



Aneurin Bevan University Health Board

Royal Gwent Hospital

Ysbyty Brenhinol Gwent

Staff Handbook

This handbook is designed for all staff employed to work at the Royal Gwent Hospital (RGH) and will contain both Health Board wide and site-specific information. Thanks to all who have contributed.



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Dyfodol Clinigol
Clinical Futures



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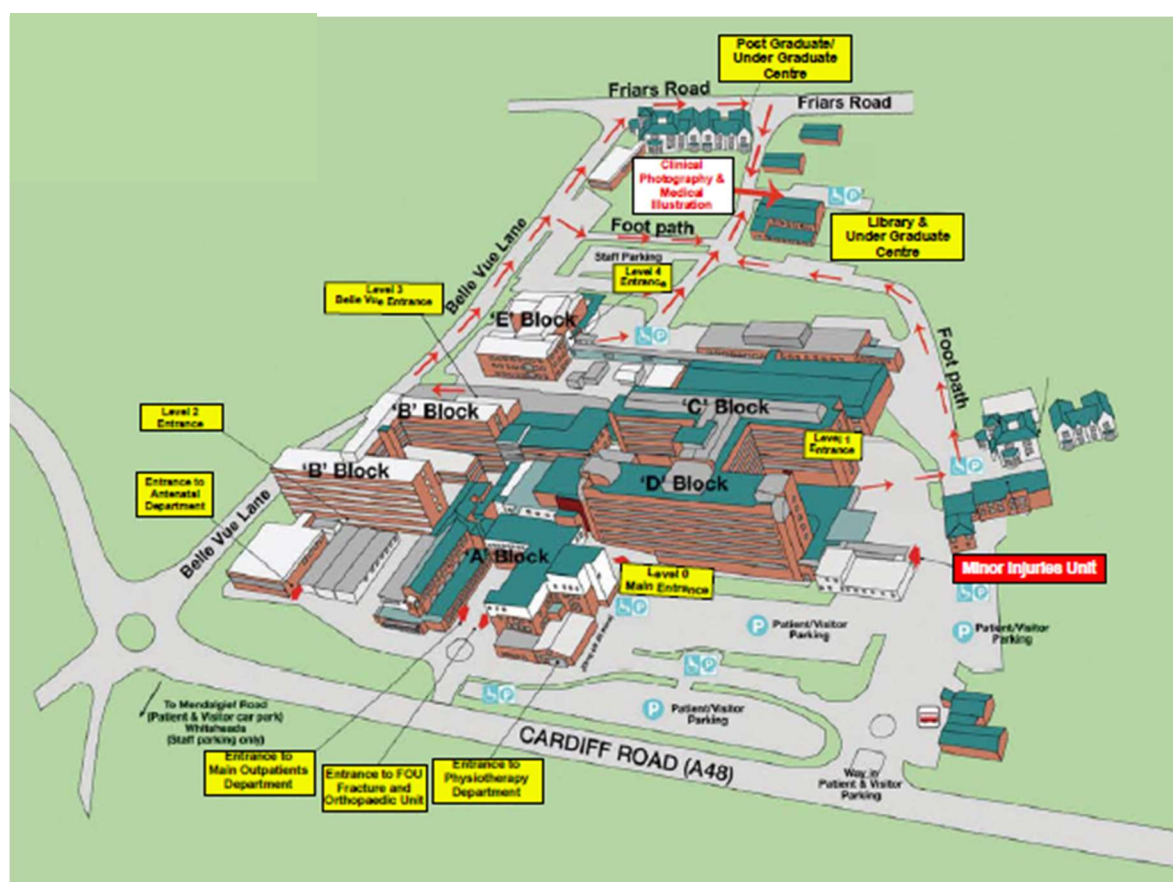
Welcome

Hospital Site Information

The Royal Gwent hospital originally dates back to 1836, but moved to the Cardiff Road site in 1901. The main building complex as we recognise it was reconstructed in the 1960s.

The medical staff comprises of all training and non-training grades across a variety of specialties.

RGH - Site Map & General Information



Main Hospital

See Directory of Services

Friars Field Block 3

- Pathology, Cytology and Histology
- Point of Care Testing
- Seminar Room (available to book online)
- Transfusion Practitioners
- Haematology Cons & Secretaries

- ETR (Pathology IT Team)

Richmond House

- Diabetes Centre

Block 6

- Residential Accommodation

Block 7

- Undergraduate Centre
- Library

Block 9

- Management Centre
- Switchboard

Block 10

- Cancer Services
- IT Services
- Unscheduled Care Senior Nurses
- Social Work Team
- Practice Educators Scheduled & Unscheduled Care
- Divisional and Senior Nurses Scheduled Care

How to Get Here

The Royal Gwent Hospital is situated on the western edge of Newport City Centre on the A48 main road to Cardiff.

By Car: Please view [Google Maps](#) for directions.

By Bus: View the [Newport City Council website](#) for information regarding bus timetables and journey planners.

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

By Rail: Newport station is a 20 minute walk from RGH through the city centre, with major links to Cardiff, Bristol, and further afield.

Parking

Limited parking and Blue Badge parking is available within the hospital grounds and is **free**.

Extra staff parking is available and accessible via Mendalgief Road, which is situated opposite the hospital, across the main road (Cardiff Road). Travelling from the M4 Tredegar Park direction, continue along Cardiff Road with Belle Vue Park on your left. At the traffic lights, keep to the right hand lane. Turn right, then second left into Mendalgief Road car park.

Parking can be reserved in the Friars Education Centre car park and is available on a first come first serve basis for meetings within the Centre.

There are some residential streets surrounding the hospital which have free parking.

Accommodation

F1 accommodation is available on-site. Any enquiries should be directed to the Accommodation

Officer: Patricia Kearns - Pat.kearns@wales.nhs.uk / 01633 234656 (internal 44656)

Office hours: Monday to Friday 08:00am – 4:00pm

Domestic works: Monday to Friday 08:00am – 12 noon.

Canteen facilities

The canteen is situated on the third floor main link corridor between B and C blocks.

Breakfast	07:30am – 11:00pm
Lunch	12:00pm – 2:30pm
Afternoon / Evening Meal	3:00pm – 7:00pm



There's also a Costa on the first floor C block, nearby MIU and MAU. 24 hour vending services are available on level 2 C & D Block by lifts.

Royal Gwent Hospital

Cardiff Road

Newport

NP20 2UB

Switchboard: 01633 234234

Useful Telephone Numbers

Switchboard (ABUHB)	01663 234234
Flow Centre	01495 363668
Vocera from a phone	01633 238899 (internal 48899)
Informatics Help Desk	01495 765000
Security Office	01633 236060 (internal 46060)
Crash Team/Emergency	2222



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Smoking



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. You can access this support during your working hours, with line manager permission, and you will be guided through your quit journey by one of our friendly Help Me Quit advisors.

Help Me Quit offers:

- Free confidential and non-judgemental support from a friendly stop smoking expert
- Support that is either face to face, virtual or over the phone
- Support that is either one to one or a group session with other smokers
- Weekly sessions tailored to meet your needs
- Monitoring your progress
- Access to free stop smoking medication

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.

Staff are being reminded of the two stage warning system in place for those caught smoking on site.

The two stage warning system is in place for Health Board Staff who breach the Smoke-Free Environments Policy. This will include:

Any member of staff smoking on site should expect to be approached by our Smoke-Free Officers

The Smoke-Free Officer will issue them with a first official warning

If seen smoking a second time, staff will be issued with a second official warning

A second warning will result in the member of staff being reported to line managers/supervisors via a Datix System and ABUHB disciplinary procedures will be followed.

The aim of these actions is to discourage people from breaching the Smoke-Free Environment Policy. We hope this will result in further reducing the amount of smoking on hospital grounds.

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](#)

Actions 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.



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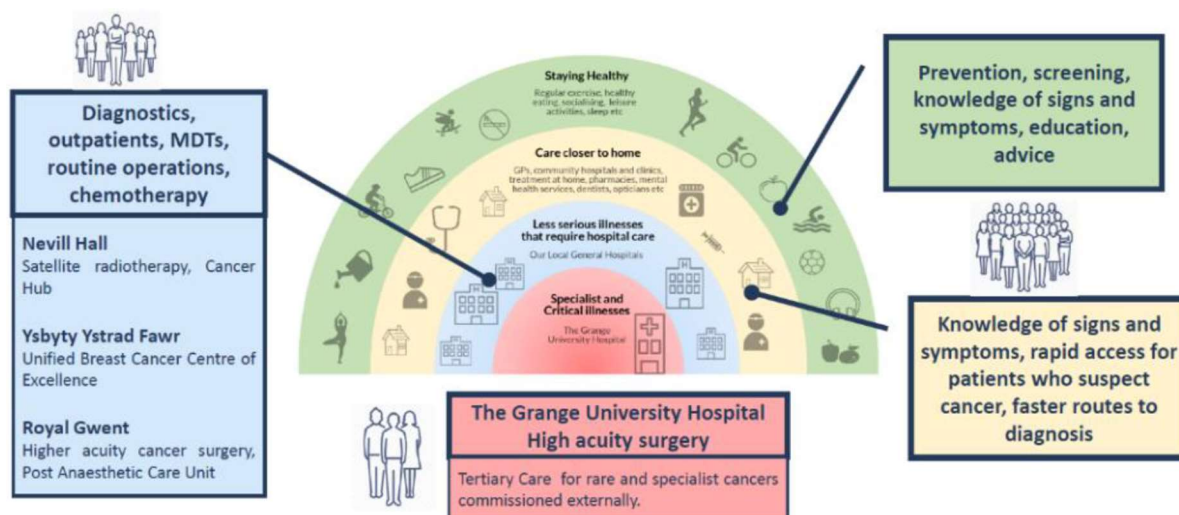
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Clinical Futures Model

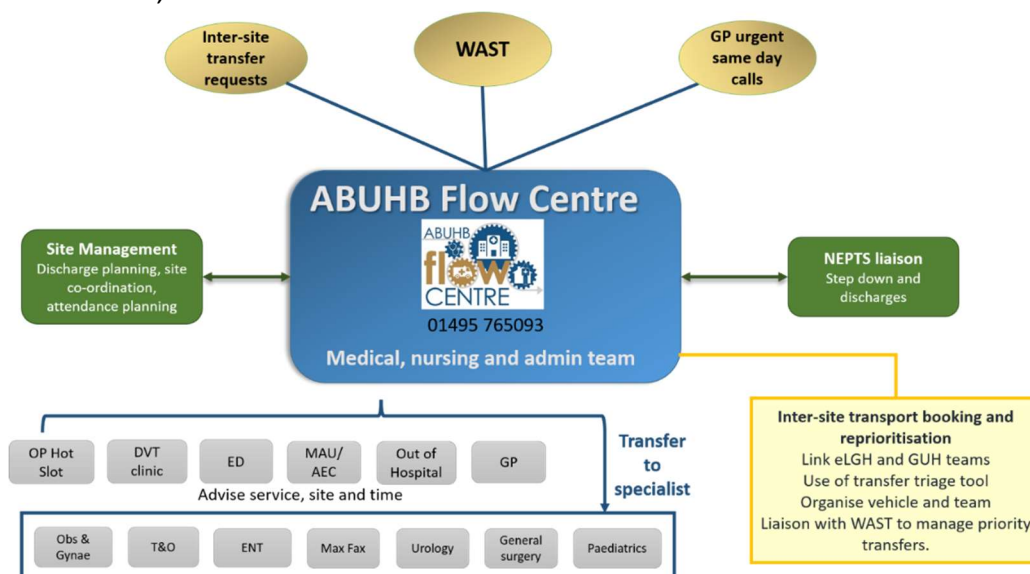
Clinical Futures is the Health Boards plan for sustainable health and care services for the whole of the NHS across the Gwent area. It has driven the recent restructuring of the Health Board, most significantly heralded by the opening of the Grange University Hospital in November 2020.



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**



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)

The screenshot shows a sidebar menu with folders for Cardiology, Clinical Photography, and Documents. Under Documents, there is a sub-menu with 'CWS eForms', 'Create CWS eform', and 'View CWS'. A red arrow points to 'Create CWS eform'.

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	Select

The screenshot shows the 'SBAR - Adult patient transfer checklist' form. It includes sections for Consultant, Patient Pathway, From/To details, Handover, Relatives informed, Patient ID band, Patient property, Mode of transport, Escort required, Escalation plan, and DNACPR. Red triangles indicate mandatory fields.

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**

Acute Medical Unit (AMU)

AMU is situated on Floor 1 of the Main Hospital and is accessible 24/7. There are 14 patient trolleys within the unit.

Contact and more information	
Phone	Reception: 01633 238030 (internal 48030) Main Unit: 01633 238117 (internal 48117) Sister: 01633 238674 (internal 48674)
Vocera	Call "AMU Nurse in Charge"
Bleep	0845



Age Cymru Wales

Age Cymru Gwent office is situated on ground Floor, Main Building, St Woolos and delivers three separate services from this base. These services are only 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: 07772650093
Email	t.samad@agecymrugwent.org or r.parfitt@agecymrugwent.org

MONMOUTHSHIRE LOCAL LINKS (NHH/RGH/GUH only)

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	l.davies@agecymrugwent.org

Agency Staff

REPORTING FOR A SHIFT

All Block Booking and Bank/Agency Staff who have been allocated a Ward should report directly to the Ward, you must ensure that you have a booking reference and sign the register on the Ward, failure to do so will result in payment being delayed. Staff must also present their ID Badges which should be worn at all times during the shift.

QUERIES

All queries regarding your shift should go through the Resource Bank.

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

Alcohol Care Team

Inpatient service is only available at RGH on a **Wednesday** from 08:00am – 4:00pm & **Friday morning** 08:00am – 12:00pm. Providing staffing levels – GUH takes priority

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

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

Ambulance Liaison Officer

The office is situated on the ground floor of A Block. Hours of Work: Monday – Friday from 08:00am – 5:00pm. No OOH or Bank Holiday.

Ambulance liaison provides information, assistance and communication between ambulance crews, hospital departments/clinics and ambulance control concerning non-emergency ambulance users. Liaison is also responsible for updating information on the system, and monitoring waiting times.

Contact and more information	
Phone	01633 238942
Intranet	Referral and Booking service

Anaesthetics Department

The Anaesthetic Department is situated the 4th Floor of the Hospital.

Hours of Work: Monday – Friday from 07:30am – 5:30pm. No OOH or Bank Holiday.

The team schedule for all PACCT services (Pain, PAC, CPET and Critical Care).

To contact the POCU on-call team please telephone office admin

Contact and more information	
Phone	Office Admin: 01633 234164/5 (internal 44164/44615) On Call POCU Team: Available via Office Admin.
Intranet	Anaesthetics

Ante-Natal Clinic

The clinic is situated on the 2nd floor of B Block and open Monday – Friday from 08:30am – 5:00pm
No weekends or Bank Holiday.

The Clinic cares for all pregnant people. Referral via the Community Midwife. Services offered include:

- Fetal medicine
- Maternal medicine
- Haematology
- Midwife sonography
- Diabetes
- Day Assessment Unit.



Contact and more information	
Phone	Office: 01633 234747 (Internal 44747)
Internet	Search Healthier Together

Audiology Department

The audiology department at RGH is located in the Hearing & Balance Unit on the ground floor of E-Block, opposite the ENT out-patient department. This can either be accessed either via the E-Block entrance, or via the link corridor located on floor 4 of C/D block. 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 RGH 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 Chepstow Community Hospital and Cwmbran Clinic, which are available by appointment.

Contact and more information	
Phone	0300 303 5651
Intranet	Audiology

Birth Pod

The Department is situated in B Block, Level 5. The opening hours are Monday to Friday 08:30am – 4:30pm, closed on weekends and bank holidays.

The Health Board has made a decision to temporarily close the Midwifery-Led Birthing Unit to labouring women only at the Royal Gwent Hospital until further notice.

The Department is still providing:

- Antenatal and postnatal clinics
- Neonatal examinations (Invite only)
- New born blood spot screening

Contact and more information	
Phone	01633 234009 (internal 44009) OOH – Phone is diverted to GUH
Intranet	Maternity

Cardiology Department

The Clinic is situated on Floor 3 of the Hospital. It serves predominantly outpatients. There are no Cardiology in-patient beds at RGH. Cardiology inpatients beds are now on wards A2 and B2 (Acute Cardiac Unit) at The Grange University Hospital.

All Diagnostic referrals are accepted on the correct paper referral form (with the exception of in-patient echos that are made via CWS).

Hours of Work: Monday – Friday from 08:00am – 4:30pm. No OOH or Bank Holiday at RGH.

The department provides Consultant and Diagnostic outpatient appointments. Non Diagnostic appointments include Cardiology Consultant, Heart Failure Nurses, Cardiac Rehab.

Types of Diagnostic Tests

Echo / 24hr, 48hr 1 & 2week monitors / Pacing Device checks. Sestamibi (MIBI) scan
Stress Test, Tilt test

*Please note Holter monitoring is only offered to outpatients.

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

Contact and more information	
Phone	01633 234295 (internal 44295)
Email	RGH.Diagnosticcard.ABB@wales.nhs.uk
Intranet	CARDIOLOGY
Vocera	Call 'ECG Cover'. Requests via vocera. In patient ECG service provided 8.30am – 4pm Mon – Fri only (as and when staff available)

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 situated inside the Mortuary on Level 1 (next to Costa Coffee).

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	<p>Mortuary is open between 08:00 – 4:00pm</p> <p>OOH Call Switchboard (Emergency & faith deaths)</p> <p>Care After Death Team: 01443 802406 Option 2 for RGH</p>

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

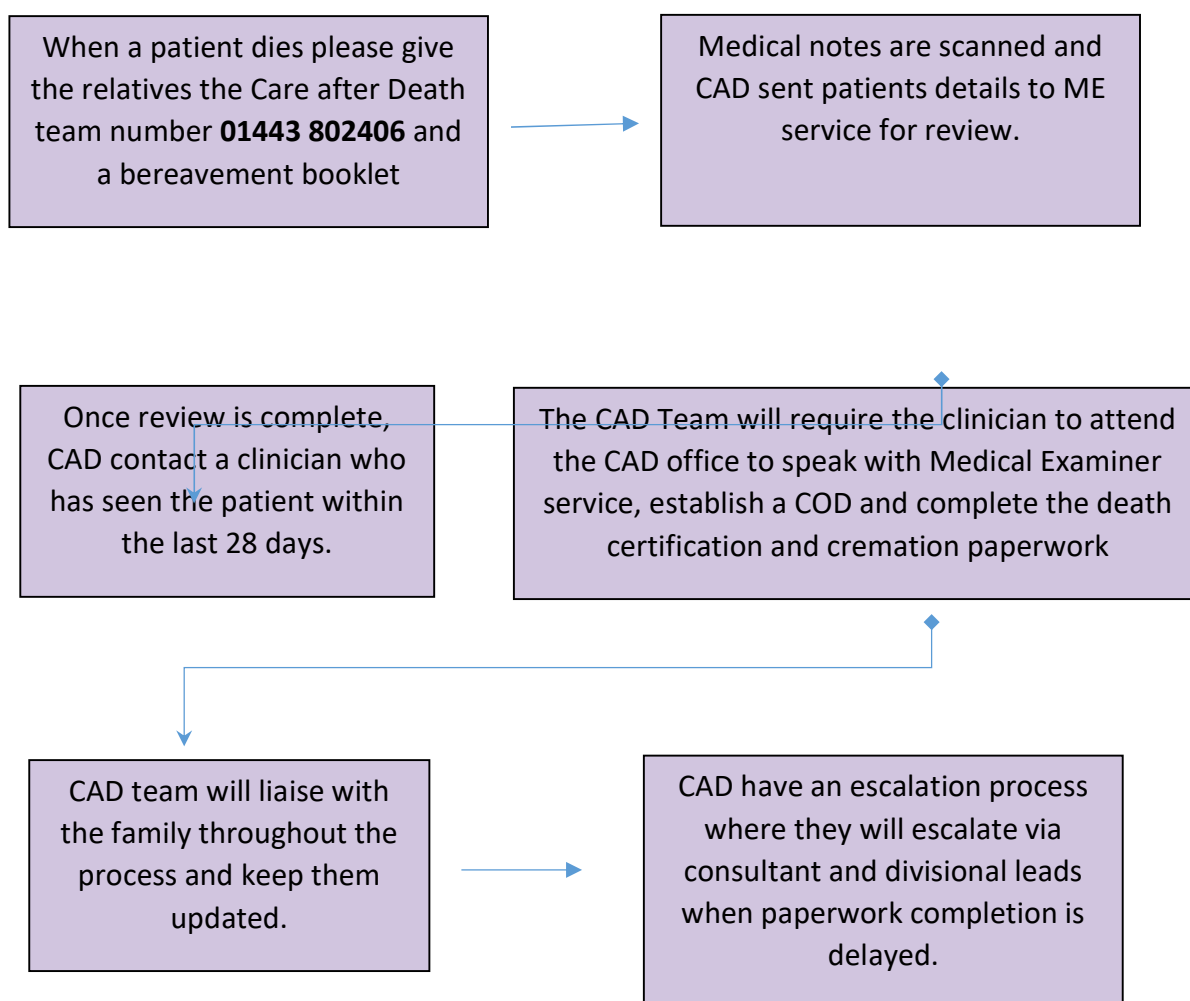
- Allows for a more objective assessment of the person's death and should result in a more accurate cause of death being established
- To help QAP's formulate a cause of death by providing advice and an independent perspective.

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



Chaplaincy Services RGH

Pastoral, Spiritual and Religious Care for all Staff

The Chapel is situated on Level 3 adjacent to Ward D3E 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, and we hope 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 RGH site most Tuesdays, but is also available for emergency calls. A prayer room is situated on level 4, stair access opposite the restaurant on level 3 and signposted Anaesthetics Dept, and a prayer room for the Sisters is on level 5 C/D block, behind the lifts.

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: 07805 696474



Contact and more information	
Intranet	Search "Chaplaincy"
Phone	Chaplaincy Office – 01633 234263 Emergency OOH – Contact Switchboard

Clinical Coding

The Clinical Coding offices are open Monday – Friday from 08:00am – 4:00pm. 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.

Contact and more information		
Main Coding office	ANC Basement	01633 656200 (internal 46200)
A17 Coding office	Floor 2, B Block	01633 238072 (internal 48072)
B2 Coding office	Floor 2, B Block	01633 234757 (internal 44757)

Clinical Photography and Medical Illustration

Medical Illustration service is situated to the rear of the Main Hospital building in Block 7.

The team provide Clinical Photography, Ophthalmic imaging, Graphic Design, Print and Video services to the Aneurin Bevan University Health Board. There are also satellite studio's at Ysbyty Aneurin Bevan and Nevil Hall Hospitals.

Diagnostic images are taken across all specialities including Dermatology, Ophthalmology, Maxillofacial and ENT.

Clinical photography is often 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.

Current Hours of work

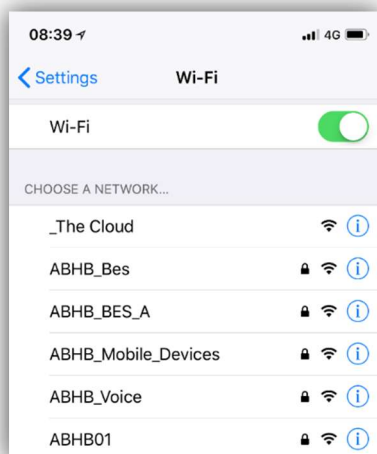
Monday – Thursday: 08:30am – 5:00pm. Friday: 08:30am – 4:30pm
No OOH Service, No BH.

Contact and more information	
Phone	RGH main office 01633 234185 (internal 44185)
Intranet	Search Clinical Photography and Medical Illustration
Email	ABB.clinicalphotography@wales.nhs.uk

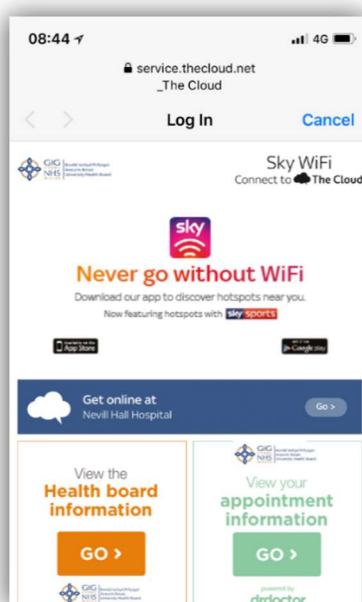
Communication *Connecting to ABUHB Cloud Wi-Fi*

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) :



3. 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



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At the Royal Gwent 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 of inactivity.



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Vocera

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

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 log a call via:

- Service Desk: 01495 765000
- ICT Portal (search for *Vocera*): <https://abbitportal.cymru.nhs.uk/portal/>

Authorised requesters (RN or Ward Clerk) should submit Agency Nurse account requests via the [Agency Account Request Form](#).

Training is provided during the Health Board induction and individual/ group sessions are also bookable via the following link: [Digital Ward \(office365.com\)](https://office365.com)

Copies of the Vocera user guides are available via the following link: [Vocera Training Resources \(sharepoint.com\)](#)

For further information and support, please visit the [Vocera Sharepoint Page](#).

Bleep System

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 device may not be taken home; devices are handed over between shifts at handover.

Switchboard Services - Bleeps

Switchboard Services at RGH provide and allocate bleeps and replacement batteries to all staff. The office is situated in Block 9. Staff are available Bank holidays and Monday – Friday from 09:00am – 5:00pm. No OOH or weekends.

Contact and more information	
Phone	Switchboard 01633 234234

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.

Critical Care Outreach

The Critical Care Outreach staff are situated on Floor 3 of the main hospital. The staff are available for the deteriorating patient and to support hospital staff.

Hours of Work: Monday – Sunday from 07:00am – 7:00pm. No service after 7:00pm.

REFERRAL METHOD – PLEASE USE THE BLEEP 0061

Contact and more information	
Phone	01633 234678 (internal 44678)
Intranet	Outreach
Bleep	0061
Vocera	Call “Outreach”.
Email	abb-CriticalCareOutreach@wales.nhs.uk.

DATIX Incident Reporting Support

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

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 is situated on the 3rd Floor.

Hours of Work: Monday – Friday from 07:00am – 7:30pm. No BH or weekends.

There are two theatres that support the following specialities:

- ENT
- Gynaecology
- General Surgery
- Orthopaedics
- Paediatrics
- Eyes
- Urology

Contact and more information	
Phone	Sister: 01633 234196 (internal 44196)

Diabetes Team

The Diabetes Team are based in Richmond House, within the grounds of the RGH.

Hours of Work: Monday – Friday from 09:00 – 4:30pm. No OOH or Bank Holiday.

The team works within Hospitals and GP Practices, supporting people with diabetes and healthcare practitioners. The service offers assistance to families and carers, care institutions, schools, colleges, universities & work bases. The service will support those who have been diagnosed with diabetes, educate individuals, explain complex treatments, and assist with managing diabetes. Advice is provided to inpatients and patients in the community.

Contact and more information

Phone	01633 234271/234270 (internal 44271/44270)
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Dietetics

Department of Nutrition and Dietetics

The Dietetics Team at RGH are situated on the Floor 3 of the main hospital and provide a service from 8:30am – 4:30pm Monday – Friday. No OOH or BH at RGH – 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 outpatient 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	Reception: 01633 234289 (internal 44289)
Email	RGHdietetics.ABB@wales.nhs.uk
Intranet	Dietetics
Bleep	Via Reception

Dietetics Paediatric

Department of Nutrition and Dietetics

The Paediatric Dietetics Team at RGH are situated on the Floor 7. The team now based at RGH are paediatric dietitians that provide a service for children with diabetes and outpatient services. With Paediatric wards now located at the Grange University Hospital there is no paediatric inpatient cover.

The team also train and educate students, health & social care workers as well as the public. There is not a team member based on the RGH site at all times during the working day (8.30-4.30). Answerphone messages are retrieved frequently throughout the day.



Referrals for a Dietetic Inpatient – Please telephone or Vocera in GUH to paediatric dietetics.

Dietetic outpatient referrals for patients can be made via e referral/ letter/ dietetic referral form located on the dietetic page- Paediatrics on the intranet [NEW Dietetic Referral Form Paediatrics \(V7\).doc \(sharepoint.com\)](#)

Contact and more information	
Phone	Reception: 01633 234288 (internal 44288)
Email	Paediatric.Dietitians.ABB@wales.nhs.uk
Intranet	Dietetics- Paediatrics
Bleep	No Bleep



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Dyfodol Clinigol
Clinical Futures



Directory of Departments

SERVICE	Floor No
Acute Medical Unit	MH [1]
Ambulance Liaison	A Block
Ante-Natal	B Block
Audiology Department	E Block
Birth Pod	B Block
Cardiology	MH [3]
Chaplaincy	MH [3]
Clinical Photography	Block 7
Clinical Research	B Block
Critical Care Outreach	MH [3]
Day Surgery Unit	MH [3]
Diabetic Centre, Richmond House	RH
Dietetics	MH [3]
Dietetics Paediatrics	MH [7]
Discharge Hub	D6 East
Doctors Mess Surgical	MH [5]
Doctors Mess Medical	MH [3]
DVT Clinic	MH [1]
Education Centre	Friars
Eye Clinics	E Block
Endoscopy	B Block
ENT Outpatients	E Block
Facilities	MH [3]
Fracture & Ortho Clinic	A Block
Gastro & Med Amb Clinic	C4 West
General Office	MH [3]
GP Out of Hours	MH [1]
GRACE	MH [1]
Health Records	A Block
Hearing & Balance Unit	E Block
Home First	D6 East
HSDU	External
Infection Protection & Control	B Block
INR Clinic	B Block
Library	Block 7
Main Outpatients Belle Vue	B Block
Main Outpatients	A Block
Maxillo/ Orthodontics/Oral Surg	B Block
Medical Day Case Unit	MH [3]
Medical Devices	MH [2]

SERVICE	Floor No
Minor Injuries Unit	MH [1]
Muslim Prayer Room	MH [5]
Occupational Therapy	MH [3]
Orthopaedic Pre-Assess Clinic	B Block
Orthotics & Podiatry	A Block
Outpatient Treatment Unit	A Block
Pain Team	B Block
Palliative Care Service	B6 North
Pathology	MH [4]
Pharmacy	MH [2]
Phlebotomy Inpatient Service	B4 East
Phlebotomy Outpatients	A Block
Physio Inpatients T&O	A Block
Physio inpatients Med/Surg/Stroke	D5 East
Physio Outpatients	A Block
Pleural Amb Care Unit (PACU)	B Block
POCT	Path Lab MH [4]
Pre-Op Assess Clinic (Gen Surg)	B Block
Respiratory Amb Care Unit (RACU)	B Block
Radiology	MH [0/1/2/3]
Research & Development	B Block
Restaurant	MH [3]
Resus Practitioner	MH [3]
Security Department	MH [2]
Sexual Health Clinic	B Block
Site Management	MH [1]
Speech and Language	MH [4]
Stoma Care Services	D5 East
Surgical High Care	MH [3]
Theatres and Recovery	MH [3]
Transfer Lounge	D1 West
Urgent Primary Care Centre	MH [1]
Undergraduate Centre	Block 7
Urology Assessment Unit	D2 East
Urology Department	MH [2]
Vascular Institute	MH [3]
Vascular Ultrasound	MH [3]
Works and Estates	External



Discharge Hub Hospital Discharge Service

The Discharge Hub is situated on D6 East (Main office) and D6 West (Management Office).

Available:-

Monday – Thursday from 08:30am – 5:00pm.

Friday from 08:30am – 4:30pm.

Saturday – Sunday from 09:00am – 5:00pm.

The team can support with discharge planning through a single point of contact for coordination for all localities.

If it has been identified that a patient requires information, advice and assistance including complex discharge planning to facilitate their discharge home please contact the team. You will be asked to provide some information regarding your referral so please have this ready when contacting the team as this will allow us to respond to your referral more efficiently:

Name

DOB

NHS/CRN Number

Local Authority/Address

If the patient is medically optimised or current medical status including other interventions i.e.

Physio/OT.

Nature of the referral and issues that require intervention to support discharge.

Contact and more information	
Phone	Office: 01633 238327 (internal 48327)

Doctors Mess (Surgical and Medical)

The Doctor's Mess (Medical) is situated on Level 3 of the main hospital and is on the left along the main corridor from the lifts, just before you reach the canteen. There is a common room with sofas, chairs, tables and table football, a kitchenette, an IT room, toilets, showers and on call rooms. The only mainline phone is in the medical registrar on-call room on the left side of the corridor. If this is not accessible you can also use the "Induction" app to return bleeps directly from your mobile.

The Doctor's Mess (Surgical) is situated on Level 5 but is only accessible via level 3 main corridor, from the lifts follow the corridor along and turn right where there are signs for C5W Seminar Room. Along this short corridor turn right before the end and ascend the stairs two flights before turning left. Here there is a ramp and some small steps and the surgical mess is through the door here.

The Surgical Mess also contains a common area with sofas, a TV, computers, a mainline phone, on-call rooms and toilets. Please be mindful of leaving valuable items outside of lockers in any of these areas as the mess cannot take responsibility for these.

You can become a member of the doctor's messes by asking at the Education Centre at the Friars or follow our Facebook (Grange Mess) or Instagram page (guhmess) for more information and social information. There is limited food stock at either RGH messes but if you become a member this will also apply to GUH where this is stocked more regularly. Please get in contact with the current mess

president via any social media or Education Centre if you would like to help or join the mess committee at all we are always keen to have more people on board especially at eLGH sites.

Domestic Violence Adviser

The Independent Domestic Violence Adviser (IDVA) is situated at the GUH, 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	
Phone	07581014396. Please leave a voicemail.
Email	Caroline.reynolds@newport.gov.uk

DVT/INR Clinic

The DVT Clinic is situated in D Block within the Urgent Primary Care Clinic.

Hours of work: Monday – Friday between 08:00am – 8:00pm. No OOH or Bank Holiday. Referrals only from the Flow Centre and E-requests via CWS.

Contact and more information	
Phone	Anticoagulant Admin: 01633 238171 (internal 48171)

Education Centre RGH/ St Cadocs

How do I book a Room in the Friars Education Centre, The Royal Gwent Hospital?

Where are we?

- The Friars Education Centre
- Main Reception – Ground Floor
- Reception manned from 7.30am to 5.00pm

Room Information:

- All Seminar rooms are equipped with state of the art VC Equipment
- Simulation Room available

Room	Floor	Room Set up	Full Capacity
Birch Room	2 nd Floor	Board Room	10
Sycamore Room	2 nd Floor	Board Room	10
Oak Room	1 st Floor	Theatre Style	15
Hazel Room	1 st Floor	Theatre Style	10
Willow Room	1 st Floor	Board Room	15



Skills Suite	1 st Floor	Practical Session	-----
Maple Room	Ground Room	Theatre Style	10
Green Room	Ground Room	Theatre/Board	30 Theatre / 20 Board
Large Lecture Theatre	Ground Floor	Theatre/Board	80 Theatre / 25 Board

Contact and more information

Phone	Post Grad Operational Manager: 01633 234588/238122 (internal 44588/48122) Undergraduate: 01633 238149/238150/234511 (internal 48149/48150/44511)
Intranet	Medical Education

If you require catering for your event please let us know when you book and we can advise. We look forward to welcoming you to our Centre! ***The Medical Education Team!***

Electronic Test Requesting – ETR

For issues with ETR printers, call the ICT Helpdesk.



Contact and more information

Phone	01495 765000 (Ext 55000)
Intranet	Pathology “ETR Troubleshooting”

General ETR enquiries/Arrange Training

Contact and more information

Phone	01873 732135 (Internal 82135) 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/



Emergency Eye Clinic

The Emergency Eye Clinic is situated on Floor 2 of E Block and is only accessible via referral from the GP, Opticians and A&E. The unit is open from Monday – Friday between 08:30am – 5:30pm.

Contact and more information	
Phone	Triage: 01633 238856 (internal 48856) OOH via switchboard
Intranet	Ophthalmology/Eye Clinic
Email	EmergencyEyeClinic.abb@wales.nhs.uk

Endoscopy Unit

The Endoscopy Unit is situated on the Floor 3 of the Main Hospital and provides a service for both inpatient and outpatients. This is a very busy department consisting of mainly outpatients but we also take less critical inpatients. The unit consists of a reception area, 2 interview rooms, 2 theatres, a treatment room, a recovery area which has 8 trolleys and a comfortable seating area.

Hours of Work: Monday – Sunday from 07:00am – 3:30pm. No OOH or Bank Holiday.

The procedures we perform include: Gastroscopy, Flexible Sigmoidoscopy, Colonoscopy, Bronchoscopy and Capsule Endoscopy.

We also perform therapeutic procedures that include insertion of PEG (Percutaneous endoscopic gastrostomy), esophageal dilation and EUS (Endoscopic Ultra Sonography).

Contact and more information	
Phone	Reception: 01633 234195 (internal 44195) 01633 234425 (internal 44425) or 01633 234429 (internal 44429)

Endoscopy (Remedy Healthcare Solutions)

The Endoscopy Clinic is situated in B Block, Level 7 North. This is a private ward managed by Remedy Healthcare Solutions that provide insourced diagnostic and surgical services to Aneurin Health Board NHS Trust.

The procedures we perform include: Gastroscopy, Flexible Sigmoidoscopy, Colonoscopy,

Hours of Work: Monday – Sunday from 08:00am – 6:00pm.

Contact and more information	
Phone	Office: 01633 234572 (internal 44572) Office: 01633 238798 (internal 48798)

ENT Outpatients

ENT Outpatients is currently situated on the Ground Floor 'E' Block. Clinics are held Monday – Friday between 08:45am – 4:45pm.

Contact and more information	
Phone	Reception: 01633 234365 (internal 44365)

Eye Day Case Unit

The Unit is situated on the Floor 2 of E Block and caters from ambulatory patients only and offers emergency and routine eye surgery for both adults and paediatrics by referral only. There is also an emergency Eye Clinic

The unit is open from Monday – Friday between 07:30am – 6:00pm. No OOH or Bank Holiday.

Contact and more information	
Phone	01633 238352 (internal 48352)
Intranet	Ophthalmology/Eye Clinic

Eye Pre-Assessment Clinic

Eye Pre - assessment clinic is located on Floor 2 of E Block and is open from Monday – Friday between 07:30am and 5:00pm. No BH or OOH

Contact and more information	
Phone	01633 656261/2 (internal 46261/2)
Intranet	Ophthalmology/Eye Clinic

Eye Theatres

There are 2 theatres that are available for Eye Day Case Unit.

Contact and more information	
Phone	01633 238352 (internal 48352)
Intranet	Ophthalmology/Eye Clinic

Eye Outpatients

Eye outpatients is located on floor 1 of E Block RGH and is most easily accessed at the rear of the hospital, at the Friars entrance where patients can be directed to drop off point at level 0.

Consultant and nurse led clinics run in the department including minor operation and laser clinics.

Contact and more information	
Phone	Reception: 01633 238412 (internal 48412) Nurses Station: 01633 656268 (internal 46268)
Intranet	Ophthalmology/Eye Clinic

Facilities Royal Gwent Hospital

The Facilities Division at Royal Gwent Hospital provide the following support services;

- Catering
- Housekeeping
- Logistics, including Portering, Receipt & Delivery Stores, Environmental Services, Car Parking
- Hospital Security (24hrs)
- General Office Administration and Reception
- Residences Accommodation

The Facilities Department at RGH is situated on Level 3. The Facilities Supervisors office is staffed 24hrs – 7 days a week

Contact and more information	
Department	Ext
Joe Madine (Operational Services Manager)	01633 238254 (internal 48254)
Claire Lewis	01633 238760 (internal 48760)
Facilities Supervisors	01633 234087 (internal 44087)
Catering Supervisors	01633 234661 (internal 44661)
Restaurant Supervisor	01633 234661 (internal 44661)
Catering Administration	01633 234913 (internal 44913)
General Office / Reception	01633 234080 (internal 44080) 01633 234081(internal 44081)
Facilities Administration & Residencies Accommodation	01633 234656 (internal 44656) 01633 238577 (internal 48577)
Porters	01633 234089 (internal 44089) Via Request a Porter on desktop.
HPV / UV Cleaning via Supervisors	01633 234087 (internal 44087)
Post Room	01633 234088 (internal 44088)
R&D Stores	01633 234902 (internal 44902)
Hospital Linen	01633 234088 (internal 44088)
Hospital Security	01633 236060 (internal 46060)

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. RGH 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.



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'

ID Badges

It is essential that you wear your ID Badge at all times, most doors in RGH 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	
Email	IDBadges.ABB@wales.nhs.uk

Fracture and Orthopaedic Clinic

The Clinic is situated in Block A.

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

This is an outpatient scheduled appointment service only. The department consists of 3 clinics, a dressing room and a plaster room.

Inpatient Referrals – Clinical staff to call the Department and discuss patient requirements for plaster, wound and collar care.

Contact and more information	
Phone	Reception: 01633 2344395 (internal 44395) Plaster Room: 01633 234409 (internal 44409) Sisters Office: 01633 234407 (Internal 44407)

Gastroenterology and Medical Ambulatory Care Unit

The Clinic nurse lead and is situated on C4 West. This is an outpatient service only which also offers treatments and consultations for Gastroenterology and General Medical patients – this is not main outpatients.

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

The team offer a wide range of treatments including:

- IBD Treatments
- Iron Infusions
- Blood Transfusions
- Acute Reviews
- Ascitic Drains
- Hepatology, Gastroenterology and IBD Reviews

Contact and more information	
Phone	01633 238217 (internal 48217) Answerphone
Email	GAU.abb@wales.nhs.uk
Bleep	Gaz Lloyd-Ford, Lead Nurse 0324 Mark / Sarah HCSW 0018



General Office

The office is situated on the 3rd floor near Belle Vue Entrance and available Monday – Friday between 08:00am – 4:00pm. No BH or OOH. Responsibilities include:

- General Enquiries
- Providing directions for patients and staff
- Lost property
- Patient travel claims
- Bike shed keys
- Charitable funds
- Stationary ordering

Contact and more information	
Phone	Office: 01633 234080 (internal 44080)
Intranet	Facilities

Gwent Rapid Access Care of the Elderly (GRACE)

The department is situated main hospital on Ground Floor Red Level 1 next door to A&E Minor Injuries, it is the first door on the left as you enter the building which also lead to the lifts.

It is a Rapid Access Unit for patients who need to be seen by a speciality consultant with the aim to be seen within 72hrs if appropriate and help prevent hospital admission.

REFERRAL – GP, Ward Discharge/Flow Centre

Hours of Work: Monday – Friday between 09:00am – 4:00pm. No OOH or Bank Holiday.

Clinics held are:

- TIA/Stoke
- Spasticity
- EFU

Contact and more information	
Phone	Emergency Co-ordinator EFU COTE: 01633 656020 (internal 46020) Consultant on call: 07581004871

Health Records – Reception

The Health Records Reception team provide reception services to the following clinics across the Royal Gwent and St Woolos hospital sites:

RGH

Antenatal (ANC)
Belle Vue clinic (BVC)
Day Surgery
ENT
Fracture and Orthopaedics Unit (FOU)
Maxillo-facial

SWH

Chest clinic
Children's Development Unit
Morgan Therapy Outpatients

Main Outpatients

Medical Day Unit (MDCU)

Ophthalmology (EYES)

Outpatient Treatment Unit (OTU)

Pre-assessment clinic (PAC)

Urology

The team are responsible for greeting patients as they arrive, checking their demographic details and then updating WPAS with the outcome of the Outpatient appointment which the clinician records on CWS.

The Antenatal team also handle referrals received from Community Midwives and book appointments with the Midwives and Obstetricians as required.

We also provide the orange wallets (Clinic list, barcoded continuation sheets & labels) which are used for most Outpatient clinics across the RGH and SWH sites.

The management office is situated on the ground floor of A Block in between Main Outpatients and FOU. Hours of Work: Monday – Friday from 08:00am – 5:00pm. No OOH or Bank Holiday.

Contact and more information	
Phone	01633 238942
Intranet	Referral and Booking service

Note – with the exception of Antenatal, we do not handle new appointment requests which are dealt with by the respective booking centre for each speciality.

Hearing and Balance Unit

The unit is situated on the Ground Floor of E Block. Appointment only.

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

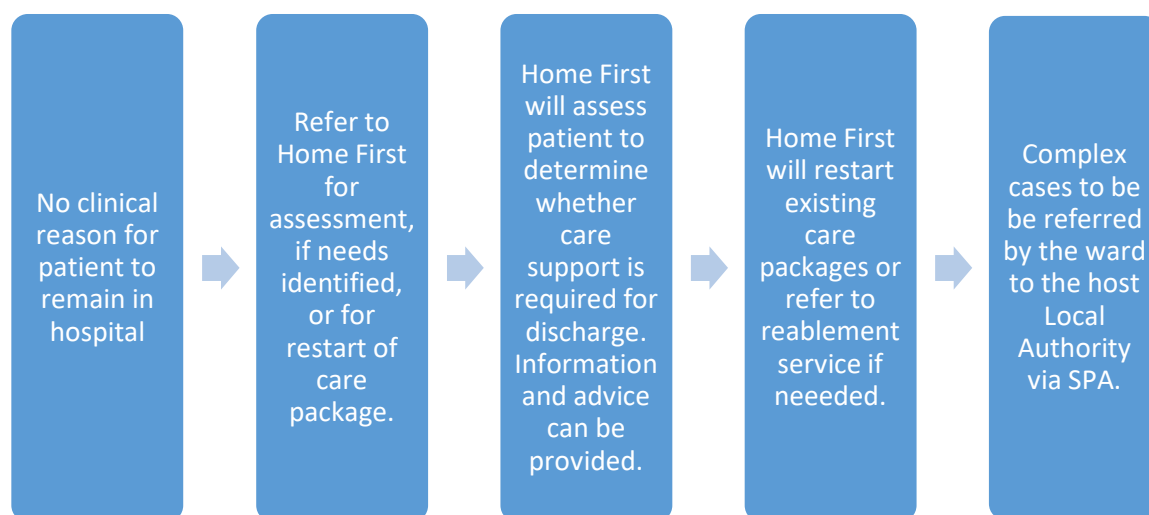
Contact and more information	
Phone	03003035651
Email	ABB.GwentRGHaud@wales.nhs.uk
Intranet	Audiology



Home First

**Royal Gwent Hospital, (D6East)****Contact number: 01633 656446/656447 (internal 46446/46447)****Bleep: 2082/2083 (Weekends only)**

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.



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Think 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

Home First Team

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:

Telephone: 01633 656446/656447 (internal 46446/46447)

Bleep: 2082/2083 (weekends only)



Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol Clinigol
Clinical Futures



Hospital Sterilisation and Disinfection Service (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 Royal Gwent Hospital Site.

Hours of Work: Monday-Friday 08:00am – 10:00pm

Saturday & Sunday 08:00am – 8:00pm. Endoscopy decontamination only.

Contact and more information	
Phone	Reception: 01633 234799 (internal 44799) Supervisor: 01633 234797 (internal 44797) Manager: 01633 238881 (internal 48881)
Intranet	Search 'Facilities'
Email	Nicola.merry@wales.nhs.uk Craig.gane@wales.nhs.uk Joanna.anstey@wales.nhs.uk

Infection Protection and Control (IPAC)

The IPAC Offices are situated in B Block, Level 7. This department covers RGH, St Cadocs and St Woolos

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

Contact and more information	
Phone	Lead Nurse/Inf Prevention Nurse: 01633 656460 (internal 46460) Admin Support: 01633 238101 (internal 48101) Weekends 08:00am – 4:00pm - via switchboard Any queries outside of these hours are to go via the consultant microbiologist reached via switchboard
Intranet	Infection Control
Email	Infectioncontrol3@wales.nhs.uk

INR Clinic

The clinic is situated in B Block, Level 6 North within the Pre-Op Assessment Clinic and available Monday – Friday from 08:00am – 3:00pm. No BH or OOH.

This is an outpatient service by appointment only. Referrals are made via CWS 'Anticoagulant' Form.

Contact and more information	
Phone	Office: 01633 238171 (internal 48171)



Interpreting and Translation Service

The team is situated in Nevill Hall Hospital 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

Telephone Interpreting

Face to Face Interpreting

Document Translations



Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol Clinigol
Clinical Futures



Intersite Transfers



Learning Disability Health Liaison Team

The team is situated in Alders House, Llanfrehfa Grange 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 Library is situated in Block 7, Friars Field and staffed Monday – Friday from 08:30am – 4:30pm.

24 hour access via ABUHB ID card (CCTV Monitored)

For access please contact: Identification and Door Access Administrator. Tel 01873 732333 ext 82333 IDBadges.ABB@wales.nhs.uk



IT: The library has 28 PCs which are fully networked and have Windows 10 & Microsoft Office 365 software on them. Wi-Fi can be accessed using The Cloud.

E-Resources: The e-library for Health <https://elh.nhs.wales> provides access to e-journals, e-books, databases, medicines information, guidelines, evidence summaries, e-Learning and a range of other e-resources. It is accessible to all students whilst on placement. If you are using a device which is connected to the NHS Wales network, there should be no need to log in to view full text resources.

If you are accessing the e-Library from outside the NHS Wales network, you will need to log in to view full text resources using an OpenAthens username and password. You can self register for an OpenAthens account <https://register.openathens.net/wales.nhs.uk/register>

Borrowing: Please fill out a registration form at induction to join the library, library membership forms are also available on the front desk and can be completed and handed in. The Library Catalogue can be searched here <https://nhs.wales.librarysearch.cardiff.ac.uk/> Most titles are available for loan, maximum of 10 books for 4 weeks. Items can only be borrowed during office hours, outside of this time the library is for reference only. Books will be renewed 3 times automatically. Books need to be returned by the end of placement.

Training and Literature Searches: We can provide one to one training sessions on literature searching, please contact the library to arrange a session.

Photocopying and Printing: Printing and photocopier is available free of charge in the library. NHS copyright licence details are displayed above the copier. Please ask at the desk if you require any scanning.

Please contact the library staff and they will be happy to help with any queries

Contact and more information	
Phone	Office: 01633 238131 (internal 48131) Librarian: 01633 238134 (internal 48134) Assistant Librarian 01633 238135/ 656235 (internal 48135/46235) Library Assistant 01633 238133 (internal 48133)
Email	rgh.library@wales.nhs.uk
Intranet	Library Services Gwent Clinical School

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)

Referral method: Via the intranet. Search “OAPL Referral form”.

Contact and more information	
Phone	01633 238247 OOH – SHO on Call for Older Adult Psychiatric Liaison via switchboard
Email	abb.oaplnorth@wales.nhs.uk

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	Access the vocera system from a landline. Tel: 01633 493699 "Call Crisis Liaison Team" or "Call Psychiatric Liaison Team"

Main Outpatients (Belle Vue Clinic)

The Outpatients Department is situated on Floor3 within the Belle Vue Clinic.

Hours of Work: Monday – Friday from 08:30am – 5:15pm. No OOH or Bank Holiday.

Outpatients Clinics held are:

- Gynaecology
- Diabetic/Endocrine
- Neurology
- Gastro
- Rheumatology
- COTE

Contact and more information	
Phone	01633 656144 (internal 46144)

Main Outpatients (Block A)

The Main Outpatients Department is situated in Block A.

Hours of Work: Monday – Friday from 08:00am – 4:30pm. No OOH or Bank Holiday.

Outpatients Clinics held are:

• Anaesthetics	• Maxillo facial
• Cardiology	• Nephrology
• Chemical pathology	• Neurology
• COTE	• Phlebotomy
• Dermatology	• Plastic surgery
• Gastro	• Upper GI & Colorectal
• General Surgery including Breast	• Pre-op screening
• Genetics	• Rheumatology
• Hepatology	• Urology

Contact and more information	
Phone	01633 234381 (internal 44381)



Maxillofacial, Orthodontics and Oral Surgical Day Unit

The unit is situated on the 2nd floor of B Block. Opening hours: Monday – Friday from 08:00am – 5:00pm. No OOH or Bank Holiday.

The Day Unit has a 4 bedded day ward and two theatres. The department facilitates outpatients clinics and day surgery procedures under local and general anaesthesia for both adult and paediatric patients.

Procedures include:

- Teeth extractions and minor oral surgery
- Surgical dermatology incl. KTP laser
- Surgical orthodontic procedures
- Oral cavity biopsies
- Sialendoscopy
- Wound dressing clinics

Any patients requiring major maxillofacial surgical treatment will be treated in the main operating theatres of both The Royal Gwent and Grange University Hospitals.

Contact and more information	
Phone	Clinical Area: 01633 238372 (internal 48372) Sisters Office: 01633 238579 (internal 48579)
Bleep	OOH On call Medic contact GUH 3225

Medical Day Case Unit

The Medical Day Case Unit is situated on the 3rd floor of the Royal Gwent Hospital. The opening hours are Monday to Friday 0900am – 5:00pm, closed on weekends and bank holidays.

The department offers a Haematology outpatients service and treatments for most Haematology conditions.

Contact and more information	
Phone	Reception: 01633 234647 (internal 44647)

Medical Devices

Volumatic/Syringe/T34 Infusion Devices



The Pump library is situated on Level 2 and available from 08:00am – 4:00pm. Please contact the medical device coordinator during working hours to obtain infusion devices.

Do not keep any of these items on the Wards, please return to the appropriate areas so they can be re-used.

OOH Process for accessing infusion devices in RGH.

Ensure you have the patients name and CRN number.

Sign out the key for the storage cupboard from the Security Department on level 2. (ext 46060).

Document on the traceability form (inventory eqpt number, Ward, date, patients name, CRN and print your own name
Return key to the Security Department.

OOH Syringe Drivers are held in the Medical Hub on D2 East.

Returning Infusion Devices

As soon as Wards/Department have finished using the infusion devices they must be appropriately decontaminated before they are returned.

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. EBME will collect pumps that have been reported and return to the clinical area.

Contact and more information	
Phone	Medical Device Co-ordinator: 01633 234358 (internal 44358) Medical Electronics – 01633 238213 or 01633 238959 Medical Devices Library – 01633 234358 (internal 44358)
Bleep	Medical Device Co-ordinator: 0075

Minor Injuries Unit

The unit is situated on floor one of the main hospital. Hours of working 24 hrs a day. Reception staffed 7am – midnight.

Contact and more information	
Phone	Reception: 01633 234056 (internal 44056) Available 7:00am – midnight. Alternative number outside of reception hours: 01633 238642 (internal 48642)

Occupational Therapy

Situated on Floor 3 of the Main Hospital and available 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. The team support patient enablement prior to discharge, assessment and discharge planning and in-patient rehab.

Contact and more information	
Phone	RGH General Enquiries – 01633 234279 (internal 44279) OT Referral Number - 03003034096
Intranet	Occupational Therapy
Email	Occupationaltherapyreferrals.ABB@wales.nhs.uk
Bleep	Via Admin

Orthopaedic Assessment Clinic (Belle Vue Clinic)

We are the Orthopaedic Assessment Unit situated at the back of Belle Vue Clinic. We undertake assessments and prepare patients for elective orthopaedic surgery.

The Clinic is situated on the 3rd floor of B Block and open Monday – Friday from 07:00am – 7:00pm
No OOH or Bank Holiday.

Contact and more information

Phone	01633 238427 (internal 48427)
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Orthotics

The Orthotic service provides outpatient clinical services across a range of general and specialist areas; including neurology, orthopaedics, paediatrics and diabetes. Outpatient clinics are located at several sites across the Gwent locality.

The orthotics department is situated in Block A. The department offers a 'drop-off' or 'collection' service for active patients who have footwear or orthotic devices modified, repaired, or require receipt of new devices.

Referrals

Orthotic referrals are accepted from health professionals only.

Electronic orthotic referral form can be located on the Intranet under 'Podiatry and Orthotics'; email to ABB.orthoticadmin@wales.nhs.uk

For further information, please see the 'Orthotics & Podiatry' intranet page

Contact and more information

Phone	RGH Orthotics Office: 01633 615225 (option 2 for Orthotics) Opening hours 8.30am – 4.30pm (this office covers the whole of Aneurin Bevan HB)
Email	Orthotics: ABB.OrthoticAdmin@Wales.nhs.uk
Intranet	Orthotics and Podiatry

Orthoptics

The Orthoptic Department is situated within E Block.

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	01633 238400/1/2 (internal 48400/1/2) Voicemail in operation 24hours)
Email	Nicola.Turner@wales.nhs.uk
Intranet	Orthoptics

Outpatient Treatment Unit (OTU)

The Outpatient Treatment unit is situated on the ground floor of A Block. Hours of Work: Monday – Friday from 08:00am – 5:00pm. No OOH or Bank Holiday.

The unit offers scheduled procedures such as biopsies, skin grafts, and minor ops within the following clinics:

- ENT
- Dermatology
- General Surgery
- Wound
- Neurology
- Maxilla Facial
- Ocular plastics

Contact and more information

Phone	Reception: 01633 2346202 (internal 46202)
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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)
Intranet	Oversees Visitor Department
Email	ABB.overseasvisitors@wales.nhs.uk

Pain Team

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.

The Team are based in B block at RGH and available Monday to Friday 08:30am – 4:30pm. Saturday 08:00am – 4:00pm. (Anaesthetist can be contacted out of hours for acute problems).

The pain team at RGH also cover the Orthopaedic Surgical Unit at St Woolos.

Contact and more information	
Phone	01633 234169 (internal 44169)
Bleep	0209
Intranet	Pain Services



Palliative Care Service

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.

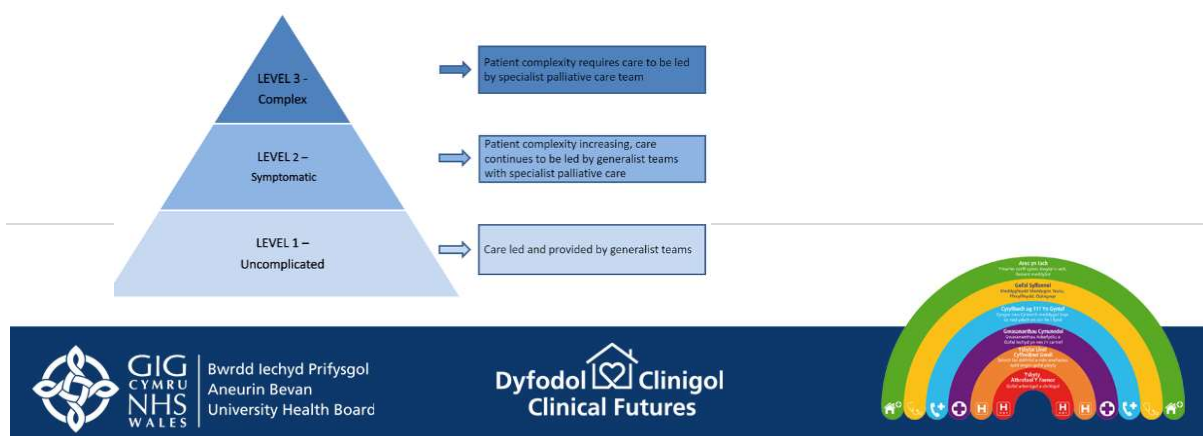
The Specialist Palliative Care Service at the Royal Gwent currently remains to be a nurse-only service with virtual consultant input. This is an interim arrangement (from November 2021) due to staffing deficits, however we are exploring all options to reinstate a full service as soon as possible.

The Specialist Palliative Care Service at RGH is situated on the rear offices of ward B6 north.

Referring a patient

The referral system remains the same but all patients who require Specialist Palliative Care Team input will be assessed and supported by the Clinical Nurse Specialists. The CNS' then have access to medical support provided by Consultants within Supportive Care UK.

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	Monday – Friday 09:00am – 5:00pm – 01633 234934/44934
Bleep	0666 & 0615

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

Contact and more information	
Phone	Contact switchboard on 01633 234234 and ask for the Palliative Care Consultant on call.0209
Intranet	Pain Services

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

Pathology at RGH

The Main Reception to the Pathology Department at RGH is situated on Level 4 of the Main Hospital and available Monday – Friday from 08:00am – 8:00pm.

Contact and more information	
Phone	Reception: 01633 656396 (internal 46397)
Intranet	Pathology

Microbiology

Hours of work:

Monday - Friday 08:30am – 8:00pm

Saturday - 08:30am – 4:00pm

Sunday - 08:30am – 4:00pm. Emergency Cover Only

Bank Holiday – 08:30am – 4:00pm. Emergency Cover Only

Contact and more information	
Phone	Microbiology Main Lab – 01633 234503 (internal 44503)



	Evening Sessions/Night Shift: 20:00 - 08:00 - Processing Emergency Samples Only. BMS can be contacted via Switchboard.
Intranet	Pathology

Blood Sciences

Haematology and Biochemistry

The Lab is open from 08:30am - 9:30pm. Advice is routinely available via the Duty Biochemist between 09:00 -5:00pm on weekdays. Urgent clinical interpretation and advice is available out-of-hours via switchboard.

Contact and more information	
Phone	Biochemistry: 01633 234496 (internal 44496) Haematology Lab: 01633 234483 (internal 44483) OOH: 01633 493263, internal 23263 (GUH)
Vocera	Connect to GUH and then call Duty Biochemist
Intranet	Pathology

Cellular Pathology

Opening Hours: Monday – Friday from 08:45am - 5:00pm

Contact and more information	
Phone	Lab: 01633 234514 (internal 44514)
Intranet	Pathology

Blood Bank

Open Monday – Friday from 09:30am – 09:30pm

Contact and more information	
Phone	01633 234478 (internal 44478)
Intranet	Pathology

Pharmacy Service

Pharmacy department is located in C Block, Floor 2. We provide a clinical pharmacy service Monday to Friday 08:30am – 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, Pharmacy Technicians and Pharmacy Assistants will work as a team to cover designated ward as outlined in the table below. All team members carry a ward assigned bleep, therefore, this is the best way to communicate with them for an urgent item, discharge or for advice.

WARD	PHARMACIST BLEEP NUMBER	PHARMACY TECHNICIAN BLEEP NUMBER
C4E	0635	0128
C5E	1003	0262
C5W	1003	0262
C6E	1003	0262
C6W	6029	0128
C7E	0530	6061
C7W	2027	2091
D2E	0258	6061
D2W	2027	2091
D3E	2027	2091
D3W	0404	6061
D4E	0269 / 0427	0642
D4W	1004	0128
D7E	0638	6061
MAU	2090	0641
POCU	0388	2091

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'
Pharmacy Dispensary	01633 656326 (internal: 46326)
Pharmacy Stores	01633 238589 (internal: 48589)
Email	ABB.rghpharmacyclinicalcheck@wales.nhs.uk

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

In addition to the Clinical Pharmacy Service outlined above we also provide a non-clinical service in the form of supplying an automated ward stock top-up service



Omnicell™

- Omnicell™ is an automated medication storage and dispensing cabinet which is available in some clinical areas (ward areas that do not have an Omnicell cabinet will have traditional wall mounted drug cupboards). 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 ([Omnicell \(sharepoint.com\)](#))

- 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 46326 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 Royal Gwent Hospital (RGH). In most areas Top-ups will occur once a week, sometimes more where service allows and our pharmacy team will put these orders away. Check with your pharmacy team which day to expect your top-up.
- At RGH, the Omnicell™ situated in the Pharmacy Department access corridor is the Emergency Cupboard for the site and is topped up daily. Outside of Pharmacy open hours the site manager will have information relating to how this medication can be accessed in an emergency.
- Any additional stock items required outside of the weekly top ups should be requested via the Pharmacy Ward teams or the WOREQ2 system if your department has an account to do so. For departments and areas without a WOREQ2 account or routine pharmacy cover, these requests should be emailed to ABB.rghpharmacyclinicalcheck@wales.nhs.uk.

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.
- Please refer to [Pharmacy - How-to-obtain-a-medication.pdf - All Documents \(sharepoint.com\)](#) for information relation to obtaining a medication supply for your patient.
- Refer to [Critical Medication Policy](#).
- **Stock Items:** 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.
- **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 Health Board sites in addition to being able to access the Pharmacy Emergency Cupboard. The Site Manager will contact the On-call Pharmacist if a supply cannot be made.

Controlled Drug Ordering

Ward staff are responsible for ordering Controlled Drugs in their Ward Controlled Drug Ordering Book. These should routinely be planned and ordered by 9:30am for same day delivery, and all orders in by 12:30. We encourage a team-based approach for wards that have a dedicated pharmacy team. Details about returning out of date Controlled Drugs and can be found on Pharmacy Pulse Intranet page.

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 are available

Weekend Pharmacy Service

- Pharmacy at RGH 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 discharge prescription (TTO/TTH) 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**

Please bring requests down to Pharmacy or have them ready first thing to be collected on the Pharmacy porter run.

Phlebotomy Inpatient Service

The Phlebotomists are based on B4 East and is managed by Pathology Services. The Phlebotomists cover all wards in the hospital. They do not cover MAU or ED. Hours of Work: Monday – Sunday from 07:30am – 12:30pm

Contact and more information	
Phone	Supervisor: 01633 656442 (internal 46442)
Intranet	Pathology



Phlebotomy Outpatient Service

The Outpatient Phlebotomists are based in the Main Outpatients Department, Block A, Floor 1. This is a drop in service for Hospital Out-patients only. This service does not cover MAU or ED. GP bloods by arrangement only.

Hours of Work: Monday – Sunday from 08:00am – 12:00pm and 1:00pm – 4:30pm. There is a restricted service on a Saturday morning from 8:00am – 11:30am for Pre-ops and G&S.

Contact and more information	
Phone	Blood Room: 01633 234375 (internal 44375)

Physiotherapy Inpatients

The physiotherapy Inpatient teams are in 2 different locations within the Royal Gwent hospital site.

- Medical/Surgical/Stroke - based on D5E
- T&O – based in A block 3rd floor, corridor opposite Belle Vue Restaurant.

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

Weekend/Bank holiday cover 08:30 – 16:30 for T&O.

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 RGH 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 \(sharepoint.com\)](#)

Contact and more information	
Phone	D5E – 01633 238909 T&O – 01633 234177
Email	ABB.PTInpatientsRGH@wales.nhs.uk

Physiotherapy MSK Outpatients

The MSK Physiotherapy outpatient Department is situated on the Ground Floor of the Hospital. It is the building next to the main entrance sign. Hours of Work: Monday – Friday from 08:00am – 4:30pm. No OOH or Bank Holiday services are available.

***From 3rd July 2023 all primary care MSK physiotherapy referrals will be processed at Cleppa Park.*. The booking of appointments for Newport citizens will still remain at RGH MSK department.**

Outpatient referrals: Patients can self-refer for Musculoskeletal conditions. Please see the Move Better Gwent web site for full details on accessing out-patient MSK physiotherapy.

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	RGH - 01633 234881 (internal 44881) GUH - 01633 493232 (internal 23232) OOH - 01633 493247 (internal 233247)
Vocera	Connect to Vocera at GUH and then "Call Point of Care Team"



Pre-Op Assessment Clinic

The Clinic is situated on the 6th floor of B Block North and open Monday - Friday from 08:00am – 6:00pm. No BH or OOH.

This is an appointment only service. We undertake assessments and ensure patient suitability for anaesthetic procedures within the following specialities:

- General Surgery
- ENT
- Gynae
- Urology

Contact and more information

Phone	Reception: 01633 234289 (internal 44289) Office: 01633 234178 (internal 48178)
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Respiratory Ambulatory Care Unit (RACU)

The Unit is situated on Ward B4 East. The unit is open 09:00am – 4:00pm, Monday – Friday. (Unavailable weekends and bank holidays at present).

The Respiratory Ambulatory Care Unit (RACU) is an initiative led by the Respiratory Directorate. The role of the unit is to provide same day emergency assessment for respiratory patients, with access to same day diagnostics and consultant reviews.

Examples of some of the patients seen in RACU are patients suffering with respiratory illnesses such as COPD exacerbations, asthma exacerbations, Post-Covid related respiratory issues and patients with suspected Pulmonary Embolism (Low Risk).

Referral via Flow Centre/MAU/Post discharge patients from GUH.

Contact and more information

Phone	Flow Centre: 0300 3033557 Nurse in Charge: 01633 656148 (internal 46148)
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Radiology Department



The Radiology Department at RGH is situated on levels 0, 1, 2 and 3 of the main hospital.

Level 0 - FOU fracture and orthopaedic outpatient x-rays

Hours of Work: Monday – Friday 8.30am – 4:30pm This covers referrals from Orthopaedic fracture clinic only.

Level 1 - X-Ray Minor Injuries Department

Hours of Work: Monday – Sunday 24hr cover After 4:30pm - 08:00am there is a reduced service covering Minor Injuries and inpatient wards only including portables where required. Minor Injury/Ward cover is 24/7.

Level 2

- Ultrasound and Obstetric scanning.



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- Main X-Ray inpatient/wards/ outpatient/ GP/ theatre cover/dentals
- VR/Screening rooms Tuesday/Wednesday and Friday

Hours of Work - Monday – Friday 8.30am – 4:30pm GP referrals, Dental/ Max fax X-rays, Outpatient clinic x-rays and inpatient wards

Level 3

- Nuclear Medicine
- CT/MRI Scanner

Hours of Work: Monday – Sunday (inc BH) from 08:00am – 7:30pm. Reception is open from 08:00am – 4:30pm. CT provides 24 hour cover MRI closes at 8:30pm.

Contact and more information

Phone	<p><u>Level 0</u> Fracture Clinic X-Ray (FOU) – 01633 234393 (internal 44393)</p> <p><u>Level 1</u> X-Ray Minor Injuries 01633 234075/6 (internal 44075/6)</p> <p><u>Level 2</u> Site Lead Manager RGH/STW: Emma Jones 01633 234439 (internal 44439) Ultrasound Superintendent: Leanne Edwards 01633 238716 (internal 48716) Ultrasound/Obstetric: 01633 234334 (internal 44334) Main X-Ray: 01633 234344 (internal 44344)</p> <p><u>Level 3</u> Main Reception: 01633 234348 (internal 44348) CT/ CT superintendent Nicola Jones: 01633 234347 (internal 44347) MRI Scanner: 01633 234706 (internal 44706) MRI Superintendent: Michelle Platt 01633 234313 (internal 44313) Nuclear Medicine/ Nuclear medicine superintendent Alison Lee: 01633 2344352 (internal 44352)</p> <p>Radiologist of the day: 01633 493355 (internal 23355) – GUH based Radiology registrar office: 01633 493357 (internal 23357) – GUH based</p>
Intranet	Search 'Radiology'

Research and Development Department

The Department is situated in B Block, Level 5 West of the Royal Gwent Hospital. The opening hours are Monday to Friday 08:00am – 4:00pm, closed on weekends and bank holidays.

The department is responsible for all research governance across ABUHB, from set-up to close out of research projects. The team can help signpost potential researchers to specialists who can assist with the development of their research and applications for funding.

Contact and more information

Phone	Reception: 01633 238480 (internal 48480)
Email	ABB.R&D@wales.nhs.uk



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Clinical Research Centre

The Research Delivery Team is funded to support research across health and social care and are part of Health and Care Research Wales (HCRW), working for ABUHB. We support studies/ trials in (but not limited to): respiratory, breast, colorectal, haematology, anaesthetics, gastroenterology, rheumatology, ENT, diabetology, neurology and stroke, urology, mental health, ITU, primary care, dermatology, paediatrics, midwifery and surgery.

We are a multi-disciplinary team incorporating Research Nurses, administrative staff, Research Officers, Research and Development staff, radiographers, laboratory staff and clinical colleagues from across all areas of the Health Board. Our main base is the clinical research delivery unit on B5 North with Research and Development team residing alongside us on B5W.

Contact and more information

Phone	Reception: 01633 238480 (internal 48480)
Email	ABB.researchdelivery@wales.nhs.uk

Resuscitation Practitioner

Based within the Surgical High Care Unit on Level 3 C Block. 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	01633 656678 (internal: 46678) 01633 238301 (internal 43801)
Bleep	0596
Internet	Resuscitation
Email	dominique.allaire@wales.nhs.uk lucy.roberts2@wales.nhs.uk

Resuscitation Training Team

The Resuscitation Training Team are situated on the 2nd floor of Casnewydd Block within Tredegar Ward. Hours of work are Monday – Friday from 08:00am - 4:00pm.

The service provides:

- Resus Training for all clinical staff
- Resus audits for 2222 calls and resus equipment
- Advisory service for resus related matters
- Attend emergency calls when on site.



Contact and more information	
Phone	01633 238301 (internal 48301)
Email	Resuscitation.service@wales.nhs.uk
Intranet	Resuscitation

Security Department

The Security office is situated on the 2nd Floor of the Hospital and available 24/7. Security Officers provide safety and assurance to all staff, patients and visitors of Health Board premises. They are responsible for monitoring internal and external CCTV within RGH, NHH and St Woolos and managing any security issues.

Contact and more information	
Phone	01633 236060 (internal 46060)

Sexual Health Clinic

The Clinic is situated on the 6th floor of B Block West.

The Clinic is open Monday, Tuesday and Wednesday from 08:30am- 8.00pm. Thursday and Friday from 08:30 – 4:30pm. No BH or OOH

This is an appointment only service via Triage number 01495 765065. Clinics include:

- STI
- Contraception
- Smears
- HIV PrEP Service - call 01633 234560

Contact and more information	
Phone	Reception: 01633 234560 (internal 44560)
Email	SexualHealthAdvice.ABB@Wales.nhs.uk
Intranet	Sexual Health

Site Management Team

The Site Management Team including Site Managers, Patient Flow Navigators and Advanced Nurse Practitioners (evenings only) are based on Level I of the Main Hospital next to the Minor Injuries Unit. The team are here 24/7 to help you, please contact them if you need assistance.

Contact and more information	
Phone	Site Manager 01633 238471 (internal 48471) Patient Flow Navigators 01633 234682 (internal 44682)
Bleep	0588

Senior Nursing Team

During day time hours, the Senior Nursing team are based in Block 10. They provide Nursing support, professional leadership and advice to all clinical areas within RGH. Out of hours this is provided by the Site Management Team as above.

Speech and Language Department

The Speech and Language Department Offices are situated on the 5th Floor.

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

The Inpatient S&L Team provide support for:

- Stroke rehab Ward
- Gen Med Ward. (Referral via CWS E-Form. Use Code REF_SLT_IP)

Contact and more information	
Phone	Gen Med: 01633 2344395 (internal 44395) Head & Neck: 01633 2344140 (internal 44140) SALT admin, St Cadocs: 01633 431635/3

Stoma Care Services

The Stoma Care Clinic is situated on D5 East and available Monday – Friday from 08:00am - 4:00pm. Clinics are by appointment only. No OOH/BH.

The team support in the following ways:

- Assess and monitor all pre-op inpatients with a stoma
- Provide educational training and advice of stoma care to staff and patients.
- Maintain supplies for existing patients.
- Supporting patient and carers in adjusting to life with a stoma

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

Surgical High Care Unit

The unit is situated on Floor 3 of the main hospital and provides high care provision for post-operative patients.

Hours of Work: The unit is open from 7:00am Monday, right through until Saturday 7:00pm.

Contact and more information	
Phone	01633 234179/234481 (internal 44179/44181)
Email	Abb.surgicalhighcare@wales.nhs.uk

Theatres

Situated on **Level 3**, the theatre complex provides operating services to the following clinical specialties:

Theatre 1	Orthopaedics	Ext 44125
Theatre 2	Orthopaedics	Ext 48553
Theatre 3	Orthopaedics	Ext 44296
Theatre 4	Orthopaedics	Ext 44277
Theatre 5	ENT / Max Fax	Ext 48916
Theatre 6	ENT / Max Fax	Ext 44212
Theatre 7	General Surgery	Ext 44770
Theatre 8	General Surgery / Urology	Ext 48554
Theatre 9	General Surgery	Ext 44217
Theatre 12	Day Surgery (mixed)	Ext 44199
Theatre 14	Day Surgery (mixed)	Ext 44199
Theatre 16	Urology	Ext 44397
Theatre 17	Urology	Ext 48527
Theatre 18	Eyes	Ext 48409
Theatre 19	Eyes	Ext 48409

Contact and more information

Phone	Main Theatres Desk 01633 234223 (internal 44223)
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Recovery - There are 10 recovery bays.

Contact and more information

Phone	Main Desk - 01633 234222 (internal 44222) 01633 234221 (internal 44221)
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Transfer/Discharge Lounge

The transfer/discharge lounges 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 **Floor 1, D1 West, C Bay (opposite MAU)**

Working Hours – Monday – Friday 08:00am – 6:30pm.

There are 2 beds and 6 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.



ENSURE PATIENT HAS ALL REQUIRED INFORMATION/PACKAGE OF CARE

- 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: 01633 238450 238486 (internal 48450/48486)
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Undergraduate Centre and Library

The Undergraduate Centre and Library are located on the ground floor of Block 7. 24-hour access to the building via staff identification badge

Undergraduate Staff are based at The Friars Education Centre Monday – Friday from 07:30am – 5:00pm. No OOH or Bank Holiday.

Contact and more information

Phone	Undergraduate Medical Education Manager: 01633 238149 (internal 48149) Deputy Undergraduate Mgr/Medical Ed Administrator: 01633 238150 (internal 48150) Undergraduate/Med Education Administrator: 01633 234511 (internal 44511)
Email	rgl.library@wales.nhs.uk
Intranet	Library Services



The Undergraduate Centre offers a Seminar Room, Clinical Skills Lab, Locker Facilities and a Student Common.

Seminar Room (maximum occupancy 35)

The Undergraduate Seminar Room is fully air conditioned and equipped with Video conferencing equipment, computer facilities and an examination couch.

Clinical Skills Lab (maximum occupancy 15)

The Clinical Skills Lab offers a variety of prosthetic models, examination couch and scrub facilities but can also be transformed into a teaching seminar room with computer and projector facilities.

Locker Facilities

Within the Undergraduate Centre there are 102 digital lockers specifically for student use.

Student Common Room

The Undergraduate Student Common Room provides a comfortable sitting area with a 32" television, air conditioning, and a general kitchen area containing a microwave, fridge, crockery and washing up facilities.

Foyer

Toilet facilities, water machine (free) and coffee machine (£1 per cup)

Urgent Primary Care Centre (UPCC)/ GP Out of Hours

The UPCC is situated on Floor 1 of the Main Hospital and is available 24/7. Referrals only via 111, Redirection from MIU and ED (GUH). The Centre can also support struggling practises. Hours of Work: 24/7 (unless staffing issues)

This incorporates the **GP OOH Clinic** from 18.30 to 08.00. **Referrals** via 111/Redirections ED GUH/MIU. No walk in patients. Appointment only.

Hours of Work: 6:30pm – 11.59pm and 00.00 – 08.00am Overnight cover provides appointments and/or Home Visits – (also staffing dependent)

Contact and more information

Phone	RGH UPC Reception: 01495 363179 (internal 53179)
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Urology Assessment Unit

The unit is situated on the Floor 2 of the Hospital at the end of Ward D2 East. The unit will only accept expected patients only via Flow Centre or Inpatient referral.

Hours of Work: 24/7

Contact and more information

Phone	01633 234029 (internal 44029)
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Urology Department

The Urology Department is situated on Level 2 and open Monday – Friday from 08:30am – 6:00pm. No OOH or weekends.

Consultant and Nurse led clinics held in the department are:

- Urology Pre-assessment clinic
- Prostate and Bladder Cancer Clinics
- Self Catheterisation and UTI clinics
- Stone clinics
- General Urology clinics

The Department also offers diagnostic and treatment services which include:

- Urodynamics
- Flexible cystoscopies
- Biopsies of the prostate

Contact and more information

Phone	Reception: 01633 236013 (internal 46013) Nurse Station: 01633 234979 (internal 44979)
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Urology Day Case Unit

The Day Case Unit is situated on level 0 and open Monday – Friday from 07:00am – 5:30pm.

The unit treat patients undergoing treatment for lithotripsy, bladder chemotherapy, trial without catheter and complex catheterisation.

Contact and more information

Phone	Reception: 01633 656377 (internal 46377)
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Vascular Institute

The Department is situated on Floor 3 of the Hospital. This is both an inpatient and outpatient service. The Vascular Institute also provides Vascular Hot clinics, Endovenous varicose vein treatments, complex wound care and admin support.

Hours of Work: Monday – Friday from 09:00am – 5:00pm. No OOH/Weekends

All urgent vascular surgical referrals should be directed to the Consultant of the Week (COW) at UHW, via Consultant Connect. (see intranet)

Contact and more information

Phone	Vascular Co-ordinator 01633 238306 (internal 48306) Vascular Nurses: 01633 234354 (internal 44354) Vascular Lab: 01633 238597 (internal 48597)
Intranet	Vascular Surgical Department

Vascular Ultrasound

The Clinic is situated on the Floor 3 of the Hospital. This is an outpatient and inpatient service.

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

All requests for vascular ultrasound should be requested via CWS e-forms.

Vascular Duplex Studies performed:

Upper and lower limb veins for Deep Vein thrombosis (DVT)

Lower limb arteries for peripheral vascular disease

Upper limb arteries for occlusive disease and Thoracic Outlet syndrome (TOS)

Carotid arteries for suspected Transient Ischaemic Attack (TIA) or stroke

Varicose veins scans

Graft surveillance post vascular surgery

Abdominal Aortic Aneurysm (AAA) surveillance

- Endovascular Aneurysm Repair (EVAR) surveillance post AAA repair

Contact and more information

Phone	01633 238597 (internal 48597)
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Ward Telephone numbers

C Block

Level 4	C4 East	COTE	01633 234922 234898 (Internal 44922/44898)
Level 4	C4 West	GASTROENTEROLOGY & MEDICAL AMB CARE UNIT	01633 238217 (internal 48217)
Level 5	C5 West	GEN MEDICINE	01633 234004 (internal 44004)
Level 5	C5 East	REHAB STROKE	01633 234025/234659 (internal 44025/48659)
Level 6	C6 West	DIABETES AND ENDOCRINE	01633 234116/7 (Internal 44116/7)
Level 6	C6 East	GEN MED	01633 234118/9 (internal 44118/9)
Level 7	C7 West	ELECTIVE ORTHOPAEDICS	01633 234101 (internal 44101)
Level 7	C7 East	ORTHO GERIATRICS	01633 234134/5 & 234005 (internal 44134/5 & 44005)

D Block

Level 2	D2 West	ELECTIVE SURGERY	01633 234131/2 (internal 44131/2)
Level 2	D2 East	EMERGENCY UROLOGY	01633 234043/4 (internal 44043/4)
Level 3	D3 West	GENERAL SURGERY	01633 234040/1 (internal 44040/1) Discharge Co Ord 46449
Level 3	D3 East	ELECTIVE GEN SURGERY	01633 234037/8 (internal 44037/8)
Level 4	D4 West	COTE	01633 234954 (internal 44954)
Level 4	D4 East	ENDOCRINOLOGY	01633 234027/8 (Internal 44027/8)
Level 5	D5 West	Not used	
Level 5	D5 East	<ul style="list-style-type: none"> • Stoma Care Clinic • Colorectal/Upper GI 	



		<ul style="list-style-type: none"> • Physio Straight to Test 	
Level 6	D6 West	USED FOR ROTATIONAL CLEANING	
Level 6	D6 East	USED FOR ROTATIONAL CLEANING	Discharge Hub 01633 238327 (internal 48327)
Level 7	D7 East	ELECTIVE T&O	01633 234016/234999 (internal 44016/44999)
Level 7	D7 West	Not used	

Works and Estates

The Facilities Works & Estates Department is situated outside of the main hospital complex 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 RGH, Floor Level and the long number on the door. Please see below for reference.

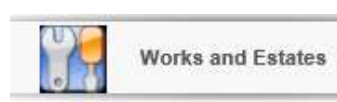
LEC-01-134

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
Intranet	Estates and Facilities

Alternatively you can login to the Works and Estates app via the yellow star (ABUHB Applications App) on your PC desktop.



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>

- Big Pit National Coal Museum in Blaenavon – this industrial heritage museum is an integral part of Valleys history, and a must-see for anyone living in Wales. It's free entry, and offers underground tours
- Sugar Loaf vineyard - www.sugarloafvineyards.co.uk
- The famous Roman remains can be found in nearby Caerleon with the Amphitheatre barracks/baths and the Usk Rural Life museum that allows you a glimpse of 19th Century life- this



is well worth a visit



Bars and restaurants

- **Drago Lounge** (Friars Walk shopping centre, Newport) - Part of the 'Lounges' chain in south Wales, perfect for date night/chill evening with friends.
- **Newport Market** (Newport City Centre) – Newly re-vamped beautiful old market-hall, with local vendors and amazing street-food
- **Curry on the Curve** (Clarence Place, Newport)
- **Belle Vue Park tea rooms** (Waterloo Road, Newport) - Coffee shop located in delightful public park right next to RGH; recommended for light bites, afternoon tea and cakes.
- **The Mad Platter** (Bridge Street, Usk) - Family-owned cocktail bar with wide range of gins (plus White Hare gin from their distillery next door) and amazing Greek food
- **The Café at Ridgeway** (Ridgeway, Newport). After a lovely walk around Allt-yr-yn nature reserve, head to The Cafe at Ridgeway for a well-earned coffee and cake. Well-behaved dogs are welcome

Explore and enjoy! Make the most of your time here.



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