from other hospitals
- Preparation and scanning of all DHR's
- Preparation and scanning of all back notes.

The Scanning Team are responsible:

- Digitalisation of all notes
- Preparation of patient notes for the Medical Examiner

Contact and more information	
Phone	01873 732001 / 732227 (internal 82001/82227)

Inpatient and Outpatient Clinical Prep

Situated on Level 0 and available Monday – Friday from 07:00am – 5:00pm. The team prepare notes for inpatient and day surgery and deliver the notes to the relevant reception areas.

Contact and more information	
Phone	01873 732492 / 7322988 / 732018 (internal 82492/82988/82018)

Home First

Most patients can't wait to get home from hospital and the sooner the better. This isn't just because it's where they want to be, it's also better for recovery once acute hospital care is no longer needed.

There are 4 good reasons to avoid 'step-down' to another hospital and discharge a medically fit patient home first with the right support in place.

1. Physical strength

Over 80's can lose 10% muscle mass within days of being in a hospital bed.

Simply by getting dressed the patient can benefit from the following

- Dignity
- Sense of normality
- More likely to move around
- Maintain muscle
- Ability to do things for themselves
- Re-gain independence



2. Infection

- Less risk of infection at home
- Higher risk in hospital and reduced resistance to bacteria or fungal infections, such as a urinary tract infection or pneumonia

3. Mental wellbeing

- Familiar surroundings with support from loved ones, family and friends is one of the best things for mental health wellbeing

4. Rest

- The faster a patient can get back to their own bed, the better
- Sleep is the body's time to rebuild, restore and rejuvenate, and it's most important to have quality sleep when recovering from a serious injury or illness
- Hospitals are busy places with interruptions, talking and noise from equipment
- Long-term sleep deprivation slows down recovery.

The Home First Team is a dedicated team of professionals that can quickly access ongoing support and arrange care packages for any patient deemed to be medically fit for discharge.

They can work with any Local Authority in Gwent to quickly enable packages of care, access a range of community services, arrange home adaptations, Life-line alarms etc.

Often allowing just one extra day to arrange care can make the difference between a patient being discharged home, or to another hospital where recovery can often be far slower, and the patient can be exposed to greater risk.

Contact us on: Bleep: 2077 Telephone: 01873 732821 Internal 82821

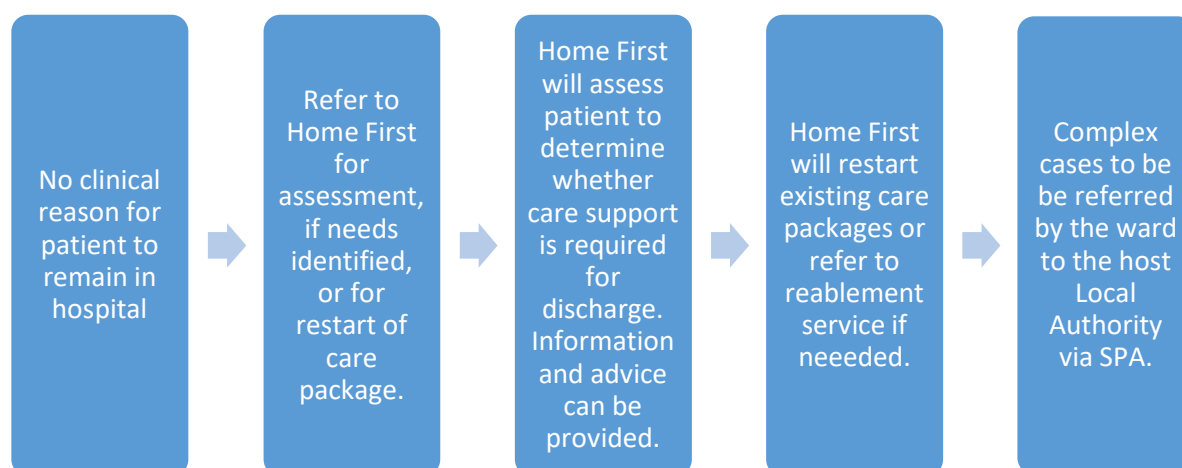


Bron Haul, Nevill Hall Hospital

Contact number: 01873 732821 (internal 82821)

Bleep: 2077

Home First is a discharge support service that utilises the admission avoidance and discharge to assess models to support patients to return home from hospital in a safe and timely manner.



Hospital Discharge Liaison Team

The team are situated on the ground floor of Bron Haul.

Hours of Work: Monday – Friday from 08:00am – 4:00pm. No OOH or Bank Holiday.

Weekend cover provided by Home First.

Contact and more information	
Phone	Discharge Liaison Nurse Monmouthshire Team: 01873 732523 (internal 82523) Blaenau Gwent: 01873 732526 (internal 82526)



Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol Clinigol
Clinical Futures



Hospital Sterilisation & Disinfectant Unit (HSDU)

The Hospital Sterilisation and Disinfection Service (HSDU) provides the essential service of decontaminating reusable medical devices for Theatres across ABUHB, these include those on the acute site at the Grange University Hospital Llanfrechfa Grange and local general hospitals and satellite units consisting of the Royal Gwent, Ysbyty Ystrad Fawr, Nevill Hall and St Woolos.

HSDU is situated on the grounds of the Llanfrechfa Site and Royal Gwent site.

Contact and more information	
Phone	Reception: 01873 732068 (internal 82068) Supervisor: 01873 733789 (internal 83789) Manager: 01633 493866 GUH Reception: 01633 493880
Intranet	Search 'Facilities'
Email	Nicola.merry@wales.nhs.uk Craig.gane@wales.nhs.uk Joanna.anstey@wales.nhs.uk

NOTE: Theatre instruments etc for sterilisation is now undertaken at the Grange University Hospital HSDU. Only endoscopy reprocessing is undertaken at NHH.

HSDU Endoscopy in NHH is situated on the Ground Floor and available Monday – Friday and Sunday from 07:30am – 7:00pm. Not open Saturday or Bank Holidays.

ID Badges

It is essential that you wear your ID Badge at all times, most doors in NHH are controlled by swipe access only.

Please apply for your ID badge as soon as possible to ensure it can be processed for your start of post. Your ID Badge should be set up to give you access to the relevant departments and general access areas.

ID badges can only be applied for by your Manager. If you misplace your ID Badge please speak to the Nurse in Charge of the Ward / Manager for a temporary ID Badge.

Contact and more information	
Intranet	Search 'Security/ID Badges'
Email	IDBadges.ABB@wales.nhs.uk

Infection Control

The team are situated on Floor 2, Flat 18, Ty Meddyg building.

The Infection Prevention & Control Team are a 7-day service available Monday to Friday 08:30am - 4:30pm and weekends 08:00am - 4:00pm.

Contact and more information	
Phone	Admin: 01873 733219 (internal 83219) Lead Nurse : 01873 733220 (internal 83220) IP Nurse: 01873 732048 (internal 82048) OOH advice is available from Microbiology via switchboard
Email	Infectioncontrol3@wales.nhs.uk
Intranet	Infection Control

INR/DVT Clinic

The INR/DVT Clinic is situated on Level 0 of the Hospital.

Hours of Work: Monday – Friday from 08:00am – 4:30pm. No OOH or Bank Holiday. MAU/A&E referrals - via 'Anticoagulant Referral' Form on CWS.

Patients are seen following a scan undertaken in the Vascular Lab in the Day Hospital.

Contact and more information	
Phone	Anticoagulant Nurse Specialist: 01873 732192 (internal 82192)

Interpreting and Translation Service

The team is situated on Level 0 and available Monday – Friday from 08:30am – 4:30pm. For further guidance on how to access these services please visit the intranet site.

- Telephone Interpreting
- Face to Face Interpreting
- Document Translations

The team will source interpreters for patient appointments via Departments.

PRIORITY 1 REQUESTS = LESS THAN 5 WORKING DAYS NOTICE

For emergency appointments or those with minimal notice please telephone the Interpreting & Translation Service. DO NOT email urgent requests as they may not be responded to within the required timescales.

PRIORITY 2 REQUESTS = MORE THAN 5 WORKING DAYS NOTICE

To book a 'face to face' interpreter for a standard appointment, please click and complete the information on the internet page.

Contact and more information	
Phone	01495 745656 (internal 55656)
Email	ABB.InterpretersAndTranslators@wales.nhs.uk
Intranet	Search 'Interpreting and Translation Services'



Inter-site Transfer Document



Learning Disability Health Liaison Team

The team is situated in Alders House, Llanfrechfa Grange, Cwmbran and cover pan Gwent.
Hours of Work: Monday – Friday from 08:30am – 4:30pm. No Bank Holiday.

The Hospital Liaison Nurses work in collaboration with the individual, hospital staff, community learning disability teams and care providers to promote person centred care and reasonable adjustments in line with the Equality Act (2010)

Services provided include:

- Consultation and advice
- Virtual training and education
- Assistance with coordination of care
- Enhancing and developing standards of care through the implementing of best practice.

Making a referral to the team:

Referrals can be made by anyone for an individual via:

- Direct e.g face to face or verbal.
- Telephone
- Email
- Letter



Contact and more information	
Phone	01633 623554 Mobile: 07969001494 (Mon/Wed/Fri 08:00am – 4:00pm) 01633 623548 Mobile: 07814301047 (Mon-Fri 08:30am – 4:30pm) 01633 623548 Mobile: 07866825575
Email	LDHealthLiaison.ABB@Wales.nhs.uk
Intranet	Mental Health

Library

The Rowland Isaac library is situated on the ground floor of the Education Centre at Nevill Hall and provides services/resources to all Health Board Staff and placement students.

The Library is accessible 24/7 with an ABUHB ID badge and staffed Monday –Friday 8:45am – 5:00pm.

The library facilities are a quiet space, and include areas for academic study and research, access to computers, and a networked printer/photocopier.

Main Services:

- Article supply
- Book loans and requests
- Photocopying & printing
- Literature searching (The Librarian can conduct literature searches for research, clinical audit, service improvement and patient information).
- Information literacy support including training in database use. (Please call or email to pre-book a session with a librarian)

Contact and more information	
Intranet	Search "Library services"
Email	NHH.Library@wales.nhs.uk
Phone	01873 732663 (internal 82663) Librarian

If you are starting a research project, dissertation or publication please get in touch with the library team who are happy to help and support you.



Lung Cancer Nurse Specialist

The office is situated on the 1st Floor of Ty Meddyg building.

Hours of Work: Monday – Friday from 08:30am – 4:30pm. No OOH or Bank Holiday.

The aim of the ABUHB Lung Cancer Service is to ensure a co-ordinated, efficient and high quality specialist service for the diagnosis, treatment and support of all patients through the lung cancer and mesothelioma pathway.

The Lung Cancer Nurse offers advice and support to patients, facilities telephone clinics and Rapid Access Clinics.

Contact and more information	
Phone	01873 732860
Email	ABB_NHH_Lung_Cancer_Nurse@wales.nhs.uk
Intranet	Lung Cancer

Main Reception

Situated on Level 0 of NHH. The receptionist is available Monday – Friday from 09:00am – 5:00pm. OOH cover after 5:00pm and weekends is provided by the Facilities Department.

Contact and more information	
Phone	Receptionist - 01873 733011 (internal 83011)



Medical Devices: Volumatic/Syringe/T34 Infusion Devices

Requesting Infusion Devices

To request an infusion device Monday – Friday 08:00am - 4:00pm please contact the Equipment Library on Level 0. The Medical Device Coordinator will process the request and deliver devices to the Ward.

Out of Hours and Bank Holiday

To request an infusion device out of hours 4:00pm – 8:00am, all day on a weekend and Bank Holiday please contact the Hub. Ward staff will then need go to the Equipment Library on the ground floor to collect the device. The team will let you into the pump store to collect the equipment and complete the sign out sheet with the patient's details, ward details, staff name and signature.

Returning Infusion Devices

As soon as Wards/Department have finished using the infusion devices they must be appropriately decontaminated before they are returned to the pump store. Devices that are not being used on patients **MUST** be made available for collection by the Medical Device Coordinator and **MUST NOT** be constantly kept on Wards/Departments.

Out of Service/Faulty Devices

As per Safe Use of Infusion Devices Policy, faulty devices/devices requiring service and those involved in an incident be removed from patient use and reported to the EBME (Medical Electronics) on 01633 238213. Following this staff should contact the Equipment Library so that the device can be collected ASAP removing it from potential clinical use.

Contact and more information	
Phone	01873 732802 (internal 82802) OOH Queries contact the Hub: 01873 732004 (internal 82004)

Mental Health

Children Adolescent Mental Health Service (CAMHS). Patients under 18yrs.

Contact and more information	
Phone	CAMHS Emergency Line: 07387 546314 (This number is NOT to be given to families) OOH – CAMHS Consultant on Call via switchboard.
Email	ABB.CAMHSEmergencyLiaisonTeam@wales.nhs.uk

Older Adult Psychiatric Liaison (OAPL, Patients over 65 years of age)

The department is situated on the ground floor of Bron Haul building. We are a specialist multidisciplinary mental health team working in ABUHB hospitals to support patients over the age of 65 with mental health issues during their admission providing initial assessments from practitioners or medical team with ongoing reviews and signposting when appropriate. This service covers the North, Ysbyty Ystrad Fawr (YYF), Nevill Hall Hospital (NHH), Ysbwyty Aneurin Bevan and Rhymney.

Available Monday – Friday from 08:00am – 8:00pm. Saturday and Sunday from 09:00am – 5:00pm.
Telephone referrals from MAU and A&E only.

Contact and more information	
Phone	01873 733156 (internal 83156) OOH – SHO on Call for OAPL via switchboard
Email	ABB_Oaplnorth@wales.nhs.uk
Intranet	Older Adult Psychiatric Liaison (OAPL)

Crisis Liaison Team (CLT)

Adults up to 65yrs but if known to the team up to 70yrs. Available 24/7

Contact and more information	
Phone	01633 493392/ 493393 (internal 23392/23393)
Vocera	Connect to the GUH vocera system from a landline. Tel: 01633 493699 “Call Crisis Liaison Team” or “Call Psychiatric Liaison Team”

Mortuary Service

The Mortuary is situated on Level 0 and managed by the Care After Death Team. Staff are available Monday – Friday from 08:00am – 4:00pm.

The Care After Death Team provides on call service after 4pm and on call Saturday and Sunday for faith based deaths.

Contact and more information	
Phone	01873 732267 (internal 82267)
Email	ABB.MortHub@wales.nhs.uk
Internet	Search Care After Death

Occupational Health

The Occupational Health Department is situated in the Cartrefle building. This is a strictly confidential advisory service, independent of management, established to safeguard the health, safety and welfare of staff.

It is concerned with ensuring that current and future staff are physically and psychologically fit to do their job. It also ensures that the working environment does not adversely affect employee's health. The service endeavours to deliver impartial occupational health advice to all employees of Aneurin Bevan University Health Board.

Hours of Work: Monday – Friday from 08:30am – 4:30pm. No OOH or Bank Holiday. The Department also operates a 24-hour answering service and messages will be responded to as soon as possible

Referrals. See referral form on the Occupational Health website page. Scan and Email to Admin Email (see below) which is manned from 08:30am – 4:30pm daily.

Clinical queries can be emailed to the nursing team (see below).

Contact and more information	
Phone	01873 732849 (internal 82849)
Intranet	Occupational Health
Email	Admin: ABB.occhealthadmin@wales.nhs.uk Nurse: ABB.occhealthnurses@wales.nhs.uk

Occupational Therapy Service

The Occupational Therapy Department is situated on Level 0 of the Hospital.

Hours of Work: Monday – Friday from 08:00am – 4:00pm. No OOH or Bank Holiday.

The purpose of occupational therapy is to enable and encourage people to live meaningful lives as actively and as fully as possible. The team provide practical help and advice to assist individual to take control of their lives through occupation and overcome the effects of disability.

Contact and more information	
Phone	NHH General Enquiries – 01873 732294 (internal 82294) OT Referral Number - 03003034096
Intranet	Occupational Therapy

Orthoptics

The Orthoptic Department is situated in the Outpatients Department at Nevill Hall Hospital.

Hours of Work: Monday – Friday from 08:30am – 5:00pm. No OOH or Bank Holiday.

Our role is primarily to diagnose and treat eye misalignment problems known as squint or strabismus. We are trained to assess binocular vision and visual development problems so we dedicate a large amount of time to testing children.

Orthoptists manage visual problems in adults including double vision (diplopia), blurred vision, abnormal eye movements or having a problem performing normal visual tasks may necessitate a referral to us. These sorts of problems can arise from underlying medical conditions such as diabetes and hypertension, neurological conditions, an endocrine problem, stroke or trauma to the eye.

Contact and more information	
Phone	01873 732775 (internal (Voicemail in operation 24hours)
Email	Nicola.Turner@wales.nhs.uk
Intranet	Orthoptics



Outpatients 1

The Clinic is situated on Level 0 of the Hospital.

Hours of Work: Monday – Friday from 08:00am – 5:00pm. No OOH or Bank Holiday.

Late and weekend clinics are run on request.

Outpatient clinics held are: -

Audiology	Ophthalmology Orthotics
Breast Clinic	Phlebotomy
DVT	Pre-assessment clinic – General Surgery
ENT	Pre-assessment clinic – Trauma & Orthopaedic
Fracture	Respiratory
Gastroenterology	Sleep Clinic
General Surgery	Trauma & Orthopaedic
INR	Wound
Nephrology	

Contact and more information	
Phone	Sister's Office: 01873 732186 (internal 82186/82185) Reception: 01873 732016 (internal 82016)
Vocera	Kim Pritchard or Rozel Howe
Email	Kim.pritchard@wales.nhs.uk

Outpatients 2

The Clinic is situated on Level 0 of the Hospital.

Hours of Work: Monday – Friday from 08:00am – 5:00pm. No OOH or Bank Holiday. Late clinics and weekend clinics are run on request.

For further information on clinic times/dates please contact Main Outpatients Reception desk.

Outpatient Clinics held are:

Breast	Maxilla Facial
Dermatology	Medical Genetics
Diabetes	Neurology
Dietetics	Orthodontics
Gastroenterology	Paediatrics
General Surgery	Rheumatology

Contact and more information	
Phone	Manager: 01873 732186 (internal 82186/82185) Reception: 01873 73 (internal 82694)
Vocera	Kim Pritchard/ Rozel Howe
Email	Kim.pritchard@wales.nhs.uk



Outreach Team

The team are situated on Level 0 and available Monday – Sunday from 07:00am – 07:40pm but hand over to the site pracs from 7:00pm onwards. The team offer intensive care skills to patients with, or at risk of, critical illness receiving care in locations outside the intensive care unit.

The Team also provides:

- Stabilisation of patients
- Follow up for resus audit purpose.
- Support and education to nursing staff on the ward with deteriorating patients.
- Referrals to ITU
- Airway management
- Care Flow Checks on Patients
- Ensure patient treatment plans are in place.



Contact and more information	
Phone	01873 732180 (internal 82180)
Vocera	Critical Care Outreach
Bleep	5445
Email	ABB_Resuscitation.Servic@wales.nhs.uk

Overseas Visitors

The team is situated in Flat 17, second Floor, Ty Meddyg, Nevill Hall Hospital.

Hours of Work: Wednesday – Friday from 09:00am – 5:00pm. No OOH or Bank Holiday.

The Overseas Visitors team check eligibility for UK residency status for access to NHS Hospital Services. For patients who are not eligible to access free treatment, we then raise invoices for service used and cost recovery. Our team provides a service that covers the whole of ABUHB.

Contact and more information	
Phone	Manager: 01873 732387 (internal 82387) 01873 733105 (internal 83105)
Email	ABB.overseasvisitors@wales.nhs.uk

Owen Sheers Room

Situated on Level 0 near the Main Reception. The room is available for staff to book for interviews, meetings and study. Bookings available via Main Reception.

Contact and more information	
Phone	01873 733011 (internal 83011)

Pain Service

The pain team at ABUHB care for all patients undergoing major surgery who have Spinal Morphine, PCA (patient-controlled analgesia), PCEA (patient controlled epidural analgesia)

or nerve blocks. They also see acute admissions for Pancreatitis, trauma, fractured ribs and blunt force trauma, or acute pain problems. These patients are reviewed daily and discharged from the pain team once pain is managed. Our aim is to make their hospital stay as comfortable as possible.

They also accept referrals (via CWS e-referrals) for acute flare ups of chronic pain conditions where a treatment plan can be put in place and offer a review to assess efficacy of plan. For anyone interested in learning more about the pain team, shadow shifts can be arranged or education sessions organised.

Telephone advice - patients can be referred by their team via e-referral, not by nursing staff. Please refer to pain ladder in first instance.

Contact and more information	
Intranet	Pain Services

Palliative Care Team

The team is multi professional working in an advisory capacity across all the main hospital sites in Aneurin Bevan University Health Board. Our total aim is to provide a service that improves patient quality of life, facilitate patient choice and treats all individuals with dignity and respect. This is achieved by provision of evidence based, individualised, symptom control, complex psychosocial care, terminal care for all patients with advanced disease and liaison with specialist community Palliative Care Services.

The Specialist Palliative Care Service at NHH is situated on the first floor of Ty Meddyg and is a consultant led service.

Referring a patient

With consent from the patient, the Patient's Consultant/Dr must complete the medical e-referral form on CWS and include relevant information as required. More in-depth information on this is provided on our intranet page.

Contact and more information	
Phone	01873 732777 (Internal 82777) Monday – Friday 09:00am – 5:00pm
Bleep	5430, 2085, 5831, 5832

To Contact the Team Out of Hours:

The on-call Palliative Medicine Service:

- Is available from 17:00 on weeknights until 09:00 the following morning, and around the clock (24 hours) at weekends and bank holidays

- Is able to give telephone advice to a health professional (Primary Care, Secondary Care & WAST)
- Is for professionals supporting inpatients in any Aneurin Bevan, South Powys, and Cwm Taf Morgannwg geographical areas

Please contact switchboard on 01633 234234 and ask for the Palliative Care Consultant on call.

We also have an allocated CNS that covers weekends for all 4 hospital sites, this nurse is available between 9am and 5pm on Saturday & Sunday. To contact the CNS please call switchboard on 01633 234234 and ask for the Palliative Care CNS on call.

For further information regarding our team please visit our Palliative Care Intranet page

To Contact the Hospice & Community Teams:

- St David's Hospice Care Inpatient Unit - 01633 973980
- St David's Hospice Care - 01633 851051
- Hospice of the Valleys - 01495 717277
- Macmillan Nurses (Powys) - 01874 712445



Pathology Department

The Pathology Department is situated on Level 0 at NHH and offers a limited service.

Contact and more information	
Phone	Specimen Reception at NHH - 01873 732231 (internal: 82231) Specimen Reception at GUH - 01633 493260 (24/7) Haematology Manager – 01633 493117 (Internal: 23117) Biochemistry Manager – 01633 493233 (internal: 23233) Pathology Stores – 01873 732987 (internal 82987)
Intranet	Search 'Pathology' for up to date information and useful contact details for AB Pathology services.

Andrology Department

Andrology is based within the Pathology Department and is managed by the Microbiology Department.

Hours of Work: Monday – Friday 08:30 – 4:30 pm.

Contact and more information	
Phone	01873 733062 (internal: 83062)

Biochemistry

Hours of Work: Monday – Friday 08:00 – 9:30pm. No BH or weekends

Contact and more information	
Phone	Main Lab - 01873 732243/5 (internal: 82243/5)



Blood Transfusion

Hours of Work: Monday – Friday. 08:00 – 9:30pm. No BH or weekends. Blood is available 24/7 via the Haemobank and by contacting GUH.

Contact and more information

Phone	NHH 01873 73223/5 (internal: 82233/5) GUH 01633 493256 (internal 23256)
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Haematology

Hours of Work: Monday – Friday, 08:00am – 09:30pm. No BH or weekends.

Contact and more information

Phone	01873 732245 (internal: 82245)
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Histology

There is drop off service for Histology specimens within the Main Pathology Reception area. All specimens and samples are transported to RGH. Histology secretary available at NHH Monday - Wednesday 8.30am - 4.30pm. Secretaries at RGH can be contacted Monday – Friday 8.30am – 5:00pm.

Contact and more information

Phone:	Histology Secretary: 01873 732270 (internal: 82270) Pathology Storeman: 01873 732987 (internal 82987) Histology Secretary RGH: 01633 234465
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Microbiology Sample Drop off/Collection Point

This service is situated within the Pathology Department on Ground Level. Samples are to be placed in the following bags:

- Cytology – Pink Bag
- Pathology - White bag
- Microbiology – Blue Bag

AMU Samples - OOH there is only one collection point and that is MIU.

Pathology Stock Replenishment

Contact and more information

Email	ABB.PathologyStock@wales.nhs.uk
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Collection of samples - Drivers will collect all specimen samples from the Pathology drop off point as below.

Pathology Transport Schedule. NHH – GUH/RGH (Mon-Fri)

Time	GUH Stop	Pick up point
08:00	Yes	MIU, NHH
09:00	No	Path Lab, NHH
10:00	Yes	Path Lab, NHH
11:15	No	Path Lab, NHH
12:30	Yes	Path Lab, NHH



14:00	Yes	Path Lab, NHH
15:30	Yes	Path Lab, NHH
16:15	Yes	Path Lab, NHH
17:20	No* Drop off only	Path Lab, NHH
18:00	Yes	Path Lab, NHH
20:00	Yes	Path Lab, NHH
21:30 GUH only	Yes	Path Lab, NHH
23:00 GUH only	Yes	MIU, NHH
00:45 GUH only	Yes	MIU, NHH

NHH – GUH/RGH (Saturday/Sunday/Bank Holiday)

Time	GUH stop	Pick up point
08:00	Yes	MIU, NHH
10:00	Yes	MIU, NHH
12:20	Yes	MIU, NHH
11:15 GUH only	Yes	MIU, NHH
14:00 GUH only	Yes	MIU, NHH
15:30	Yes	MIU, NHH
16:45 GUH only	Yes	MIU, NHH
18:00	Yes	MIU, NHH
20:00	Yes	MIU, NHH
21:30 GUH only	Yes	MIU, NHH
23:00 GUH only	Yes	MIU, NHH
00:45 GUH only	Yes	MIU, NHH

NHH – UHW (Monday – Friday)

Time	Run details	Transport Provider
12:30	Collection	HCS

**Electronic Test Requesting – ETR**

For issues with ETR printers, Call the ICT Helpdesk

Contact and more information	
Phone:	01495 765000 (Ext 55000)
Intranet:	Departments Page: Pathology “ETR Troubleshooting”

General ETR enquiries/Arrange Training

Contact and more information	
Phone:	01873 732135 (Internal 82135)
Mobile:	07583 122832 Mon – Fri 08:30am – 16:30pm
Email:	ETRServices.ABB@wales.nhs.uk
MS Bookings:	https://outlook.office365.com/owa/calendar/ABBPPathologyErequestingTraining@wales.nhs.uk/bookings/



Pharmacy Service

We provide a clinical pharmacy service Monday to Friday 8:30am – 5:00pm. This includes a review of patient medication charts, ordering non-stock items, processing discharges, counselling patients and providing medicines information to colleagues.

Pharmacists, technicians and pharmacy assistants will work as a team to cover designated wards, as outlined in the table below. All team members have access to Vocera, therefore, this is the best way to communicate with them for an urgent item, discharge or advice.

Contact and more information		
Vocera (83299 at NHH)	Call Cluster A	Ward 3/1 Ward 3/2 Ward 4/1 Ward 4/2
	Call Cluster B	Ward 3/3 Ward 3/4 Ward 4/3 Ward 4/4

If you do not have a designated pharmacy team, please contact any member of staff in the pharmacy department.

Contact and more information	
Intranet	Search 'Pharmacy'
Phone Pharmacy Dispensary	01873 732279 (Internal 82279)
Phone Pharmacy Stores	01873 732284
Email	ABB.NHHPharmacy@wales.nhs.uk

Omnicell™

Omnicell™ is an automated medication storage and dispensing cabinet which is available in every clinical area. There are over 11 situated across NHH holding up to 400 lines of stock in each. To access the Omnicell™ in your clinical area, you will need to use your nadex and set a password. If you are having trouble logging in, please contact your ward super-user, your pharmacy team or email ABB.PharmacyOmnicell@wales.nhs.uk



User guides to demonstrate basic Omnicell™ functions are available on the Omnicell page of SharePoint.

During Pharmacy Core working hours (8.30am – 5pm, Monday – Friday) please contact your ward-based Pharmacy team if you have any issues. In an emergency, call Pharmacy Clinical check on 82279 and they can escalate to the Pharmacy Site Lead or Omnicell System Manager.

For technical support outside of Pharmacy Core working hours calls Omnicell directly on 01614 135333 and select Option 5

Any non-urgent enquiries please email; ABB.PharmacyOmnicell@wales.nhs.uk



Stock medication and Omnicell

The Omnicell™ will generate an automatic order, based on the medication usage, and this will be processed by Pharmacy staff at NHH. Top-ups will occur once a week, and our pharmacy team will put these orders away. Check with your pharmacy team which day to expect your top-up.

At Nevill Hall, the Omnicell™ situated in Acute Medical Unit (AMU) doubles up as the sites Emergency cupboard and as such is topped up daily.

Any additional stock items required outside of the weekly top ups should be requested via the Pharmacy Ward teams. For departments and areas without routine pharmacy cover, these requests should be emailed to ABB.NHHPharmacy@wales.nhs.uk.

These will be delivered to the ward in green pharmacy bags and the ward staff will be required to put these stock items away.

Please liaise with your pharmacy team for any other stock items are required urgently.

Locating medication out of hours

Out of hours, you may require a stock or non-stock item which is either for a newly admitted patient or newly prescribed for a patient. Refer to [Critical Medication Policy](#).

Stock Item

Check your Omnicell™. If the item you require is out of stock, a screen will appear asking you whether you want to check other locations. Select “Yes” and a list will appear with the Omnicell™ locations and balances of the medication you require.

If the item you require is out of stock, then you can use Omni Explorer via a Desktop PC to check availability, a guide on how to do this is available on SharePoint [Omnicell \(sharepoint.com\)](https://sharepoint.com)

Non-Stock Item

Contact the site bed manager to locate the item. Site bed manager will have access to Omnicell Explorer which will locate medication across the various HB sites. Site manager will contact on-call pharmacist if a supply cannot be made.

Weekend checklist for wards

Check if take-home prescriptions have been written for any planned weekend discharges

- Ask team to write, process during the week
- Ensure you are familiar with the [nurse-led discharge policy](#)
- Order any stocks/ fluids/ controlled drugs needed for the weekend
- Check you have sufficient supplies of yellow or green pharmacy order slips
- If your area uses WP10HPs, ensure sufficient supplies

Weekend Pharmacy Service

Pharmacy at NHH will be open on **Saturday and Sunday 9.30am – 12.00pm.**

Pharmacy staff will **NOT** be visiting any wards on a Saturday or Sunday morning to review or collect work. The weekend service is for the provision of **new** and **emergency** items only.

Please ensure any requests sent to Pharmacy at the weekend include clear direction as to the required items. If the request is for the TTO to be completed, please ensure all medication charts and any Patients own medicines are sent to the pharmacy department to avoid delays.

Please ensure non-stock requests contain the below information, to avoid delays and the necessity to contact the requestor:

- **WARD and CONTACT NUMBER**
- **MEDICATION NAME, STRENGTH, FORMULATION AND QUANTITY**
- **NAMED PERSON QUALIFIED TO REQUEST**
- **ATTACHED DRUG CHART**

Pharmacy department is located on the ground floor. Please bring requests down to Pharmacy or have them ready first thing to be collected on the Pharmacy porter run.

For more information regarding pharmacy services and who's who, please go to our Home page on the intranet [Pharmacy - Home \(sharepoint.com\)](#)

Phlebotomy Service

The NHH Phlebotomy Services is managed by the Pathology Department and is situated on Level 0 within Outpatients 1. This is an inpatient and outpatient service.

Current Hours of Work are Monday – Sunday 07:00am – 12:00pm. Saturday and Sunday is urgent

Contact and more information	
Email	Stacey.Wetherell@wales.nhs.uk
Phone	Pathology Manager GUH - 01633 493255 (internal 23255) NHH Phlebotomy Supervisor 01873 732641 (Internal 83641)

Outpatients Blood Room – This is a walk in service. The phlebotomists provide a service for patients who have been referred by their GP who are unable to provide this service at the GP Surgery, prior to chemotherapy treatment at Velindre, prior to consultant telephone consultations, all patients attending Outpatient clinics in NHH, Surgical pre-admissions, Orthopaedic pre-admissions and Mental Health Outreach patients etc. Note: The phlebotomy Service is for patients over 11 years of age.

Current Hours of work - Monday – Friday 8:45am – 4:20pm. No Bank Holidays. No service Xmas Day, Boxing Day and New Year's Day.

Inpatient Wards – Phlebotomists cover the following wards at NHH:

3/1	4/1
3/2	4/2
3/3	4/3
3/4	4/4

Physiotherapy Outpatients and Inpatient Department

The Physiotherapy Department is situated on Level 0 of the Hospital.

Hours of Work: Monday – Friday from 08:00am – 4:30pm. No OOH or Bank Holiday services are available (with the exception of respiratory on call – see below).

Inpatient referrals: Physiotherapy staff are available on wards during core hours (08:30am - 4:30pm). Clinicians may screen inpatient notes, attend board round meetings or discuss verbal referrals. Each ward will have a named physiotherapist and contact details (this may be bleep). Hard copies of Inpatient referral forms are also available via the Physiotherapy intranet page, these can be emailed or handed into the Dept.

Respiratory Physiotherapy On call – a 24/7 service is available for the inpatient wards at NHH for those patients who are at acute risk of deteriorating due to a respiratory condition. The service is governed by strict call out parameters as outlined in:

[Physiotherapy - Guidelines for Contacting the On Call Physiotherapist.PDF - All Documents \(sharepoint.com\)](#)

[Policies Home Site \(sharepoint.com\)](#)

Outpatient referrals: Patients can self-refer for Musculoskeletal conditions. Please see the Physiotherapy intranet page for further details. For MSK conditions, patients can also be directed to the Move Better Gwent website for self-help information. Referrals can also be made via CWS, email (see address below) or post and the forms are also available on the intranet pages.

Contact and more information	
Phone	Physio Reception: 01873 732300 (internal 82300)
Intranet	Physiotherapy
Email	Inpatients team: ABB.PTInpatientsNHH@wales.nhs.uk Outpatients: ABB.PTNHH@wales.nhs.uk

Podiatry Community Clinic

Podiatry Community Clinic is situated on the Ground Floor of Cartrefel Building. The Podiatry Tissue Viability Rapid Access and High Risk Clinic is situated on Gilwern Ward, NHH.

Podiatry provide an in-reach Service for Inpatients by referral only.

Hours of Work: Monday – Friday from 08:45am – 5:15pm. No OOH or Bank Holiday.

Referrals

Podiatry Appointments are by Health Professional Referral Only.

Electronic referrals via CWS or Podiatry application referral form which can be located on the Intranet under Podiatry and email to ABB.RiscaPodiatry@wales.nhs.uk

Lower Limb Wound and Ulcerated Foot

For all patients with ulceration of the lower limb please complete the Lower Limb Referral Form and email ABB.LowerLimbWound@wales.nhs.uk.

Alternatively, complete the Referral to Lower Limb Wound under E Forms on CWS.

Contact and more information	
Phone	Risca Podiatry Office: 01633 615225

	Opening hours 9.00am – 4.30pm (this office covers the whole of ABUHB)
Email	ABB.RiscaPodiatry@wales.nhs.uk ABB.LowerLimbWound@wales.nhs.uk
Intranet	Podiatry

Point Of Care Testing Department

POCT Office is situated on Level 0 within the Pathology Department. Hours of work: Monday – Friday 09:00am – 5:00pm. OOH service provided at the GUH Lab.

Point of Care Testing (POCT), often referred to as Near patient testing (NPT) or Bedside testing is defined as any analytical, pathology test performed for a patient by a healthcare professional outside the laboratory. These tests are performed in most clinical settings.

Tests that are performed in this way within ABuHB include Blood Glucose and Ketones, Blood gas, U+E, Haemoglobin, Full blood count, INR, D-Dimer, clotting time, Urinalysis, Pregnancy testing, HBA1C, Drugs of Abuse, Covid, Fetofibronectin.

Examples of some of the devices used to perform these tests.



Blood Gas Machine



Glucose/Ketone Meter



Covid Testing



Roche Coaguchek INR Machine

All intentions to introduce any point of care device and service must be approved by the POCT Committee after a case for clinical need has been demonstrated and funding has been approved through submission of an expression of interest or expansion of service form. These forms can be found on the intranet, AB Pulse -scroll down to Depts and services - Pathology Homepage - Point of Care – Documents and forms. Contact the Point of Care Manager/Co-ordinator for help and advice with completing the forms.

All intentions to introduce any point of care device and service must be approved by the POCT Committee after a case for clinical need has been demonstrated and funding has been approved through submission of an expression of interest or expansion of service form. These forms can be found on the intranet, AB Pulse -scroll down to Depts and services - Pathology Homepage - Point of Care – Documents and forms. Contact the Point of Care Manager/Co-ordinator for help and advice with completing the forms.

The Point of Care team support the clinical areas in implementing and using these devices by providing:

- Advice on device selection
- Likely costs of running the POCT Service
- Training on devices
- Trouble shooting
- Quality Assurance

Contact and more information	
Intranet	Search -Depts and Services-Pathology-Point of Care
Email	ABB_point-of_care_testing Manager Linda.turner2@wales.nhs.uk Co-Ordinator - Simon.wells@wales.nhs.uk
Phone	NHH - 01873 733099 (internal 83099) GUH - 016333 493232 (internal 23232) OOH - 01633 493247 (internal 233247)
Vocera	Connect to Grange then "Call Point of Care Team"

Pressure Relieving Equipment

All pressure relieving equipment is found in the Equipment Library on Level 0.

Hours of Work: Monday – Friday from 08:00am – 4:00pm. No OOH or Bank Holiday.

OOH queries regarding pressure relieving equipment contact the Porters.

Pressure Equipment held:

- Air Pumps
- Mattresses
- Pressure cushions

Contact and more information	
Phone	Pressure Relieving Equipment POC: 07967767276 OOH queries contact the porters: 01873 732055 (internal 82055)

Radiology Department

The Radiology Department is situated on Level 0 and Level 1 and consists of the following:

GROUND LEVEL

- 4 General X-ray rooms (Rooms 1,2,3,7)
- 4 Ultrasound rooms (rooms 1,2,3 & 4)
- Fluoroscopy (Room 6)



Hours of Work:

Monday – Friday 09:00am – 5:00pm. (GP referrals, outpatient walk ins and inpatient wards)

After 5:00 pm - 08:00am there is a reduced service covering Minor Injuries and inpatient wards

Minor Injury cover is 24/7.

LEVEL 1

- CT scanner
- MRI scanner

Hours of Work: Monday - Sunday 7.30am – 8:00pm

- Nuclear Medicine Gamma Camera

Hours of Work: Monday – Friday 09:00am – 5:00pm

Contact and more information	
Phone	<p><u>Level 1</u></p> <p>General X-ray viewing area: 01873 732349/732347 (internal 82349/82347)</p> <p>Ultrasound: 01873 732345 (internal 82345)</p> <p>Fluroscopy: 01873 732750 (internal 82750)</p> <p><u>Level 2</u></p> <p>MRI: 01873 733171 (internal 83171)</p> <p>CT: 01873 732686 (internal 82686)</p> <p>Nuclear Medicine: 01873 733005 (internal 83005)</p> <p>Radiologist of the day: 01633 493355 (internal 23355) – GUH based</p> <p>Radiology registrar office: 01633 493357 (internal 23357) – GUH based</p>
Vocera	“Call X-ray”
Bleep	5364
Intranet	Search Radiology

X-Ray Request Form Pathway

Request forms for X-ray examinations come to us in the following ways:

- handed in by other hospital staff
- electronically requested using Clinical Workstation (CWS)
- printed directly in Radiology for Emergency Department requests

The following details the pathway of the request form:

- The visit is put ‘on hold’ on RadIS and the form is passed to the correct modality for vetting.
- Radiology department will arrange for patients to be brought to the department
- The request form is held with the modality of the requested examination. General x-ray forms are held in the viewing area, for CT and MRI this will be the control rooms
- Any requests for portable examinations must be made by calling the general x-ray viewing area after submitting the request electronically

Please ensure the radiology request is correct before submitting, this is to prevent potential clinical incidents such as the incorrect patient being imaged or an incorrect examination being performed. Clinical incidents involving ionising radiation can result in HIW notification. Please ensure accurate contact details for the referrer are included on the radiology request form.

Registrar of Births and Death

The Registrar’s office is situated on the Ground Floor of the Hospital opposite the Main Reception area and will register births and deaths within the hospital and surrounding local area. This service is

by appointment only for relatives of the deceased. Deaths are to be registered within 48 hours and births within 6 weeks. Current days of work are Monday and Thursday if there are appointments booked.

Contact and more information	
Phone	Main Office Usk: 01873 735435

Research Delivery Team

The Research Delivery Team are situated on Level 1 of the Hospital near the Restaurant. Hours of Work: Monday – Friday from 09:00am – 4:30pm. No OOH or Bank Holiday. We deliver and support clinical trials in ABUHB. We are a point of call for patients who are on clinical trials in NHH and provide support for trial that they are on. We participate in clinics, wards and specialist units delivering treatments and evaluating outcomes. We provide a patient follow up service for specific clinical trials in our research clinic in room LS22/23.

Contact and more information	
Phone	Office: 01873 732880 (internal 82880). Answer machine.
Intranet	Research and Development
Email	ABB.ResearchDeliveryNHH@wales.nhs.uk

Respiratory Clinic

There is a respiratory Clinic which runs twice weekly within the Llanwenarth Suite offering:

- Bronchoscopy
- Endobronchial Ultrasound (EBUS)

Contact and more information	
Phone	Nurse Coordinator 01873 732224 (internal 82224) Sister in Charge – 01873 732680 (internal 82680) Reception – 01873 732002 (internal 82002) Ward - 01873 732671 (internal 82671)
Bleep	5673

Respiratory Diagnostic Clinic

The Respiratory Diagnostic Clinic is situated on Level 1 of the Hospital and undertakes diagnostic clinical procedures to support outpatient consultant clinics to diagnose respiratory conditions. Tests include:

- Spirometry
- FeNO
- TLCO
- Static lung volumes
- Body plethysmography
- Reversibility
- Blood gas
- Muscle tests

- 6 Minute Walk Tests
- Hypoxic challenge tests
- Methacholines
- Mannitols
- Oscillometry

Hours of Work: Monday – Friday from 09:00am – 5:00pm. No OOH or Bank Holiday.

Referral method: Outpatients, Consultant referral, GP Referral.

Contact and more information	
Phone	Office: 01873 732767 (internal 82767)
Email	Kate.standeven@wales.nhs.uk

Resuscitation Practitioner

Based on Level 0 and available Monday – Friday from 08:00am – 4:00pm. NO BH/No OOH. Please note that availability is on an adhoc basis due to working on other hospital sites or teaching.

The Resuscitation Practitioner is part of the Resuscitation Service. If available the Resuscitation Practitioner will respond to emergencies for any resus clinical incidents on sites and will organise and deliver resuscitation training to staff from basic life support to advanced support.

Contact and more information	
Phone	01873 732865 (internal: 82865) 01633 238301
Bleep	0595
Vocera	'Call Peter Edwards'
Email	Peter.edwards@wales.nhs.uk

Sexual and Reproductive Health Clinic

The Clinic is situated on the Gynaecology Ambulatory Care Unit, on Level 0 of the Hospital.

Hours of Work: Tuesday evening only from– 5:30pm – 7:30pm. No OOH or Bank Holiday. Strictly booked appointments only.

Contact and more information	
Phone	Patient Triage Helpline: 01495 765065 Admin Officer: 01633 431703
Intranet	Sexual and Reproductive Health

Site Management

The Site Management Team at NHH provide site management support and co-ordinate and facilitate patient flow, 24 hours a day, 7 days a week. In addition, the team provide senior nursing support, professional leadership and advice to all clinical areas within NHH, predominantly during the out-of-hours period. Site Management Team including Site Managers, Patient Flow Navigators and Advanced Nurse Practitioners. The Team is based in the porta cabin next to the Minor Injuries Unit on Level 0.

Clinical Site Management Team

Hours of Work: 24/7

Contact and more information	
Phone	01873 732004 (internal 82004)
Vocera	Call Clinical Site Manager
Bleep	5350

Patient Flow Navigators

Hours of Work: Monday – Sunday 7:00am – 7:30pm

Contact and more information	
Phone	01873 733124 (internal 83124)
Vocera	Call Patient Flow Navigator

Advanced Nurse Practitioners

Hours of Work: OOH Monday – Sunday 07:00pm – 07:30am

Contact and more information	
Phone	01873 732004 (internal 82004)
Vocera	"Call Advanced Nurse Practitioner"
Bleep	OOH Nurse Practitioner 5354

Speech and Language Therapy

Situating Flat 1, Ty Meddyg and available Monday-Friday 8:00am – 4:30pm

Referral via CWS E-Form. Form Code REF_SLT_IP

Contact and more information	
Phone	01873 732204 (internal 82204) 01633 431615 (SALT admin Hub St Cadocs)
Intranet	Speech and Language

Staff Well-being Service

The office is situated on the first floor of Cartrefle Building. This is a self-referral service either email, phone or via the intranet page under 'Staff Room' tab. The Employee Well-Being Service is available to support all colleagues in the Health Board.

Hours of Work: Tuesday from 09:00am – 4:30pm. This is not a walk in service. No OOH or BH.

Contact and more information	
Phone	Employer Well-being Office: 01633 234888 Dedicated Phone Line: 01633 234888 (Please leave a message OOH)
Email	Employee Well-being Service – ABB.EmployeeWellbeing@wales.nhs.uk
Intranet	Staff Room tab / Employee Well-being

Stoma Care Services

There is no Stoma Care Service based at NHH. Should you require a patient to be reviewed or require supplies please contact the team as below.

Contact and more information



Phone	01633 234114 (internal 44114) 24 hr answer phone. Please ensure you provide patients details. Name, DOB and Hospital Number.
Email	Stomacare.abb@wales.nhs.uk

Theatres and Recovery

Situated on Level 0, there are four theatres that support the following specialities:

- Orthopaedics Gynaecology
- General SurgerySexual Health
- Plastic Surgery Ophthalmology
- Pain Clinic

Contact and more information	
Phone	Theatre Reception - 01873 732820 (internal 82820) Theatre Manager – 01873 732215 (internal 82215) Day Surgery Ward– 01873 732269 (internal 82267) Recovery – 01873 732811 (internal 82811)

Transfer/Discharge Lounge

The transfer/discharge lounge provides a vital role in the timely and safe discharge/ transfer of care of patients from inpatient wards/ assessment units within the Health Board whilst the final parts of their discharge/transfer of care are being arranged. It is a place where the patient can wait for medications, transport or family members to take them home or to another unit/hospital, releasing inpatient bed capacity earlier in the day. The Transfer/Discharge Lounge is situated on Level 0.

Working Hours – Monday – Friday 07:00am – 7:00pm, opening times are variable depending on demand and nursing cover.

There are 5 individual patient bays and 3 chairs within the Department.

Before transferring a patient you will need to discuss with the Nurse in Charge (Discharge Lounge) regarding suitability to stay in the Lounge.

- Send a copy of the SBAR with the patient to the Discharge Lounge
- Patient NOK details
- All patient personal belongings
- Please ensure that patients are ready at the agreed time for collection.
- Confirm there will be access to their final destination.
- That patients have received their medication or have prescribed medication with them (there is no medication available in the discharge Lounge).
- BARIATRIC PATIENTS: All bariatric patients need to be assessed before transport is booked. The majority of ambulance can only take patients up to 18 stone in weight, otherwise they need to go in special vehicles for heavier loads, including specialised equipment.

Contact and more information	
Phone	Nurse in Charge - 01873 733013 (internal 83013)

WARD Telephone Numbers

WAR D	Name	Speciality	Sr's Office	Reception 1	Reception 2	ABC end	DEF end	Dr's Office
Level 0								
0/2	Abergavenny	Emergency Assessment Unit		83172				
Level 1								
1/2	Gilwern	Diabetes Centre						
Level 2								
2 /1	Pen-Y-Cym	Antenatal		82139				
2/2	Glan Usk	Antenatal		82139				
2/3	Not currently used	Offices/Trg Rooms						
2/4	Raglan	Haem OPD		82410/1				
Level 3								
3 / 1	Glan Ebbw	Endo/COTE	82993 82124	82420		83255	82499	82419 83258
3 / 2	Usk	Intermediate Care	82457 83223	82173	82794	82057	82379	83254
3 / 3	Duffryn	COTE	82388 82494	82424	83248	83340 83158	82490	82924 83248
3 / 4	Tretower	STROKE/COTE	82225	82488	82487	82798	83257	83167
Level 4								
4 / 1	Monnow	Winter Ward		82418	82334		82059	82790
4 / 2	Crickhowell	Ortho/Geri	82017	82425	82429	82427	82500	82423
4 / 3	Gwent	Gastro/COTE	82509	82505		82507	82508	82755
4 / 4	LLanellen	Respiratory	82804	82514	82513	82515	82516	



Wellbeing

There are a variety of ways to access guidance and support in ABUHB.

Support Organisations

ABUHB Employee Well-being Service

The Employee Wellbeing Service is available to all staff across the health-board. The team consists of qualified counsellors and clinical psychologists and can offer a range of support, such as individual therapy, team and group wellbeing sessions, as well as offer consultation, supervision and training. Individual therapy is typically around 6 sessions, with appointments available **Monday-Friday, 9am-5pm**, and can be face-to-face, online or via telephone.

Visit: <https://aneurinbevanwellbeing.co.uk/support>

Any employee within Aneurin Bevan Health Board can self-refer using our dedicated phone line:

Contact and more information	
Intranet	Search 'Employer Wellbeing Service'
Email	ABB.EmployeeWellbeing@wales.nhs.uk
Phone	01633 234888 (between 9.00am and 5.00pm Monday - Friday) A confidential answering service is accessible outside office hours. Alternatively, you can email and the Administrator will contact you for further details.

Health for Health Professionals

Health for Health Professionals Wales (HHP Wales) offers a free, confidential service that provides NHS staff, students and volunteers in Wales with access to various levels of mental health support. We offer self-help, guided self-help, peer support, and virtual face-to-face therapies with accredited specialists.

Visit: <https://hhpwales.nhs.wales/>

Velindre Mindfulness/Relaxation App

Can be downloaded for free and has a mindfulness course and relaxation exercises available within it

Act Mindfully - <https://www.actmindfully.com.au/free-stuff/>

Audio exercises and videos to help cope with stress / de-stress

Balanced Minds - <https://balancedminds.com/compassion-focused-therapy-audio/>

Being kind to yourself when things are tough - free audio exercises focused on mindfulness and self-compassion

Raising Concerns

If you have any queries or concerns regarding your work, schedule, training, or mental wellbeing - talk to your educational or clinical supervisor, medical education team.

Places to Visit

Abergavenny is a market town and community in Monmouthshire, Wales. Abergavenny is promoted as a Gateway to Wales; it is approximately 6 miles from the border with England and is located where the A40 trunk road and the A465 Heads of the Valleys road meet. Abergavenny is nestled in between three beautiful mountains – the Skirrid, the Bloreng and the Sugar Loaf – and is surrounded by stunning countryside. There are plenty of things to do in Abergavenny and the surrounding area, from castles to see, the markets, the Food Festival and plenty of walking in the nearby mountains and the Brecon Beacons.

From England, once you drive over the Severn Bridge into Wales it is a 45-minute journey to Abergavenny. Although it seems to be a quiet market town, Abergavenny is actually bustling and vibrant, with lots of things to see and do whether you are having a weekend in Wales or a longer stay.

Big Pit National Coal Museum

The Big Pit National Coal Museum is a real coal mine and one of Britain's leading mining museums. With facilities to educate and entertain all ages, we offer an exciting and informative day out.

Visit the Castle and Museum

Set in the grounds of the ruined Norman Abergavenny Castle, the Abergavenny Museum is in the former hunting lodge which was built by the Marquess of Abergavenny.

The Castle Meadows

Below Linda Vista Gardens is the Castle Meadows which is bordered by the River Usk. With an abundance of wildlife including over 150 different plant types, the meadows are kept in a traditional way. Welsh Black cows graze during the autumn and early winter. In spring the grass is left to grow, then harvested in high summer to make hay for winter feed.

Abergavenny Indoor Market and Farmers' Market

In the centre of town is the market and farmers' market. The general market is held on Tuesdays, Fridays and Saturdays with a flea market on a Wednesday. Throughout the month there is also a craft fair, antiques fair and artisan market.

Goytre Wharf

Outside of Abergavenny on the Old Abergavenny Road is Goytre Wharf. Sitting on the Monmouth and Brecon Canal it is a beautiful place to have a walk along the canal, see wildlife and learn about limekilns.

The wharf used to process limestone which was brought there from the local mountains before being taken away by boats on the canal.



There is a visitors' centre, gift shop and coffee shop. You can also hire bikes or canoes to see more of the canal.

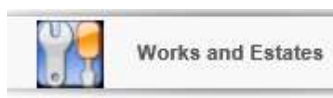
Works and Estates

The Facilities Works & Estates Department is situated on Level 0 and available Monday – Friday 08:00am – 4:00pm.

Reporting an Issue

The Estates response desk is set-up to take all calls regarding issues/faults and repairs. When reporting the issue quote **NHH, Floor Level** and the long number on the door. Please see below for reference. You can login to the Works and Estates app via the yellow star (ABUHB Applications App) on your PC desktop.

LEC-01-134



New Work Requests

New work requests should be processed through Minor Works, you will need to provide a name of the Budget holder and cost code.

Contact and more information	
Phone	01495 765060 (internal 55060) OOH – Call switchboard and ask for the “Works & Estates shift lead” to report Emergency repairs only



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol Clinigol
Clinical Futures

