



Aneurin Bevan University Health Board

St Woolos Hospital Ysbyty Sant Gwynllyw Staff Handbook



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



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University Health Board

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Clinical Futures



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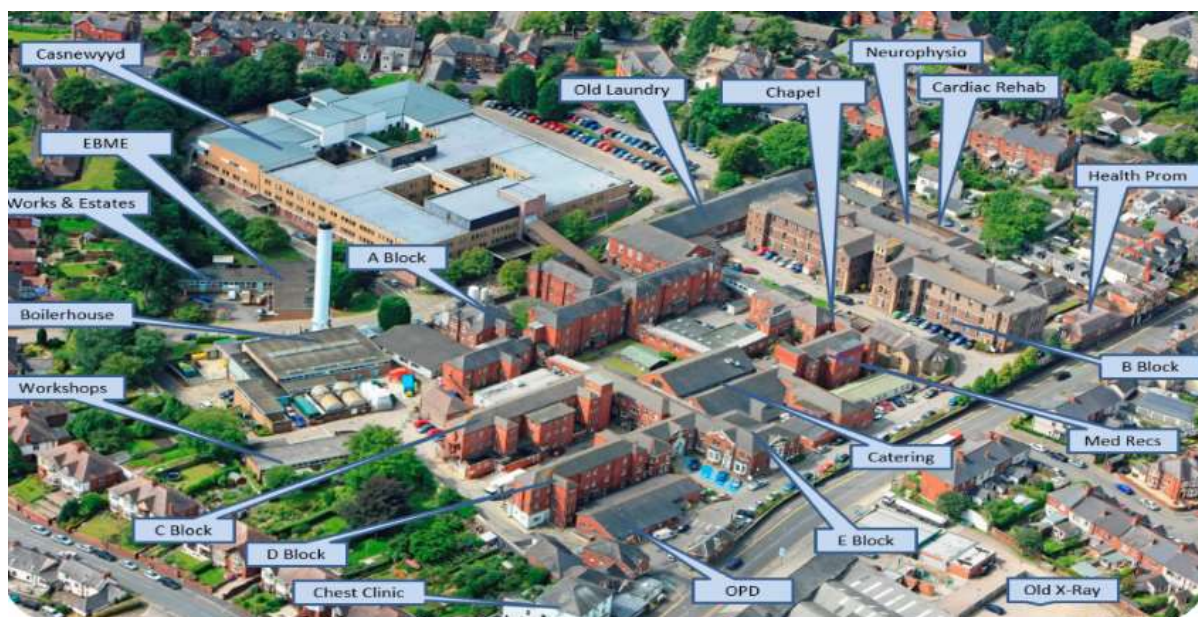
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Hospital Site Information

St. Woolos Hospital is situated on the western edge of Newport City Centre at the top of Stow Hill and opposite St. Woolos Cathedral. The hospital was designed by Thomas Henry Wyatt and was opened as the Newport Union Workhouse and Infirmary in 1837. A new infirmary building was completed in 1869. The workhouse itself was rebuilt in 1903. The site has undergone continuous development since the 1960s.

Site Map & General Information



How to Get Here

St Woolos Hospital is situated on the western edge of Newport City Centre on the B4240.

By Car: Please view Google Maps for directions.

From the M4 travelling West: Take exit 25A, turning left at the roundabout, going into Newport City centre. Continue on this road ignoring the left exit, to the next roundabout near the bus station. Bear slightly right at this roundabout to take the third exit, the A48 and continue to a set of traffic lights. Turn right. Continue past the Royal Gwent Hospital to the traffic lights and take the right exit up Belle Vue Lane. Take the next left turning and then the next right into the hospital.

From the M4 travelling East: Take exit 28, and follow signs for the A48 Newport around the roundabout. Continue on the A48 through the next roundabout and for just under 2 miles. At the traffic lights turn left up Belle Vue Lane. Take the next left turning and then the next right into the hospital.

From the North: The main road from the north is the A4042 from Hereford & Abergavenny. This road meets the M4 at junction 25A. Continue straight across the roundabout at this junction. Then continue as from the second point in the instructions for the M4 travelling west.

Version 1

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

For further information please visit [Newport Transport \(Journey Planner\)](#)

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

By Rail: Newport station is a 20 minute walk from SWH 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 but there is 2hr parking available at St Woolos Cathedral.

Extra staff parking is available and accessible via Mendalgief Road, which is situated opposite the Royal Gwent 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.

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

Restaurant facilities

The restaurant is situated within the Main Hospital and is open to serve hot food Monday – Friday from 07:30am - 10:45am and 12:00 – 1:45pm. Out of these hours the restaurant remains open and offers sandwiches, drinks, snacks, salads etc.

The restaurant is not open on weekends.

St Woolos Hospital

131, Stow Hill

Newport

NP20 4SZ

Switchboard: 01633 234234

Useful Telephone Numbers

General Office	01633 238421/2 (internal 48421/2)
Switchboard (ABUHB)	01663 234234
Flow Centre	01495 363668
Crash Team/Emergency	2222
Security	01633 236060
IT Help Desk	01595 765000



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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.

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)

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 SBAR form will appear.

Select Pathway 2.

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

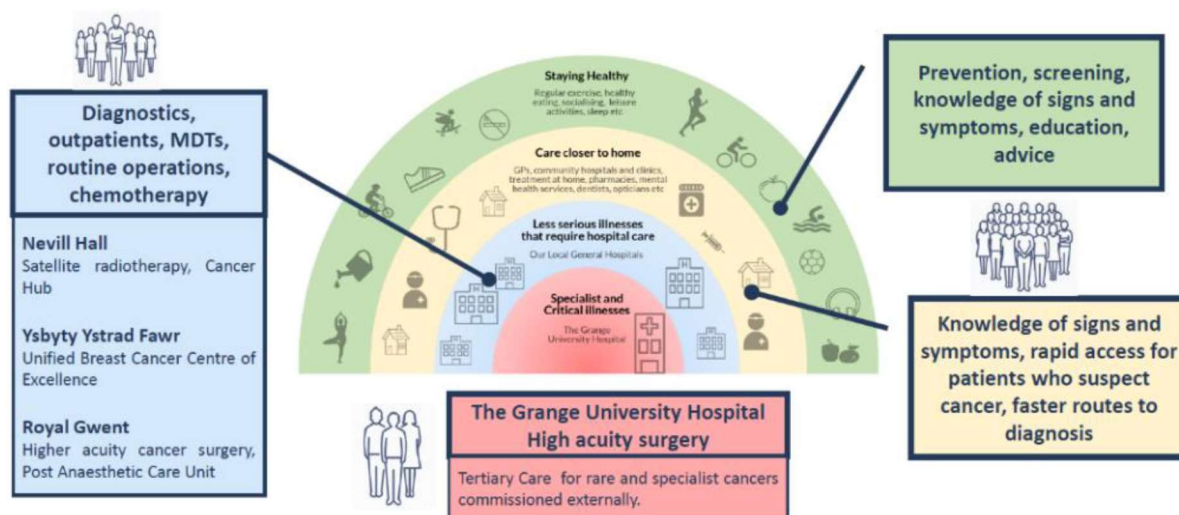
Staff can view completed SBAR forms on the documents home page

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



Clinical Futures Model

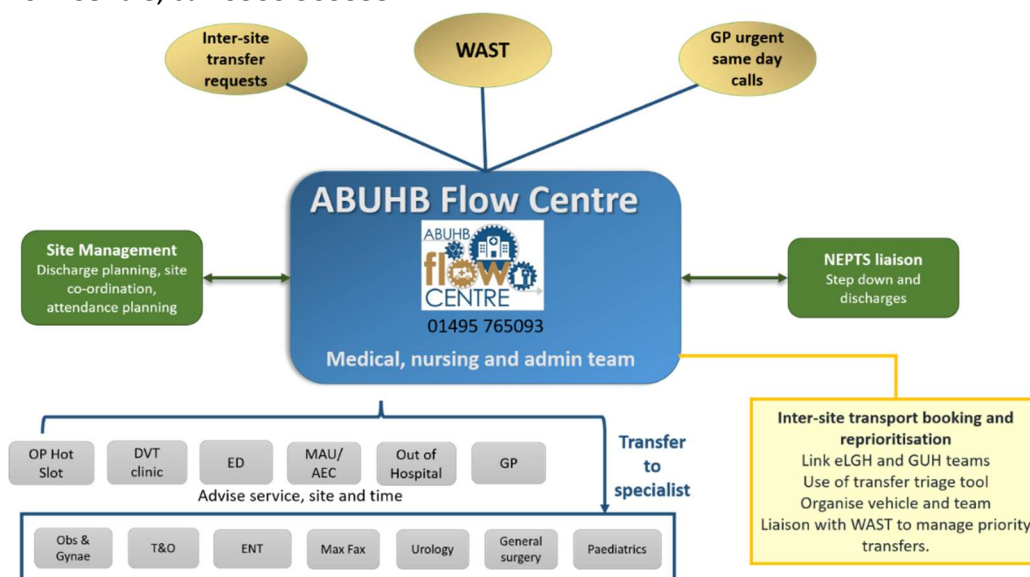
Clinical Futures is the Health Boards plan for sustainable health and care services for the whole of the NHS across the Gwent area. It has driven the recent restructuring of the Health Board, most significantly heralded by the opening of the Grange University Hospital in November 2020.



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**



Age Cymru

The 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	
Email	t.samad@agecymrugwent.org or r.parfitt@agecymrugwent.org
Phone	01633 234129 Mobile Team Leader: 07772650093

Agency Staff

REPORTING FOR A SHIFT

Block Booking and Agency Staff who have been allocated a Ward should report directly to the Ward. They should and present their ID Badges, booking reference and sign the register on the Ward. Failure to do so will result in payment being delayed.

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

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

Alcohol Care Team

Inpatient service is only available at St Woolos 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

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

Anaesthetics Department

The Anaesthetic Department is situated the 4th Floor of the Royal Gwent Hospital and provides cover for St Woolos.

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

Cardiac Rehabilitation Unit

The Cardiac Rehab unit is situated on the ground floor of B Block (Maple Centre) Hours of work are Monday – Friday from 08:30am - 3:30pm.

The Outpatient clinic offer assessments and rehab programmes for patients post MI and Cardiac surgery. The team also provide a follow up service for cardiology patients.

Contact and more information	
Phone	01633 238397 (internal 48397) Admin: 01633 238382 (internal 48382)
Intranet	Cardiac Rehabilitation



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. There is no mortuary at St Woolos Hospital therefore please contact Michael Ryan, Funeral Directors to arrange transfer to the Royal Gwent Hospital Mortuary.

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	OOH Call Switchboard (Emergency & faith deaths) Care After Death Team: 01443 802406 Option 4 for St Woolos Michael Ryan Funeral Directors: 01633 854522

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.

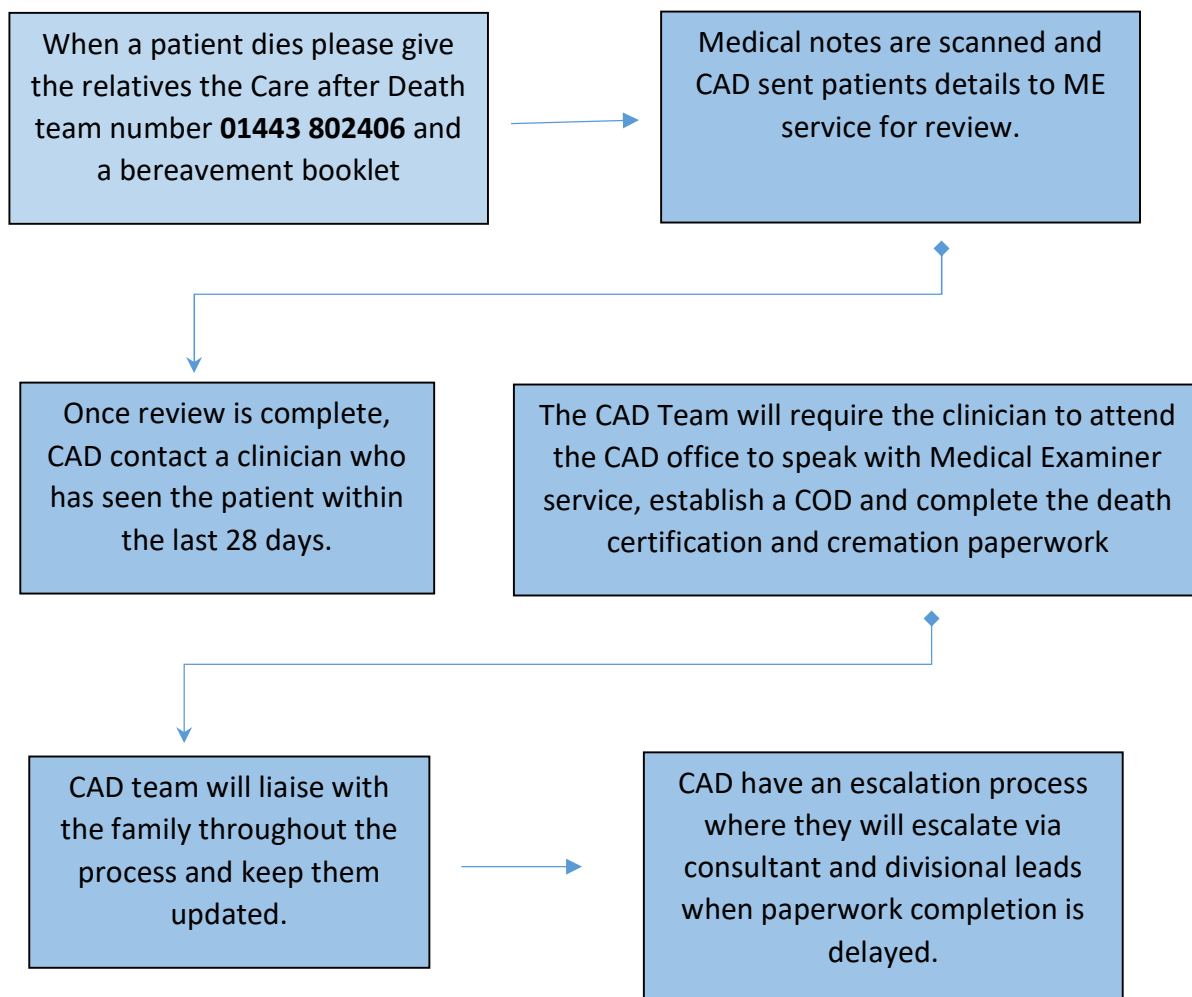
Death Certification Process - Following the death of a patient, the CAD team will send the patient's medical notes to the Medical Examiner.

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

Mortuary - There is no mortuary at St Woolos hospital.

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



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Chaplaincy Services

Pastoral, Spiritual and Religious Care for all Staff

The Chapel is situated near B Block and is open Monday – Friday. Our office is within the Chapel. 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 from 09:00am – 5:00pm. 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 prayer area within the Chapel.

Staff and patients of other faiths:

Please contact a member for 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”
Email	mervyn.rigg@wales.nhs.uk
Phone	01633 493402 (internal 23402) GUH 01633 234263 (internal 44263) RGH Emergency OOH - 01633 493100 or 100 internally to page the Duty Chaplain
Vocera	“Call Chaplaincy”

Chest Clinic

The Clinic is situated near the main entrance of the Hospital. This is appointment only via GP and Medical Professionals. Inpatient referral via CWS.

Hours of Work: Monday and Thursday from 08:00am – 5:00pm

Tuesday and Wednesday from 08:30am – 5:00pm. Friday from 08:30am - 3:00pm.

Drop in service for CPAP Masks from 08:00am – 12:30pm.

The team offer diagnostic and treatment for a range of lung conditions.

- Asthma
- COPD
- General Clinics
- ILD
- Lung function
- NIV
- Patients with potential lung cancer
- Pulmonary hypertension
- Sleep apnoea
- TB

Contact and more information

Phone	Reception: 01633 238190 (internal 48190)
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Children & Young Persons Outpatient Department

The CYP Outpatient Department is situated on the ground floor of B Block.

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

The Department provides a range of paediatric therapies, Paediatric clinics, paediatric dermatology, paediatric general surgery, CAMHS, and vaccination clinics.

Contact and more information

Phone	Reception: 01633 238942 (internal 48942)
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Clinical Photography and Medical Illustration

Medical Illustration service is situated to the rear of the Royal Gwent 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 studios 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.

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

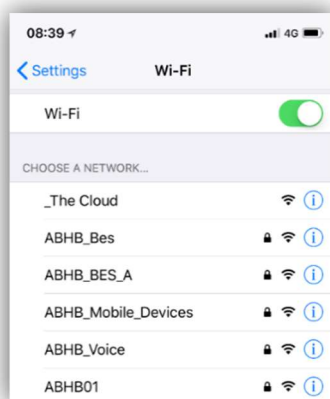


Communication WIFI and Bleeps

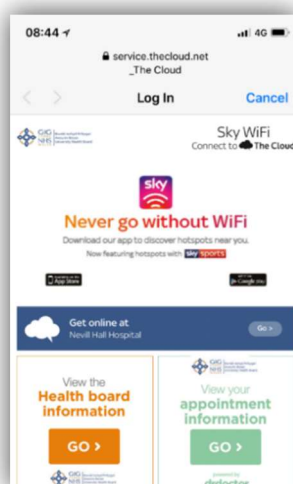
WIFI

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:



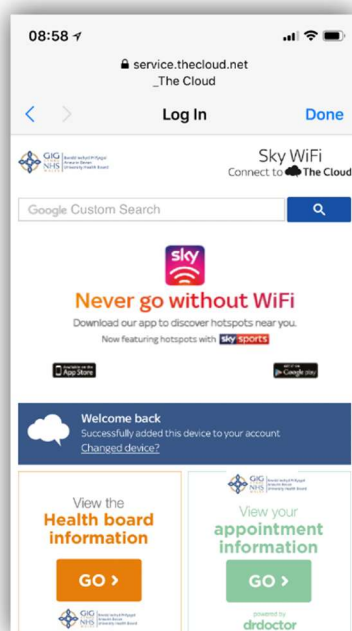
2. Select '_The Cloud' option from the list shown above, doing this should automatically launch the login page below (If you are having trouble with this section then you can also click on safari and type in service.thecloud.net/service-platform which will take you to the same login page) :



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:



4. 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:





At St Woolos 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.



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.

DATIX Incident Reporting Support

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



Department	Location	Floor
Age Cymru	Main Building	0
Cardiac Rehab	B Block	0
Chapel	External	0
Chest Clinic	External	0
Children’s Outpatients	B Block	0
Dermatology Day Unit	Casnewydd	2
Dietetics	B Block	2
Discharge Team	Springfield	0
District Nurse Base	Springfield	0
Facilities Department	Springfield	0
General Office	Main Building	0
Lymphoedema Clinic	Springfield	0
Medical Electronics (EBME)	External	0
Neurophysiology OPD	OPD	0
Occupational Health	B Block	2
Occupational Therapy	Springfield	0
Physiotherapy Outpatients	B Block	1
Practise Facilitator Team	B Block	2
Radiology	Casnewydd	1
Referral & Booking Centre	Main Building	1
Resus Training Team	Casnewydd	2
Restaurant	Main Building	0
Speech and Language	Morgan Therapy Springfield	0
Theatres & Recovery	Casnewydd	2
T & O Booking Clerks	Main Building	0
Transition &Adult Learning Dishabilles	Morgan Therapy	1
Works and Estates	External	0

Casnewydd Wards	Floor
Ruperra (Rehab & Complex Care)	1
Penhow (Rehab & Complex Care)	1
Gwanwyn (Rehab & Complex Care)	1
Tredegar Ward	2
Sycamore (Mental Health)	2
Ortho Surgical	2

Dermatology Day Unit

The Dermatology Unit is situated within the Day Unit on the 2nd floor of Casnewydd Block. Hours of work are Monday – Friday from 08:00am - 5:00pm.

Dermatology outpatients are held in St. Woolos although they are held site wide - RGH, NHH, YYF & YAB, referral via GP. Inpatient e-referral via CWS.

The Unit also has:

- Two theatres (highly specialised treatment rooms) minor procedures under LA
- Phototherapy
- Patch testing
- Paediatric Dermatology
- Wound Clinics
- Biologics Infusions

Contact and more information	
Phone	01633 234646 (internal 44646)
Intranet	Dermatology

Dietetics

Department of Nutrition and Dietetics SWH

The Dietetics Team at St Woolos are situated on the second floor of B Block and provide a service from 8:30am – 4:30pm Monday – Friday. No OOH or BH.

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.

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

Contact and more information	
Phone	Referrals: 01633 740144
Intranet	Dietetics
Email	Comm.Hosp.Dietetics.ABB@wales.nhs.uk

SWH inpatients is covered by the community dietetic team. The community team visit SWH once per week. Patients can be referred by telephoning the department with the essential information in the referral guidance.

All referrals including tube feeds

Further guidance on WAASP & dietetic referral is available on the intranet dietetic homepage under nutrition support: https://nhs.wales365.sharepoint.com/sites/ABB_Pulse_Dietetics

Discharge Team

The team at SWH are based on the ground floor of the Springfield Unit and is made up of 2 HDA (Hospital Discharge Assistants) and a DLN. Hours of work: Monday – Friday from 08:00am – 4:00pm. Duties include:

- Attending daily board round/ MDT for each ward.
- Collecting bed state, attending bed management and allocation of beds meetings
- Assessing patients for discharge destination
- Assessing and Referring to SW/OT (for all sites and boroughs)
- Attendance of board round (SAFER model)
- Organising and attending BIM/DPM Assessing and referral to Reablement/CRT/EC@H
- Process for SCTH
- Fast track application for discharge home/Nursing home
- Assessment and ordering of equipment
- Liaising with care and repair
- Completing nursing assessments (Booklet 2)
- Liaising with Primary care team
- Liaising with Residential and nursing homes
- Communication- referring to interrupters /OAPL/SaLT

Contact and more information

Phone	Discharge Liaison Nurse: 01633 238285 (internal 48285)
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District Nurse Base

The District Nurse Base and office is situated on the ground floor within the Springfield Unit. There are two district nursing teams covering Central West and South West.

Patients are treated in the unit Saturday and Sunday.

TVN Clinic - Wednesday morning only.

Contact and more information

Phone	South West: 01633 238562 (internal 48562) Central West: 01633 234958 (internal 84958)
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Electronic Test Requesting – ETR

For issues with ETR printers, Call the ICT Helpdesk

Contact and more information

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



General ETR enquiries/Arrange Training

Contact and more information	
Phone:	01873 732135 (Internal 82135)
Mobile:	07583 122832 Monday – Friday from 08:30am – 4:30pm
Email:	ETRServices.ABB@wales.nhs.uk
MS Bookings:	https://outlook.office365.com/owa/calendar/ABBPPathologyErequestingTraining@wales.nhs.uk/bookings/



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	
Email	Caroline.reynolds@newport.gov.uk
Phone	07581014396 Please leave a voicemail.

EBME

The Medical Electronics Section (EBME) is a support service within Estates & Facilities managing the service needs of electronic patient connected medical equipment and devices used throughout ABUHB.

The team are based in the grounds of St Woolos, external to the Main Hospital. The department service, repair and calibrate all patient connected medical equipment for all of the health board. The team also manage the service provision of medical equipment under contract.

Hours of Work: Monday – Friday from 08:00am – 4:00pm only.

Contact and more information	
Phone	01633 238213 (internal 48213)
Email	mark.francis2@wales.nhs.uk

Facilities

The Facilities Division at St Woolos 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
- Residencies Accommodation

The Facilities Supervisors Office at St Woolos is situated in the Main entrance, Level 0 within the Springfield Unit. The department is staffed Monday – Sunday from 06:00am – 8:00pm with a porter on site 24hrs – 7 days a week.

Contact and more information	
Department	Ext
Facilities Supervisors	01633 238336 (internal 48336)
Catering Supervisors/Admin	01633 238432 (internal 48432)
General Office	01633 238421/2 (internal 48421/2)
Porters	01633 238185 (internal 48185)
HPV / UV Cleaning via Supervisors	01633 238336 (internal 48336)
R&D Stores	01633 238336 (internal 48336)
Hospital Security	01633 236060 (internal 46060)

Portering Services

Porters are available 24/7 at St Woolos Hospital by telephone. Porter's responsibilities include:

- Delivery of stock to wards
- Transporting blood products
- Assisting patients to attend appointments within the hospital (x-rays etc)
- Delivery of food trolleys
- Clean linen delivery
- Removal of waste
- Pharmacy delivery to wards EXCEPT controlled drugs
- Collection of Pathology samples and delivery to RGH
- Removal of unwanted furniture

Contact and more information	
Phone	Supervisors Office: 01633 238336 (internal 48336) Porters Room: 01633 238185 (internal 48185)



General Office

The office is situated in the foyer of the Main Hospital entrance. Hours of Work: Monday – Friday from 08:30am – 4:00pm. No OOH or Bank Holiday. Responsibilities include:

- General enquiries
- Hospital finance
- Charitable funds
- Signposting visitors and patients
- Post
- Lost property
- Management of keys
- Chapel bookings

Contact and more information	
Phone	01633 238421/2 (internal 48421/2)

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

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

Health Records

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
 Main Outpatients
 Medical Day Unit (MDCU)
 Ophthalmology (EYES)
 Outpatient Treatment Unit (OTU)
 Pre-assessment clinic (PAC)
 Urology

SWH

Chest clinic
 Children's Development Unit
 Morgan Therapy Outpatients

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, RGH 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.

Hospital Sterilisation & Disinfectant Unit (HSDU)

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

HSDU is situated on the grounds of the Royal Gwent Hospital Site.

RGH HSDU Information

Hours of Work- Monday-Thurs 24hr. Friday midnight finish.

Saturday & Sunday 08:00am – 8:00pm

Not routinely open BH

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

ID Badges

It is essential that you wear your ID Badge at all times, most doors in SWH are controlled by swipe access only. Please apply for your ID badge as soon as possible to ensure it can be processed for your start of post. Your ID Badge should be set up to give you access to the relevant departments and general access areas.

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

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

Infection Protection and Control (IPAC)

The IPAC Offices are situated in the Royal Gwent Hospital, 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

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

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



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

Lymphoedema Service

The Clinic is situated on the ground floor within the Springfield Unit. This is appointment only via GP/Medical Professionals. Patients can re-refer back to the clinic. Inpatient e-referral via CWS.

Hours of Work: Monday – Friday from 08:00am – 4:00pm.

The team provide a specialist service to support, manage and treat patients with lymphoedema.

Contact and more information	
Phone	01633 238464 (internal 48464)
Email	ABB.LymphAdmin@wales.nhs.uk

Medical Devices

Volumatic/Syringe/T34 Infusion Devices

Medical devices as St Woolos are managed on the wards. Should additional equipment be required please contact the Pump library at RGH which is situated on Level 2 and available from 08:00am – 4:00pm.

The medical device coordinator for RGH is Suju Limbu, contactable on ext 44358 or bleep 0075. Please contact her 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 Floor 1.

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

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 OAPL 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	Connect to the GUH vocera system from a landline. Tel: 01633 493699. "Call Crisis Liaison Team" or "Call Psychiatric Liaison Team"

Neurophysiology Outpatients Department

The team are situated in the Outpatients Department near the Chest Clinic.

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

GP referral for EMG and NCS. Inpatient e-referral via CWS. No GP referrals for EEG, sleep deprived EEG or home telemetry

The department is responsible for a wide range of neurophysiological procedures and tests on the central and peripheral nervous systems. Clinics held are:

- EEG
- EMG
- NCS
- Home telemetry
- Sleep deprived EEG

Contact and more information	
Phone	01633 238174 (internal 48174)
Email	ABB.neurophysiologydept@wales.nhs.uk

Occupational Health Clinic

The Occupational Health Department is situated on the 2nd Floor of B Block. This is a strictly confidential advisory service, independent of management, established to safeguard the health, safety and welfare of staff. It is concerned with ensuring that current and future staff are physically and psychologically fit to do their job. It also ensures that the working environment does not adversely affect employee's health. The service endeavours to deliver impartial occupational health advice to all employees of Aneurin Bevan University Health Board.

Version 1

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

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

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

Contact and more information	
Phone	01633 238349 (internal 48349)
Email	Admin: ABB.occhealthadmin@wales.nhs.uk Nurse: ABB.occhealthnurses@wales.nhs.uk
Intranet	Occupational Health

Occupational Therapy

The Occupational Therapy Department is situated on the ground floor within the Springfield Unit. Hours of Work: Monday – Friday from 08:00am – 4:00pm.

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	General Enquiries – 01633 238246 (internal 48246) OT Referral Number - 03003034096
Intranet	Occupational Therapy
Email	Occupationaltherapyreferrals.ABB@wales.nhs.uk
Bleep	Via Admin

Overseas Visitors

The team is situated in Flat 17, second Floor, Ty Meddyg, Nevill Hall Hospital and provides a service that covers the whole of ABUHB.

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.

Contact and more information	
Phone	Manager: 01873 732387 (internal 82387) 01873 733105 (internal 83105)
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.

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

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

Palliative Care

Specialist Hospital Palliative Care Service Royal Gwent Hospital



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 also cover patients situated in St Woolos Hospital.

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.

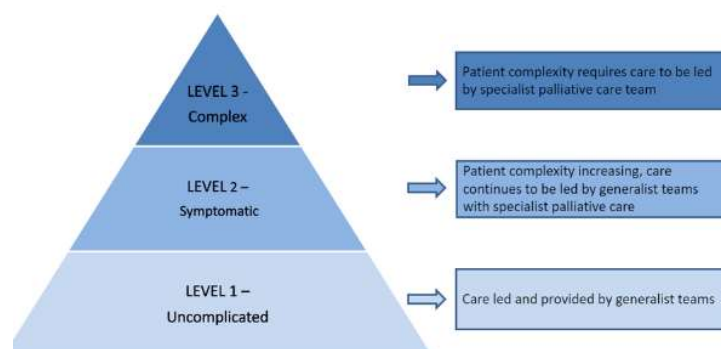
The Specialist Palliative Care Service at RGH is situated on the rear offices of ward B6 north.

Referring a patient

Version 1

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	
Telephone	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 5:00pm on weeknights until 09:00am the following morning, and around the clock (24 hours) at weekends and bank holidays
- Is able to give telephone advice to a health professional (Primary Care, Secondary Care & WAST)
- Is for professionals supporting inpatients in any Aneurin Bevan, South Powys, and Cwm Taf Morgannwg geographical areas

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

We also have an allocated CNS that covers weekends for all 4 hospital sites, this nurse is available between 9:00am and 5:00pm 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 Services

There are no pathology services in St Woolos Hospital. Specimens are transported via porters to RGH. To access further information and useful contact numbers (reception/on call staff/opening times etc) for each of the laboratories in RGH, NHH and GUH please access the Pathology website via the intranet.

Pathology Services include:

BLOOD SCIENCE	CELLULAR PATHOLOGY	MICROBIOLOGY
BLOOD TRANSFUSION	POINT OF CARE TESTING	ETR
ANDROLOGY	CARE AFTER DEATH	PHLEBOTOMY

Contact and more information	
Intranet	Search 'Pathology'

Pharmacy Service

Clinical pharmacy services in St Woolos is provided by staff from RGH. This includes a review of patient medication charts, ordering non-stock items, processing discharges, counselling patients and providing medicines information to colleagues.

Contact and more information	
Intranet	Search 'Pharmacy'
Pharmacy Dispensary	01633 656326 (internal: 46326) 01633 234245 (internal: 44245)
Pharmacy Stores	01633 238589 (internal: 48589)
General Enq	01633 656104 (internal: 46104)
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 \(sharepoint.com\)](#)

Physiotherapy Outpatients Department

The Physiotherapy Outpatients Department is situated on Floor 1 of B Block. Hours of Work: Monday – Friday from 08:00am – 4:00pm. No OOH or Bank Holiday.

The team assess and treat a range of musculoskeletal problems, including acute injuries, chronic conditions and post-operative assessments. This is an outpatient service only. The team also provide Women's Health physiotherapy.

Referral Methods: Patient self-referral, GPs, Secondary care, Rheumatology and A&E.

Contact and more information	
Phone	01633 238393 (internal 48393)
Intranet	Physiotherapy

Point Of Care Testing Department

This service is covered by the RGH. The POCT Office is situated on the ground floor in the Pathology Department of the RGH. Hours of work: Monday – Friday 09:00am – 5:00pm. OOH service provided at the GUH Lab.

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

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

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



Blood Gas Machine



Glucose/Ketone Meter



Covid Testing



Roche Coaguchek INR Machine

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

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

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

- Advice on device selection
- Likely costs of running the POCT Service



Version 1

- 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	"Call Point of Care Team"

Practise Facilitator Team

The team office is situated on Floor2 of B Block. Hours of Work: Monday – Friday from 08:00am – 4:30pm. No OOH or Bank Holiday.

The Practice Facilitator team are responsible for delivery of the Practice Supervisor and Practice Assessor training. We support staff in practice to support pre-registration nursing students in their practice development.

Contact and more information	
Phone	Admin: 01633 234493 (internal 48464)
Email	ABB_PracticeFacilitators@wales.nhs.uk

Radiology

The Radiology Department is situated on Level 1, Casnewydd unit. Hours of work are Monday – Friday from 08:30am – 4:30pm.

There are two X-ray rooms, ultrasound and screening within theatre.

Appointments by GP referral only. Outpatients and Inpatients e-referral via CWS or paper copy.

Contact and more information	
Phone	01633 238225 (internal 48225)
Intranet	Radiology

Referral and Booking Centre

The office is situated on Level 1 of the Main Hospital with restricted access to staff only working in the area.

Hours of Work: Monday – Friday from 08:00am – 6:00pm. Saturday 08:00am – 12:00pm.

Version 1

The team cover the following outpatient specialities:

- Cardiology
- Diabetes and Endocrinology
- Gastroenterology
- Gynaecology
- Neurology
- Nephrology
- Paediatrics
- Respiratory and sleep
- Rheumatology

Contact and more information	
Phone	01495 765055
Intranet	Health Records Referral & Booking Centre

Resuscitation Training Team

The Resuscitation Training Team are situated on the Floor 2 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

Speech and Language

The Outpatient and Community team Speech and Language Therapists work from St Woolos. The outpatient therapists are based in both Morgan Therapy and Springfield Day Centre and provide teletherapy and face to face clinics.

There is no longer a stroke rehab ward at St Woolos- this site is now treated as a community hospital and cover for wards at St Woolos is provided by the Community team as an in-reach service. There is no urgent provision for these wards.

Referrals for patients based on the wards at SWH or outpatients is done via ringing the Request for Help line on 0300 303 4536 (Monday – Friday from 1:00pm to 4:00pm. The CWS e-referral is only for acute patients based at RGH, NHH, YYF and GUH.

Contact and more information	
Phone	01633 238240 (internal 48240) SALT admin, St Cadocs: 01633 431635/3

Stoma Care Services

The Stoma Care Service is situated on D5 East, RGH 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	
Email	Stomacare.abb@wales.nhs.uk
Phone	01633 234114 (internal 44114) 24 hr answer phone. Please ensure you provide patients details. Name, DOB and Hospital Number.
Bleep	0147

Theatres

Situated on 2nd Floor of Casnewydd, the theatre complex provides operating services for elective orthopaedic surgery only.

There are 2 operating theatres, 1 prep room and 6 recovery bays.

Contact and more information	
Phone	Main Theatres Theatre Manager: 01633 238054 (internal 48054)

Orthopaedic Surgical Unit Ward

Contact and more information	
Phone	Ward Number: 01633 234467 (internal 44467) Sisters Office: 01633 234777 (internal 44777)

Transition and Adult Learning Disabilities Physiotherapy Team

The Adult Learning Disability Physiotherapy Team is a community team seeing people in Newport, Torfaen, Monmouth, Blaenau Gwent and Caerphilly who have a diagnosis of a learning disability and are unable to access generic Physiotherapy Services.

The team are based within the Physiotherapy Department, Level , Morgan Therapy Unit.

Hours of Work: Monday – Friday from 08:00am – 16:30pm.

Contact and more information	
Phone	01633 656300 (internal 46300)
Intranet	Physiotherapy/Physiotherapy Services/Young people & Adults with Learning disabilities
Email	ABB_PT_ALD@wales.nhs.uk

Ward Telephone Numbers

Ruperra Ward	Floor 1	Ward Number: 01633 238248 Sisters office: 01633 238281
Penhow Ward	Floor 1	Ward Number: 01633 238262 Sisters office: 01633 234213
Gwanwyn	Floor 1	Ward Number: 01633 238283 Sisters office: 01633 238282
Tredegar Ward	Floor 2	Resus Service: 01633 238301 (internal 48301)
Sycamore	Floor 2	Ward Number: 01633 238276 Sisters office: 01633 238280
Orthopaedic Surgical Unit	Floor 2	Ward Number: 01633 234467 Sisters office: 01633 234777

Works and Estates

The Facilities Works & Estates Department at RGH is situated **outside of the main hospital** complex and available Monday – Friday from 08:00am – 4:00pm. RGH cover St Woolos and travel to SWH when needed.

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.

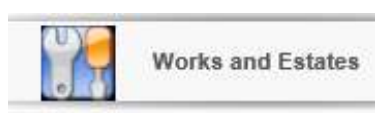
LEC-01-134

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.



Wellbeing Service

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

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

Any employee within Aneurin Bevan Health Board can self-refer using our dedicated phone line: **01633 234888** (between 9.00am and 5.00pm Monday - Friday). A confidential answering service is accessible outside office hours. Alternatively, you can email ABB.EmployeeWellbeing@wales.nhs.uk and the Administrator will contact you for further details.

Welcome to South East Wales! This is a beautiful country with a rich industrial past, ideal location with close links to Cardiff and Bristol.

Leisure, gym & health facilities

Newport International Sports Village (Newport, NP19 4RA) – includes the Wales National Velodrome and The Celtic Manor Resort which is home to the largest complex of championship golf courses in Europe and hosts of The Ryder Cup in 2010

Bannatyne Health Centre (Enterprise Way, Newport, NP20 2AQ) www.bannatyne.co.uk/health-club/newport

Fairwater Leisure Centre (Ty Gwyn Way, Cwmbran, NP44 4YZ) www.torfaenleisuretrust.co.uk

Popular tourist attractions/ 'things to do'

- Hiking – recommend the peaks Skirrid and Sugarloaf, which overlook Abergavenny; and the ever-popular Pen-y-Fan towards Brecon
- Wild-swimming in the river Usk, and at Keeper's Pond near Blaenavon
- 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



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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
- **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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