



Aneurin Bevan University Health Board

Ysbyty Ystrad Fawr Hospital Staff Handbook

This handbook is designed for all staff employed to work at Ysbyty Ystrad Fawr (YYF) Hospital and will contain both Health Board wide and site-specific information. Thanks to all who have contributed



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Welcome

Hospital Site Information

Ysbyty Ystrad Fawr (YYF) is in Ystrad Mynach, between the A469 Caerphilly to Newbridge Road and the old Caerphilly Road between Ystrad Mynach and Llanbradach. It is an eLGH, with Focus on general and routine care for less urgent conditions; out-patients clinics, some diagnostics, some in-patient beds and some planned care as well as rehabilitation; palliative care; therapies and investigatory work and in addition some enhanced services including MRI, CT, medical assessments and elective surgery.

Main reception is on the lower ground floor. The main hospital concourse is one floor above ground level. The hospital has three floors; all departments are clearly signposted, with a colour coded way-finding system. YYF has 164 inpatient beds, and provides a wide range of services with a focus on delivering general and routine care.



How to Get Here

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

By Bus: Travelling to and from Ysbyty Ystrad Fawr by bus is easy. There are regular buses from the main transport interchanges at Bargoed, Caerphilly and Blackwood. Bus services 4, 26, 50, C9, C16 and C17 all travel to Ystrad Fawr Hospital.

Traveline Cymru – My Health Journey:

<https://myhealthjourney.traveline.cymru/>

By Rail: Ystrad Mynach train station is an 18-minute walk from YYF, through the town centre. Rail links to Caerphilly and Cardiff.

Parking

A car park with more than 600 spaces is located underneath the main building. Blue badge and easy access parent and child spaces are situated closer to the entrances. There are several entrances from the car park. Near each entrance are lifts which will take you directly to the level you need. Main reception is on the lower ground floor.

Parking at Ysbyty Ystrad Fawr is free.

Bicycle Security

There are 3 coin operated cycle hubs to secure bicycles when on site. These are coin-operated and will require a £1 coin to utilise a hub which is refunded when the key is returned to the locker.

Canteen facilities

There is a coffee shop and restaurant at the hospital. The restaurant is on level 1. The restaurant provide take away meals or eat in service. There is also a full salad bar, sandwich and fruit selection. There is a reduction on hot food, hot drinks and salads for staff.

Meal Times

Breakfast - 08:30am – 11:00am

Lunch – 12:00 – 2:00pm (New menu is displayed every day).

Evening Meal – 3:15pm – 6:30pm

The **Hoffi Coffi Coffee Shop** is open from 9:00 - 18:00. Download the [Hoffi Coffi Menu](#).

Ysbyty Ystrad Fawr

Ystrad Fawr Way

Hengoed

CF82 7GP

Useful Telephone Numbers

Main Reception	01443 802272 (internal 52272)
Switchboard (ABUHB)	01443 802200
Flow Centre	01495 363668
Vocera from a phone	01443 802699 (internal 52699)

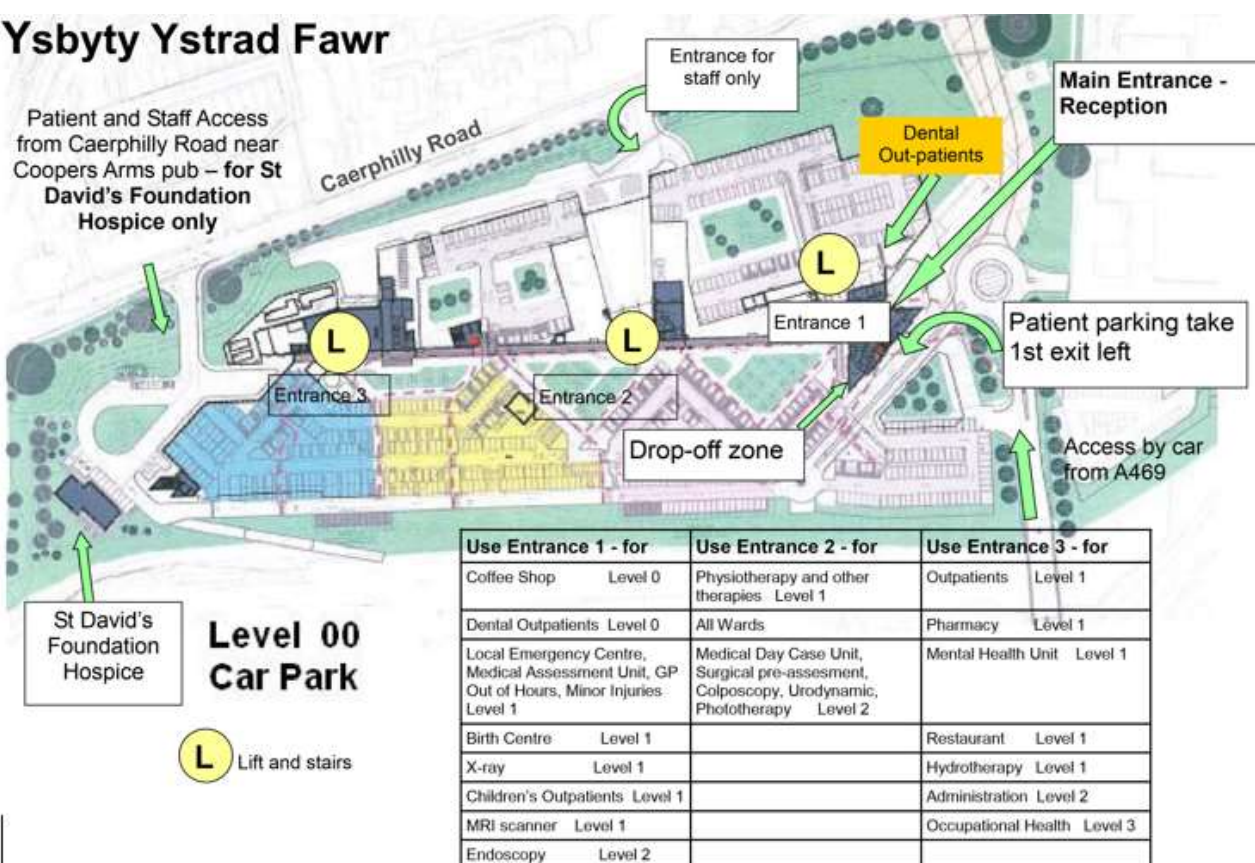
Crash Team/Emergency	2222
IT Help Desk	01495 765000

Floor Plans

Level 0

- Care After Death Team
- Coffee Shop
- Dental Outpatients
- Diabetes Nurse
- Facilities
- Main Reception
- Mortuary
- St David's Hospice
- Works and Estates

Ysbyty Ystrad Fawr

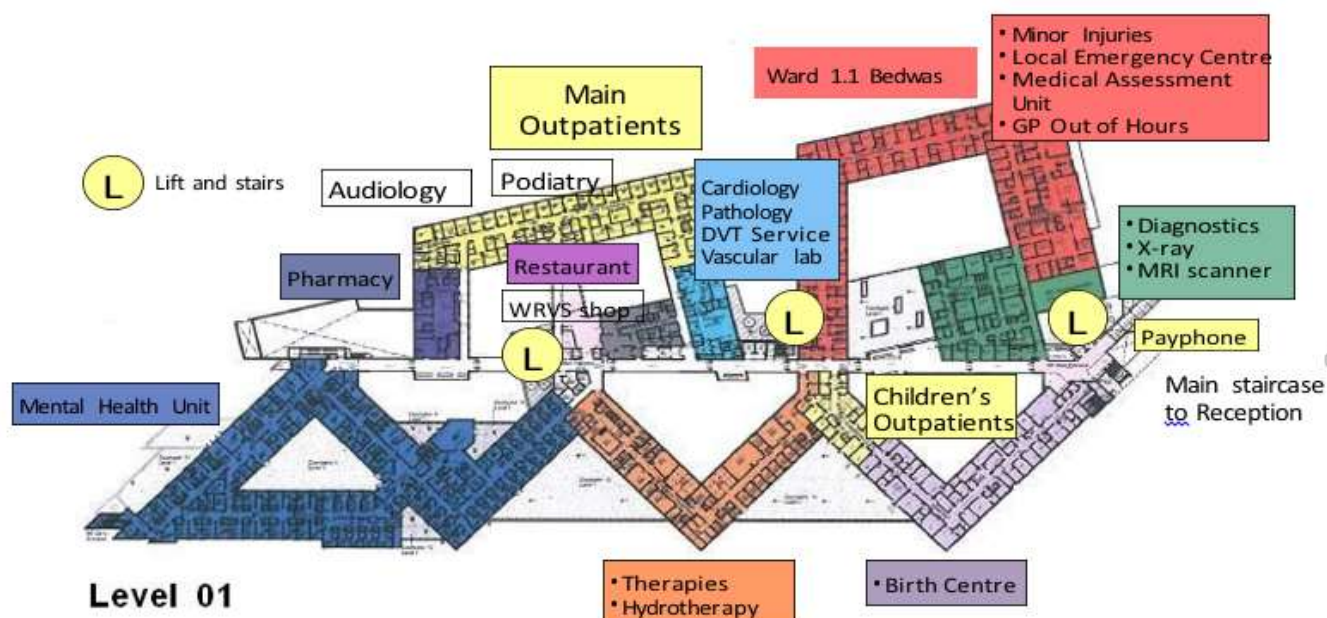


Level 1

Ward Areas

- Bedwas Ward (Via Entrance 2)
- Annwylfan Ward (Via Entrance 3)
- Ty Cyfannol Ward (Via Entrance 3)
- Ty Glas Ward (Via Entrance 3)

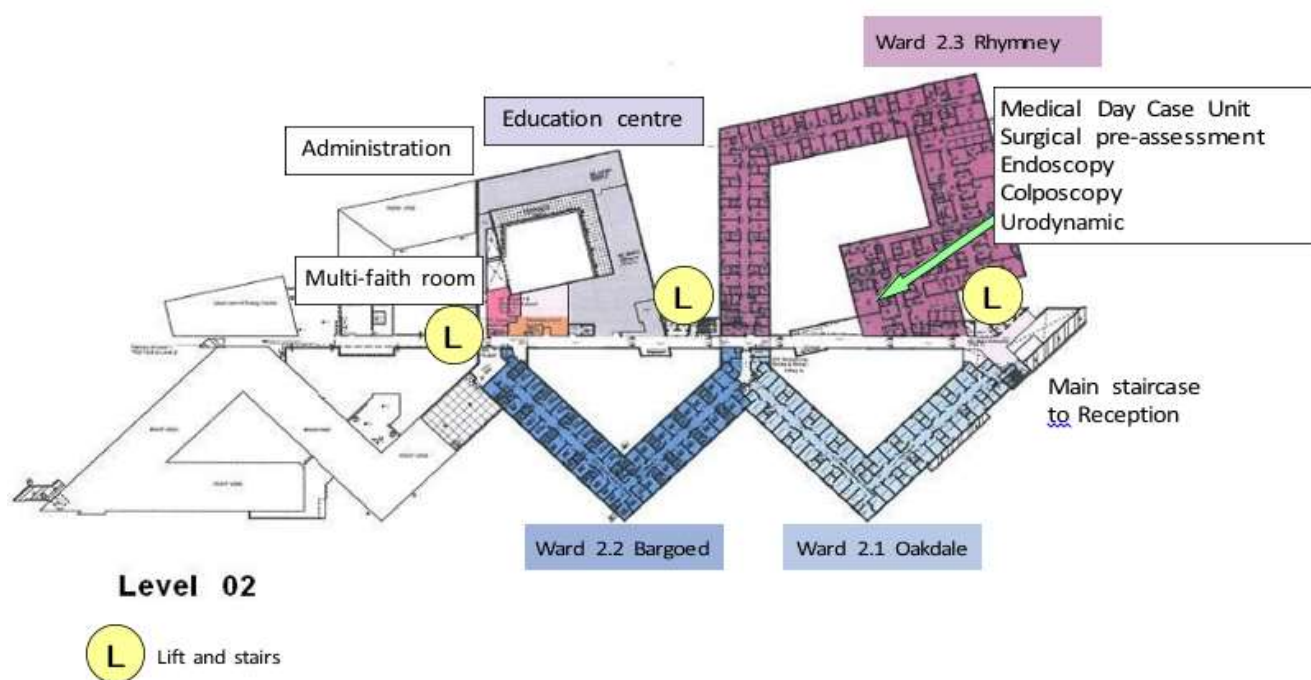
Anticoagulant Clinic	Mental Health Outpatients
Audiology Department	Main Outpatients
Blood Tests (Room 38 Main Outpatients)	Outpatient Therapies Dietetics/Speech & Language/Physiotherapy
Cardiac Investigation Unit	Pathology Sample Drop off Point
Children's Outpatients	Pharmacy
Hydrotherapy Pool	Point of Care Testing
Local Emergency Centre GP Out of Hours Medical Assessment Unit (MAU) Minor Injuries Unit	Restaurant/Kitchen
Maternity Unit Birth Centre Antenatal Clinic	Same Day Emergency Care (SDEC)
Radiology Diagnostics – X-Ray, MRI, CT, Ultrasound	Vascular Lab



Level 2

Ward Areas

- Oakdale (Via Entrance 2)
- Bargoed (Via Entrance 2)
- Rhymney (Via Entrance 2)
- Bowel Screening Wales
- Chaplaincy
- Clinical Coding
- Doctors Mess
- Education Centre
- Endoscopy Day Case Unit
- Inpatient Therapies Physiotherapy and Occupational Therapies
- Library
- Medical Records
- Medical Day Case Unit - Phototherapy and Rheumatology
- Pre-operative Assessment Clinic - Orthopaedics
- Secretarial Support/Administration
- Theatres and Recovery
- Women's Health Clinic



Version 3

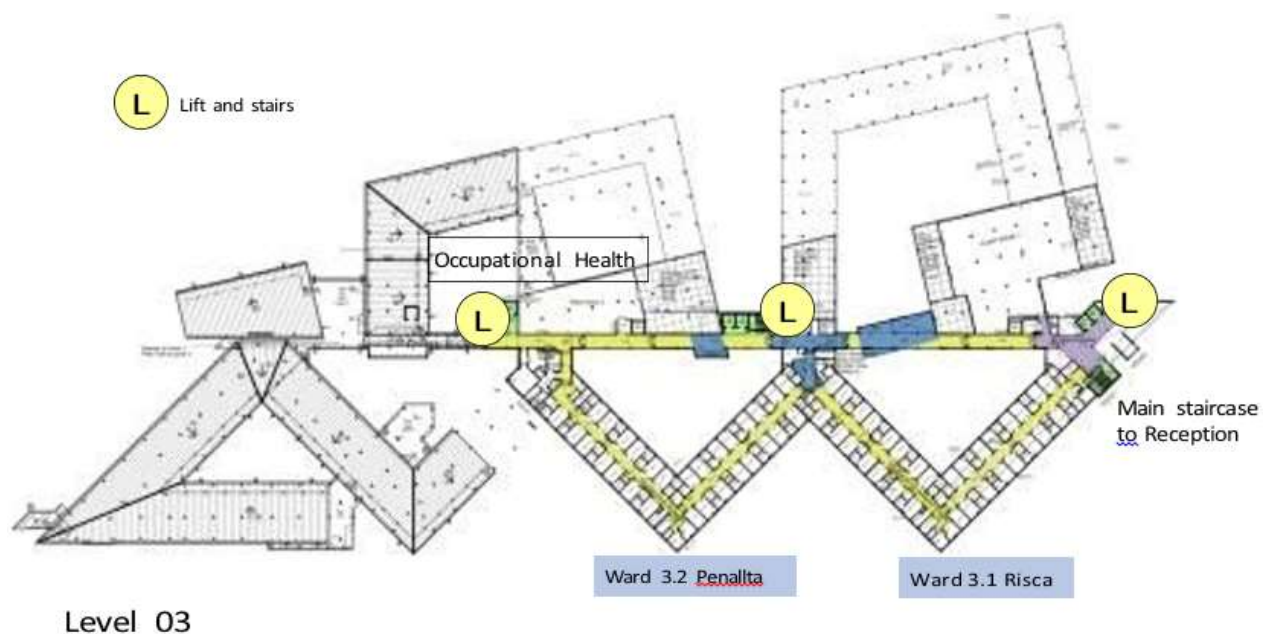
Level 3

Ward Areas

1. Risca Ward (Entrance 2)
2. Penallta Wards (Entrance 2)

Diagnostics

Occupational Health



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Directory of Wards and Departments

	Floor
Admin Team	2
Alcohol Care Team	1
Antenatal Clinic	1
Anticoagulant Clinic	1
Audiology Dept	1
Birth Centre	1
Bowel Screening Wales	2
Cardiac Investigation Unit	1
Chaplaincy Service	2
Children's OPD	1
Children's Speech and Language	1
CCNS	1
Care Closer to Home	1
Dental Outpatients	0
Diabetes Service	1
Dietetics Team	1
Education Centre	2
Endoscopy Day Case Unit	2
Facilities	0
Library	2
Local Emergency Centre	1
GP Out of Hours	1
MAU	1
MIU	1
Main Reception	0
Medical Day Case Unit	2

	Floor
Medical Education	2
Medical Records	2
Memory Assessment Unit	1
Mental Health	1
Mortuary	0
Occupation Health (Staff)	3
Occupational Therapy (Inpatient)	2
Outpatients Dept	1
Palliative Care	2
Pathology Drop Off	1
Pharmacy	1
Phlebotomy Service	1
Phototherapy	2
POCT	1
Physiotherapy (Inpatient)	2
Pre-Op Assess Clinic (T&O)	2
Radiology	1
Rhum Inf Clinic	2
SDEC	1
Site Management	1
St David's Hospice Care	0
Theatres	2
Vascular Lab	1
Women's Health (OPD)	2
Works and Estates	0

Wards
Level 1 Bedwas
Level 1 Annwylfan
Level 1 Ty Cyfannol
Level 1 Ty Glas
Level 2 Oakdale
Level 2 Bargoed
Level 2 Rhymney
Level 3 Risca
Level 3 Penallta



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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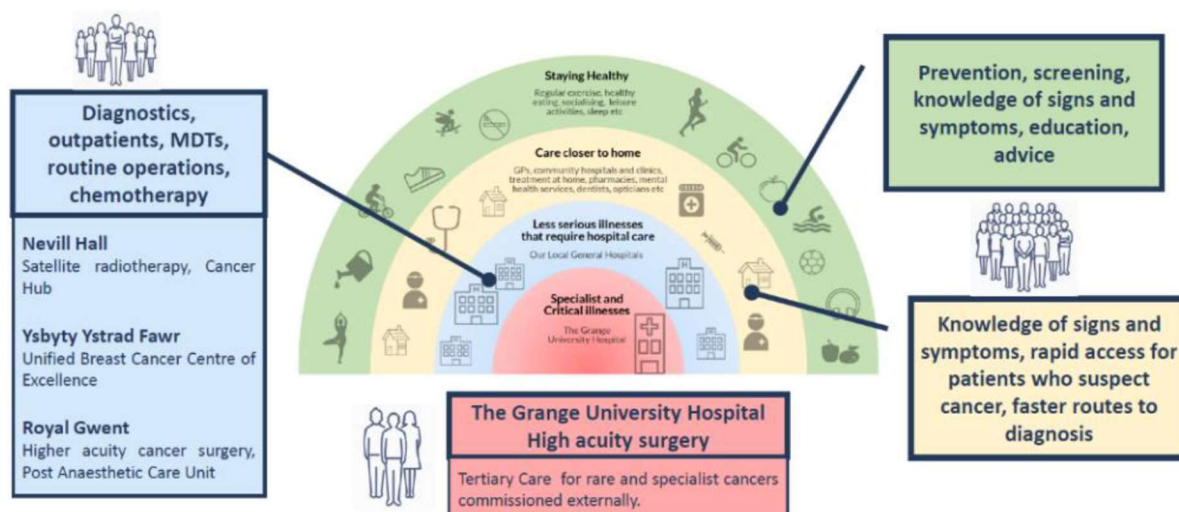
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Clinical Futures Model

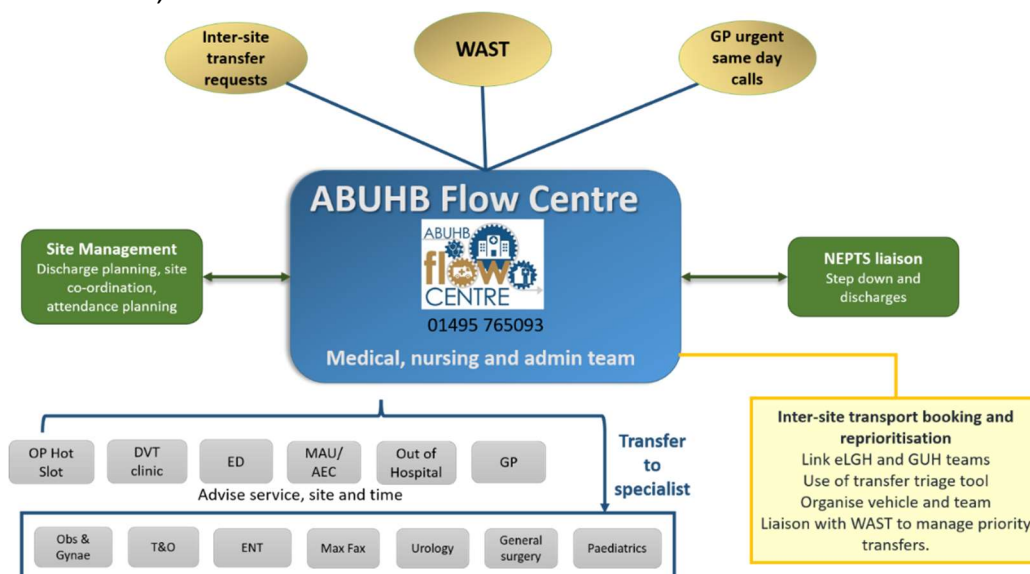
Clinical Futures is the Health Boards plan for sustainable health and care services for the whole of the NHS across the Gwent area. It has driven the recent restructuring of the Health Board, most significantly heralded by the opening of the Grange University Hospital in November 2020.



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)

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

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

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

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

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

Select a CWS eForm

Search: sbar

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

PAS
Radiology
Pathology
Blood Bank
Endoscopy
Cardiology
Clinical Photography
Documents
 CWS eForms
 Create CWS eform
 View CWS eforms
 DHR Viewer plus
 Growth Chart
 Document Uploader
 CareFlow
Admission info - ATD
Discharge Notifications
Previous Admissions
Watchlists

SBAR - Adult patient transfer checklist

Consultant

n/a

Patient Pathway

☐ Pathway 1 - pathway 1 patients should remain in GUH
☐ Pathway 2
☐ Pathway 3

From (Detail speciality, hospital and ward)

To (Detail speciality, hospital and ward)

Handover given by - Name

Handover taken by - Name

Relatives informed & documented

Patient ID band in place

Patient property / valuables transferred

Mode of transport required

Escort required

Escalation plan - All Wales TEP form completed

DNACPR in place

The SBAR form will appear.

Select Pathway

Click on each section to expand the boxes

Red triangles denote Mandatory fields

Yellow triangles denote Non-Mandatory Fields

Complete the form, review and edit before submitting

Staff can view completed SBAR forms on the documents home page

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

Acute Oncology Service

There is no acute oncology service based at YYF. The team are available Monday – Friday 08:00am – 5:00pm via phone.

Should you require a patient to be reviewed please refer via e-referral on CWS, alternatively please contact the team as below.

Contact and more information	
Phone	RGH: 01633 234877 Nevill Hall: 01873 732992
Email	Abb_AOS_team@wales.nhs.uk
Bleep	3289

Administration Team/Consultant Secretaries

Situated on Level 2 (Behind the Education Centre)

Contact and more information	
Private Pods	Booked via booking sheet on the door (short-term bookings only)
Offices	Containing consultant secretaries

Age Cymru Gwent

The offices are situated on the 2nd Floor of the Ty Meddyg Building NHH and the ground floor of St Woolos and delivers three separate services from this base.

These services are available via referral only.



Hospital Discharge Service

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

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

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

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

Robins Ward Volunteers

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

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

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

Agency Workers and Bank Staff

Reporting For a Shift

Block Booking and Agency Staff who have been allocated to a specific Ward should report directly to the nurse in charge on that Ward. Agency staff are to sign the register on the Ward. All Bank and Pool Agency staff are to report to the Nurse Practitioner based in the Medical Assessment Unit on Level 1 prior to the shift and present their ID Badges, booking reference and sign the register. Failure to do so will result in payment being delayed.

The Nurse in Charge of the Ward is to ensure that qualified agency staff working on the ward are given access to CWS by logging a request via the Robotic Processing Automation system. Access to Vocera and CareFlow is also available via RPA for Agency staff. Link to form is: [Login \(cymru.nhs.uk\)](https://cymru.nhs.uk)

Uniform - Correct colour scrubs must also be worn if not wearing agency supplied uniform.

- Qualified – Blue
- Health Care Support Worker – Green

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

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

Alcohol Care Team

Inpatient service is only available at YYF on a Tuesday afternoon. Outpatient clinic on Tuesday morning.

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

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

Antenatal Clinic

Situated on Level 1. The Clinic is open Monday – Friday from 08:30am – 4:30pm. Closed Bank Holidays. No OOH service.

Services include:

<ul style="list-style-type: none"> • Booking/dating scan appointments daily. (Monday – Friday) 	<ul style="list-style-type: none"> • Consultant Obstetric with Perinatal Mental Health Team. (Tuesday)
<ul style="list-style-type: none"> • Blood screening test and clinical investigations. (Daily) 	<ul style="list-style-type: none"> • Psychology service. (By appointment)
<ul style="list-style-type: none"> • Antenatal day assessment service. (Daily) 	<ul style="list-style-type: none"> • Consultant Obstetric and Diabetic Team clinics for women with Gestational Diabetes. (Thursday AM)
<ul style="list-style-type: none"> • Faetal surveillance midwifery scanning service. (Daily) 	<ul style="list-style-type: none"> • Anti D clinic (Tuesdays PM)
<ul style="list-style-type: none"> • Consultant Obstetric Clinics. (Monday AM and PM and Wednesday AM) 	<ul style="list-style-type: none"> • Newborn Hearing Screening service. (Wednesday PM)

Contact and more information

Phone	01443 802434 (internal 52436) 01443 802436 (internal 52436)
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Anticoagulant Clinic

Situated on Level 1. Monday – Friday from 08:00am – 4:00pm. No OOH Service.
Ward referrals via CWS 'Anticoagulant Referral Form'

Contact and more information

Phone	Admin Team – 01443 802638 (internal 52638) (RGH) - 01633 48171 (Nevill Hall) - 01873 732192
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Audiology Department

The audiology department at YYF is located on the 1st floor of the hospital and is accessed via entrance 3. 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 YYF 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 Rhymney Health Centre and Trethomas Health Centre, which are available by appointment.



Contact and more information	
Phone	RGH: 0300 303 5651
Inranet	Audiology

Birth Centre

The birth centre is situated on Level 1 and situated within the Maternity Unit. It is open Monday – Sunday from 08:30am – 4:30pm. OOH patients who call the birth centre will be directed to the Birth Centre at GUH. There is an on call midwifery service after 4:30pm. There are two birth suites with birth pools an assessment room and three bedrooms with en-suite facilities.

Staff access to the birth centre is restricted.

Contact and more information	
Phone	01443 802437 (internal 52437)
Intranet	Maternity

Bowel Screening Wales

The aim of the national screening programme is the prevention and early detection of colorectal cancer. The team work closely with the Endoscopy Unit to deliver Bowel Screening Programme in Gwent.

The department is situated on Rhymney Ward, Level 2. Core hours are Monday – Friday 09:00am – 5:00pm.

Contact and more information	
Phone	01443 802286 (internal 52286)
Email	ABB_BSWSSPteam@wales.nhs.uk

Cardiac Investigation Unit

The Department is situated on Level 1 and provides both in-patient and outpatient services. This Department is for diagnostics only.

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

The department undertake the following procedures:

- Echocardiograms
- Exercise tolerance tests
- BP monitoring

- Event monitoring
- Holter monitoring

Contact and more information	
Phone	01443 802448 (internal 52448)
Vocera	Call 'ECG' or 'Cardiology Manager' OOH 'Cardiology Point of Contact'

Care after Death Guidance

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

The CAD team are a new service and will be providing families and staff with a point of contact, practical advice and support when a patient has died in hospital. The office is attached to the Mortuary and situated via Entrance 2 on Level 0.

The CAD service will:

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

Contact and more information	
Intranet	Search 'Care after Death'
Email	ABB_Morthub@wales.nhs.uk
Phone	01443 802665 (internal 52665)

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

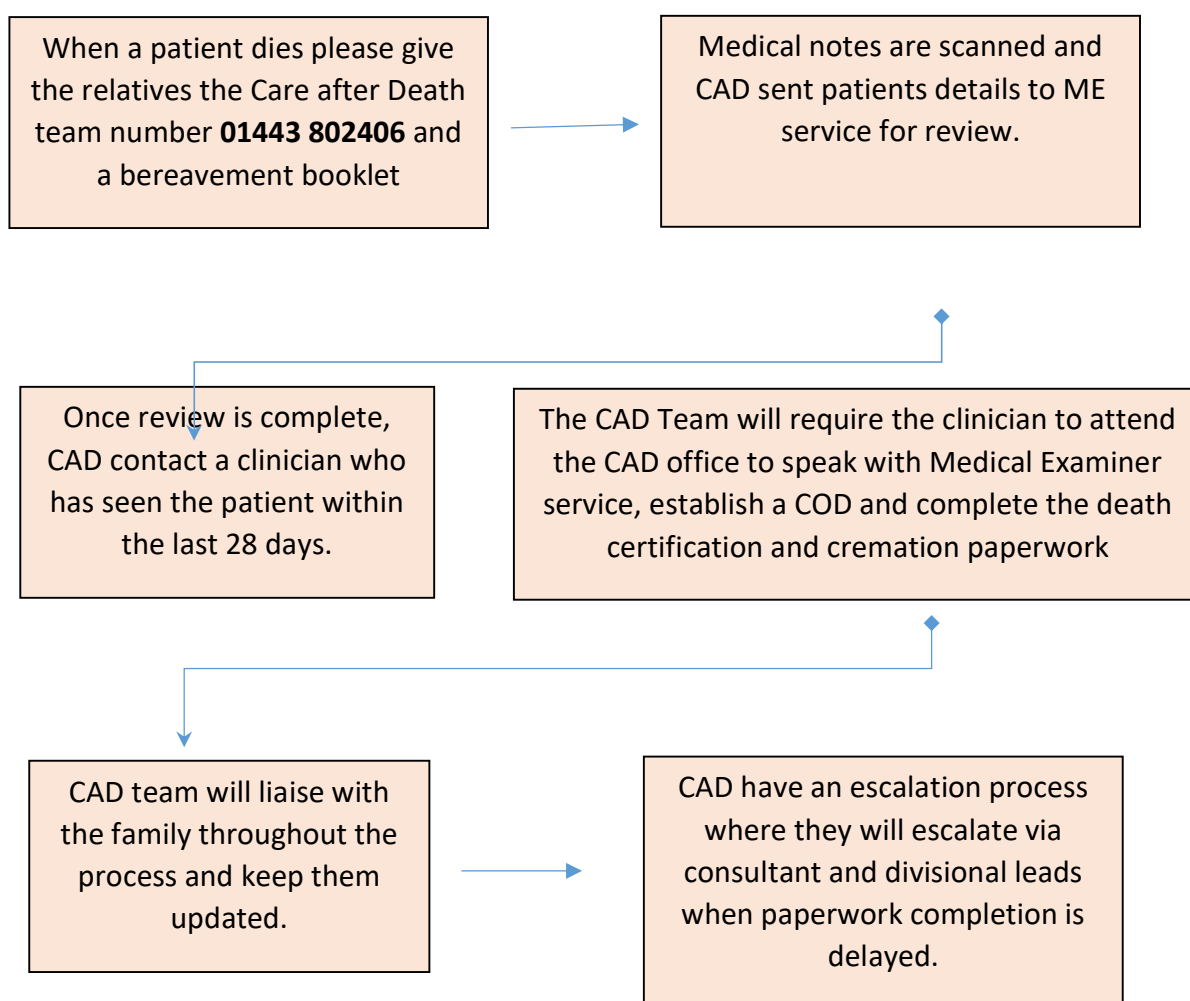
- To help QAP's formulate a cause of death by providing advice and an independent perspective.

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



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Chaplaincy Services

Pastoral, Spiritual and Religious Care for all Staff

The Chapel is situated at the far end of level 2, past the education areas and is always open. Our office is adjacent to the Chapel. There is usually a chaplain in the hospital on a Monday and Thursday and they can be contacted on 01443 802439 (52439). If a Chaplain is not available, contact The Grange Chaplaincy office on 01633 293402 (23403) or call switchboard. We also offer a 24 hour emergency call out service accessed 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.

Services:

The chapel is open 24/7 and is a venue which welcomes all staff of any or no faith connection. Bedside services are available on request to any patient and their families or carers and Chaplains are available to pray with or support staff 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 is available to visit patients and staff. He can be contacted via our Chaplaincy offices, or via Switchboard in an emergency. The Chapel is available for Muslim prayers and wash rooms are available for Muslim staff.

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	ABB.chaplaincy@wales.nhs.uk
Phone	01443 802439 (internal 52439) 01633 493402 (GUH) Emergency OOH - 01633 493100 or 100 internally to page the Duty Chaplain
Vocera	User will need to "connect to GUH" site and then ask for "Chaplaincy" (Currently in GUH)

Children's Outpatients Department (OPD)

Provides an outpatient clinic with consultant and specialist services. Clinics held at YYF, YAB, NHH, St Woolos and Serennu Children's Centre Monday to Friday 08:30 – 4:30pm.

Children Speech and Language

Situated on Level 1. Available Monday – Friday from 09:00am – 5:00pm. The Service assess, review and offer therapy for children with Speech and Language difficulties. The Service also offer advice and help to parents and carers. This is a patient referral service.

Contact and more information	
Phone	01443 802463 (internal 52463)

Clinical Coding

The Clinical Coding offices are situated in the Education Centre, Room ADM-02-015. Hours of Work: 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	
Phone	01443 802244/5 (internal 52244/5)
Intranet	Clinical Coding

Community Children's Nursing Service (CCNS)

The service is based over two sites, Serennu Children's Centre and Ysbyty Ystrad Fawr. The team consist of registrants and HCSWs working in the Community environment and aim to support admission avoidance and early discharge for children and young people. The service is managed by a Senior Nurse and supported by Service Co-ordinator based in Risca Health Centre.

Contact and more information	
Phone	<p>Risca Health Centre - 01633 618020</p> <p>Serennu Children's Centre – 01633 748056</p> <p>Ysbyty Ystrad Fawr Hospital – 01443 802617 (internal 52617)</p>

Continuing Care

The respite service is part of the Community Children's nursing team providing support for children and their families with complex health needs in Gwent.

Specialist Schools

Nursing support provided at Specialist Schools to include Trinity Fields School.

Care Closer to Home (CCTH)

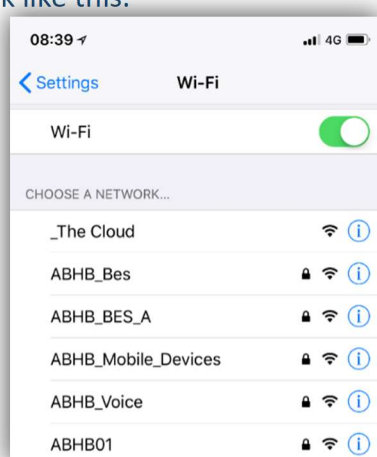
The Closer to Home team is part of the Community Children's Nursing Service and provides short term nursing care to children and young people within the Community. Referrals will need to be agreed with the team and then completed online.

Contact and more information	
Phone	01443 802617 (internal 52617) 01633 748056

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:

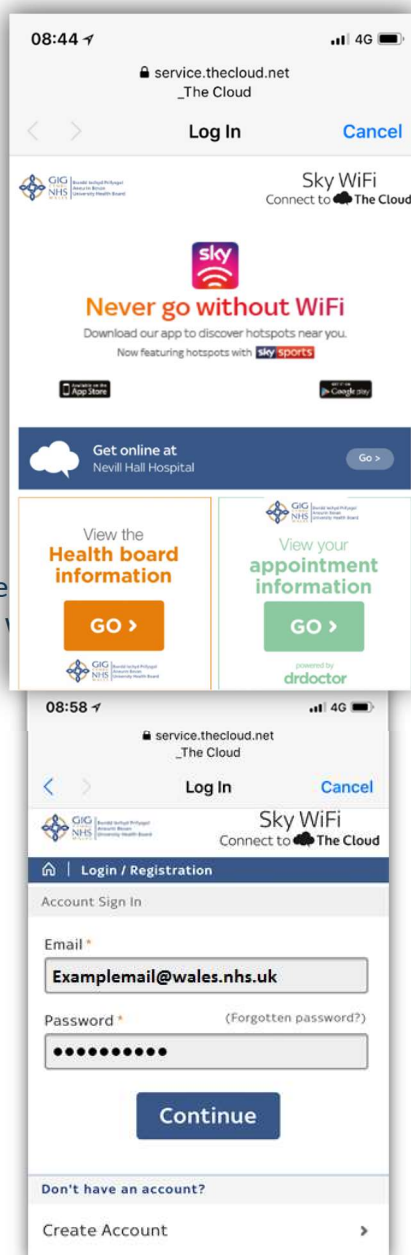
1. Check your Wi-Fi is on by selecting 'Settings' from the home screen and selecting 'Wi-Fi', it should look like this:



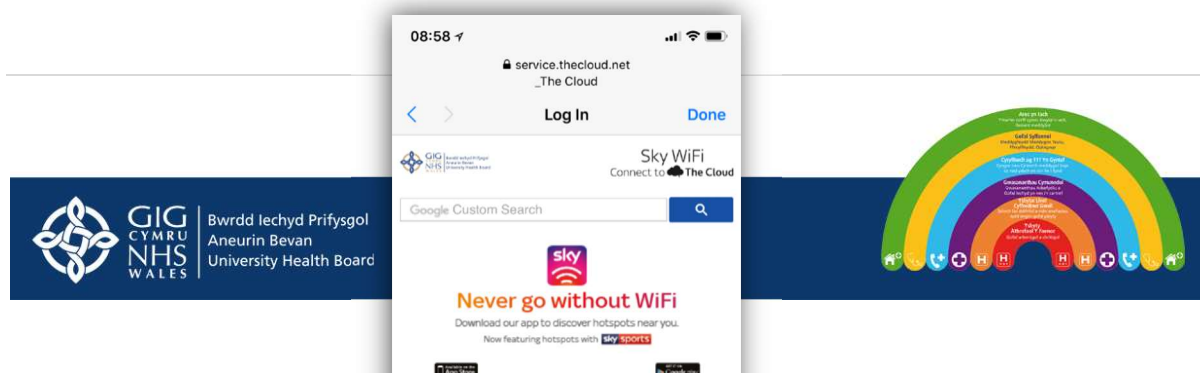
2. Select The Cloud option from the list shown above, doing this should automatically launch the login page below (If you are having trouble with this section then you can

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 'View your appointment information' as you need to login to your cloud account before: *name** at this stage you need to login to your cloud account before if you have never done so



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:



Bleeps and Vocera

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

- Bleep system
- Vocera

How to use the bleep system

The bleep system can be accessed using any internal telephone. **However this system is only used if vocera is unavailable.**

1. **Dial 52797** 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.

Vocera

Vocera is used by **Doctors, Nursing and Support Staff** for **ALL** clinical communications (**non-urgent, urgent and On-call**) at YYF, including **CLINICAL EMERGENCY ALERTS**.



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

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

Vocera offers a variety of ways to communicate:

- Make/ receive calls
- Send voice messages
- Broadcast to groups of users in real time
- Set reminders

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

- **GUH: 23699**

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

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

- Contact the Vocera Site Admin located at YYF: Carly Snow
(carly.snow@wales.nhs.uk)

Or 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, support and training please visit the [Vocera Sharepoint Page](#).



Free Wifi



Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board



At Ysybty Ystrad Fawr 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.



Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

Dyfodol Clinigol
Clinical Futures



Community Resource Team

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

The CRT provides the following services:

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

How to access the service

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

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

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

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

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

DATIX Incident Reporting Support

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

Dental Outpatients Department

The Dental Outpatients Department at YYF is situated on Level 0 near the Main Reception and is open Monday – Thursday from 08:30am – 4:40pm and Friday 08:30am – 4:00pm. This is a patient referral service only.

Contact and more information	
Phone	01443 802471 (internal 52471)

Diabetes Service

The Diabetes Nurse is situated on Level 0, opposite Main Reception and is available Monday - Friday 09:00am – 5:00pm. OOH service on a Saturday is covered by the Diabetes Specialist Nurse based at the Grange University Hospital.

Diabetes clinics are held Monday, Wednesday and Thursday mornings at YYF.

New patient referral – E referral via CWS

Contact and more information	
Intranet	Search 'Diabetes'
Email	Janice.Moses@wales.nhs.uk
Phone	01443 802231 (internal 52231)
Vocera	'Call Janice Moses' OOH - Vocera Call Diabetes Specialist Nurse.

Dietetics Team

Situated on Floor 1 in the Outpatient Therapies Department and available from 8:30am – 4:30pm Monday to Friday. The Team treat in-patients with acute conditions.

The team assess, diagnose and treat dietary and nutritional problems in hospitals and in community settings and provide expert advice on healthy and specialist diets for a wide range of health conditions and diseases. The team also train and educate students, health & social care workers as well as the public.

Referrals - Via telephone.

Contact and more information	
Phone	01443 802589 (internal 52589).
Vocera	Using Vocera 52699 (01443 802699), call the appropriate group below: “Dietitian”
Email	ABB_YYFdietetics@wales.nhs.uk

Domestic Violence Adviser

The Independent Domestic Violence Adviser (IDVA) at the GUH is situated on Level 2 and available from 9:00am – 5:00pm Monday to Friday but also covers all of Aneurin Bevan Hospitals and the Mental Health Division.

The advisor can provide immediate safety planning, advice and guidance to any patients who present as victims of domestic abuse. This service also applies to member of staff. IDVA is also available to provide expert training in all areas of domestic abuse to all staff members/teams on request.

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

Endoscopy Day Case Unit

This is situated on Level 2 and staffed Monday – Friday from 08:00am – 4:00pm. The Unit carries out the following procedures:

- Colonoscopy
- OGD
- Flexible Sigmoidoscopy.

Contact and more information	
Phone	01443 802363 (internal 52363)

Facilities

The Facilities Department at YYF is situated on Level 0. The office is staffed Monday – Sunday from 06:30am – 8:00pm.

Contact and more information	
Phone	01443 802275 (internal 52275) 01443 802276 (internal 52276)

Mattress Return

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

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

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

ID Badges

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

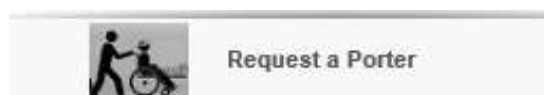
Please apply for your ID badge as soon as possible to ensure it can be processed for your start of post. Your ID Badge should be set up to give you access to the relevant departments and general access areas.

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

Porter Requests

Check in with your Departmental Manager to ascertain if there is a central admin to process porter requests. Login to the Request a Porter via the yellow star (ABUHB Applications App) on the PC using the provided username and password.



Contact and more information			
<u>Department</u>	<u>Tel No</u>	<u>Ext</u>	<u>Email /Vocera</u>
Facilities Supervisors	01443 802275 01443 802276	52275 52276	Vocera "Call Facilities Supervisor"
Main Reception	01443 802272 01443 802273	52272 52273	
HPV & UV Eqpt	01443 802275 01443 802276	52275 52276	Vocera "Call Facilities Supervisor"
ID Swipe Cards	Via Line Manager		IDBadges.ABB@wales.nhs.uk
Receipt & Distribution	01443 802284	52284	
Linen	01443 802275	52275	Vocera "Call Facilities Supervisor"
Porters			via 'Request a Porter' app on PC
Domestics	01443 802275	52275	Vocera "Call Facilities Supervisor"

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

Contact and more information	
<u>Email</u>	ABB.HealthAndSafety@wales.nhs.uk
<u>Intranet</u>	<u>Health and Safety</u>

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 Llanfrehfa 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 Llanfrehfa Site and Royal Gwent site.
Service for instrumentation used in YYF is processed in RGH HSDU site.

RGH HSDU Information

Hours of Work: Monday – Thursday is 24hr service
Friday midnight finish
Saturday & Sunday 8:00am - 8:00pm
Not routinely open BH

Contact and more information	
Phone RGH Info	Reception: 01633 234799 Supervisor: 01633 234797 Manager: 01633234792
Intranet	Search 'Facilities'
Email	Nicola.merry@wales.nhs.uk Craig.gane@wales.nhs.uk Joanna.anstey@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 page.

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



Intersite Transfers



Infection Prevention Team

The infection Prevention Team are currently under review at YYF. However there is still a service and all queries should be forwarded to the email below.

Weekends there is an on call Infection Prevention Nurse from 08:00 – 4:00pm. Contactable via Switchboard.

Contact and more information	
Phone	Please call any of these numbers and the message will be forwarded to the Infection Prevention Nurse at YYF. NHH – 01873 732048 GUH - 01633 493483 RGH - 01633 238056
Email	Abb_infectioncontrol3@wales.nhs.uk

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 on Level 2.

Opening times (staffed): 08:00am – 4:00pm Monday – Thursday and 09:00 – 16:00 Fridays.

The library provides a full range of services including loans from stock, journals, literature searches, internet access and much more. You'll need your ID badge for out-of-hours access. Please complete your library registration form and hand it back to the Librarian so that your AWHILES library card can be updated.

There is a separate IT room with eight networked computers with full internet and intranet access, available 24 hours. Printing is free for users of the Library. A quiet study room with ten study spaces is available. Suggestions to improve the service are always welcome.

Main Services:

Literature Searching (The Librarian can conduct literature Searches for research, clinical audit, service improvement and patient information).

- Article supply
- Book loans and requests
- Regular Evidence Updates
- Photocopying & printing
- Critical appraisal sessions.
- Information literacy support including training in database use. (Please call or email to pre-book a session with a librarian).

Contact and more information	
Phone	01443 802789 (Internal 52789)
Email	Med Edu Administrator - Catherine.O'leary@wales.nhs.uk Librarian - Susan Pope2@wales.nhs.uk
Internet	Library Services

Local Emergency Centre

The Local Emergency Centre is situated on Level 1 and encompasses GP Out of Hours, Medical Assessment Unit (MAU) and Minor Injuries Unit (MIU).

GP Out of Hours

Provides 24hr Urgent Primary Care.

Hours of work: Doctor is available 7:00pm – 08:00am. Weekend cover 08:00am – 8:00pm (providing shift is covered). Patient appointments are arranged via 111 service.

Medical Assessment Unit (MAU)

Hours of work: Monday – Sunday 24/7. Patients are booked in via Reception within the Minor Injuries Unit. The Medical Assessment (MAU) is staffed with medical Doctors, Advanced Nurse Practitioners (ANP), Qualified Nurses and Health Care Assistants (HCA's).

The MAU will assess and treat the following patients:-

- Patients referred from the GP
- Patients redirected from Minor injury unit
- Patients with medical problems transferred by ambulance
- Patients who self-present with medical problems e.g. chest pain.

Contact and more information	
Phone	01443 802341 (internal 52341)
Vocera	'Call Advanced Nurse Practitioner' 'Call AMU Advanced Nurse Practitioner'

Minor Injuries Unit (MIU)

The MIU operates from 07:00am – 10:00pm Monday – Sunday and is staffed by an Emergency Nurse Practitioner (ENP). After 10:00pm patients are directed to MAU to be triaged by an ANP.

Contact and more information	
Phone	Nurse Station - 01443 802353 (internal 52353) Reception – 01443 802358/9 (internal 52358/9)

Main Reception / General Office

Situated on level 0. The Reception area is staffed Monday – Friday from 08:00am – 5:00pm.

Contact and more information	
Phone	01443 802272 (internal 52272) 01443 802273 (internal 52273)

Medical Day Case Unit

Situated on Level 2. Hours of Work: Monday – Friday from 08:00am – 4:00pm. Please refer to Phototherapy and Rheumatology in the Handbook.

Contact and more information	
Phone	01443 802366 (Internal 52366)

Medical Devices

Volumatic/Syringe/T34 Infusion Devices

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 Electronics – 01633 238213 or 01633 238959

Medical Education

The Education Centre is located on the 2nd floor of the hospital and provides modern, well equipped rooms for the provision of meetings, multi-disciplinary education and training to ABUHB staff and other NHS employees. It is staffed Monday to Friday 08:00am – 4:00pm. Access outside of these times will require an ABUHB ID badge.

Within the education centre, there is a lecture theatre, two seminar rooms (which depending on availability can be conjoined), and clinical skills room.

Contact and more information	
Email	Centre Manager - Catherine.O'leary@wales.nhs.uk Librarian – Susan.pope@wales.nhs.uk
Phone	Centre Manager 01443 802613 (internal 52613) Librarian - 01433 802789 (internal 52789)

TEAMS camera available on request for all rooms.

Booking a Room

To book a room please email the Centre Manager, Catherine O'Leary.

Lecture Theatre (Lecture Style)

Capacity: 60

Equipment: Triple HD Monitor, PC, Microphone, Telephone Conference Facilities, Hearing Loop

Seminar Room: 1 (Boardroom Style)

Capacity: 14-18

Equipment: Triple HD Monitor, PC, Telephone Conference Facilities, Hearing Loop

Seminar Room: 2 (Boardroom Style) Capacity: 14-16

Equipment: Triple HD Monitor, PC, Telephone Conference Facilities, Hearing Loop

Clinical Skills Room: Capacity: 8. Equipment: 4 PC's, PC 1 linked to a wall mounted screen, this PC has a Webcam. 4 TEAMS booth/Hot Desk. Can be used for online training, TEAMS meetings and general hot desking. You do not need to pre-book; they are available on a drop-in basis. You are, however welcome to reserve a space for a particular day and time. There are also a number of coin deposit lockers available for all staff and visitors.

Medical Records

The Medical Records clerk is based on Level 2 (behind Medical Education). Available Monday – Friday 08:30am – 4:30pm.

Contact and more information	
Phone	01443 802203 (internal 52203) 01443 802204 (internal 52204)
Email	YYFHealthRecords.ABB@wales.nhs.uk

Memory Assessment Service

The Outpatient Clinic is situated on floor 1 between Annwylfan Ward and Ty Cyfannol Ward just before the Ty Glas unit. Available Monday – Friday 09:00am- 5:00pm

Contact and more information	
Phone	01443 802414 (internal 52414)

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

West Gwent Crisis Resolution/Home Treatment Team. Adults from 18 yrs up to 65 yrs but if known to the team up to 70yrs.

Based on Floor 1 within the Mental Health Unit. (This is an Outpatient and Inpatient service)
Available Monday – Sunday 24/7. 08:30am - 9:00pm including Bank Holiday

Referral method: Inpatient – Direct referral from Ward following a Ward Round

Contact and more information	
Phone	01433 802424 (internal 52424) OOH – St Cadoc's 01633 43673 (from 9pm onwards)

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

This service is under review at YYF. However the team will respond to emails.

Referral method: Via the intranet. Search "OAPL Referral form"

Contact and more information	
Phone	OAPL North 01873 733156 Ext 83156 OOH – SHO on Call for Older Adult Psychiatric Liaison via switchboard
Email	abb.oaplnorth@wales.nhs.uk

Peer Mentor Services (Growing Space Mental Health Charity).

'Modelling hope and recovery through lived experience'.

Available 4:00pm to midnight, Thursday – Sunday.

Contact and more information	
Phone	01633 810718
Email	info@growingspace.org.uk

Mortuary Service

The Mortuary Service at YYF is managed by the Care After Death Team. The mortuary is situated on Level 0

Contact and more information	
Phone	01443 802665 (internal 52665)

Occupational Health (Staff Service)

Situated on Level 3

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

Contact and more information	
Phone	01443 802442 (52366)/ 24-hour answering service
Email	occhealth.admin.ABB@wales.nhs.uk
Intranet	Occupational Health

Occupational Therapy (Inpatient)

Situated on Level 2. Hours of Work: Monday - Friday (except BH) 07.30am - 4.00pm. There is no OOH Service.

Referral Method: By telephone

Contact and more information	
Phone	Occupation Health: 0300 3034096 Main Office in YYF - 01443 802327 (internal 52327)

When to refer to OT

The purpose of OT in **YYF** is to support the timely discharge of inpatients back into the community. It is important that before referring to OT, that a conversation has been had with the patient to find out what matters to them and what is of concern.

The referrer needs to establish what the OT need is prior to referring into the OT service.

How to refer to OT

All referrals to be made through the Duty OT referral number: 0300 303 4096. If you would like to discuss a patient with the OT's on site then we can be contacted as above.

Orthoptics

The Orthoptic Department is situated in the Orthoptic Clinic Room, within Outpatients Department at YYF

Hours of Work: Wednesday and Thursday 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	01443 802200 ext 52495/6
Email	Nicola.Turner@wales.nhs.uk
Intranet	Orthoptics

Outpatient Therapies

The Outpatients Therapies Department is situated on Level 1 and provides the following services Monday – Friday from 08:00am – 4:30 pm. This service caters for all adults and children over 11 years of age.

- Dietetics
- Hydrotherapy Pool.
- Occupational Therapy
- Physiotherapy
- Speech and Language

Contact and more information	
Phone	Main Reception: 01443 802565/802567 (internal 52565, 52567) Operational Manager: 01443 802576 (internal 52576)

Email:	ABB.ETYYF@wales.nhs.uk
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Outpatients Department

The Outpatients Department is situated on Level 1 and provides the following services:

<ul style="list-style-type: none"> • Abdominal aortic aneurysm screening • Audiology • Bladder and Bowel incontinence • Cardiac Rehab • Care of the Elderly • Dermatology • Diabetes • Ear Nose & Throat • Endocrine • Falls & Bone Health • General Surgery 	<ul style="list-style-type: none"> • Gynaecology • Heart Failure • Neurology • Ophthalmology • Orthotics • Parkinsons • Podiatry • Respiratory/Asthma • Rheumatology • Smoking Cessation • Trauma & Orthopaedics
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Main Outpatients is open from 08:30 am – 5:00pm Monday – Friday. No OOH Services. For further information on clinic times/dates please contact Main Outpatients Reception desk.

Contact and more information	
Phone	Main Outpatients Reception 01443 802506/7 (internal 52506/7)

Overseas Visitors

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

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

The Overseas Visitors team check eligibility for UK residency status for access to NHS Hospital Services. For patients who are not eligible to access free treatment, we then raise invoices for service used and cost recovery.

Our team provides a service that covers the whole of ABUHB.

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

Pain Service

The pain team at ABUHB care for all patients undergoing major surgery who have Spinal Morphine, PCA (patient-controlled analgesia), PCEA (patient controlled epidural analgesia) or nerve blocks. They also see acute admissions for Pancreatitis, trauma, fractured ribs and blunt force trauma, or acute pain problems. These patients are reviewed daily and discharged from the pain team once pain is managed. Our aim is to make their hospital stay as comfortable as possible.

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

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

Contact and more information	
Intranet	Pain Services

Palliative Care Service

The Specialist Palliative Care Service at YYF is situated on Level 2 (Admin Block behind the Education Centre) and is a consultant led 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.

Referring a patient

With consent from the patient, the Patient's Consultant/Dr must complete the medical referral form on CWS and include relevant information as required.

Contact and more information	
Phone	<ul style="list-style-type: none"> 01443 802232 (Internal 52232) Monday – Friday 09:00am – 5:00pm Saturday and Sunday - 9:00am – 5:00pm via Switchboard and ask for the CNS on call. OOH – Consultant for Specialist Care/ CMS on Call via Switchboard 01633 234234 (234234) 5:00pm – 9:00am
Vocera	"Call Palliative Care"

To Contact the Hospice & Community Teams:

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

Pathology

Sample Drop off/Collection Point

There is no pathology service in YYF. The Pathology sample drop off and collection service is situated on Level 1 next to the Point of Care Testing Department. Access to the Pathology Drop off department is restricted, therefore please speak to your Manager for the code details.

Collection of samples

Drivers will collect all specimen samples from the Pathology drop off point every 45 minutes.

- **MAU Samples** – Porters collect pathology samples from MAU every 30 minutes.
- **Wards and other departments** – Staff are to book collection of samples from Wards and Departments via Request a Porter, alternatively patient samples can be dropped off to the Pathology Sample drop off point.
- **Urgent Specimens** – These are to be placed in the yellow bags which are available in the Drop off point.
- **Stock Replenishment** ABB.PathologyStock@wales.nhs.uk

Contact and more information	
Phone	01633 493260 (Specimen Reception at GUH)
Intranet	Search 'Pathology' for up to date information and useful contact details for AB Pathology services.

YYF Pathology Transport Schedule

YYF – GUH (Monday – Friday)

Time	Transport Provider	Contact No	Pick up Point
1:00am	Trust Med	08456436610	Path Lab YYF
07:30	HCS	07808632095	Path Lab YYF
09:15	HCS	07808632095	Path Lab YYF
10:00	HCS	07808632095	Path Lab YYF
10:45	HCS	07808632095	Path Lab YYF
12:15	HCS	07808632095	Path Lab YYF

13:00	HCS	07808632095	Path Lab YYF
13:45	HCS	07808632095	Path Lab YYF
14:15	HCS	07808632095	Path Lab YYF
15:15	HCS	07808632095	Path Lab YYF
16:00	HCS	07808632095	Path Lab YYF
16:45	HCS	07808632095	Path Lab YYF
17:30	HCS	07808632095	Path Lab YYF
18:15	HCS	07808632095	Path Lab YYF
19:00	HCS	07808632095	Path Lab YYF
20:00	HCS	07808632095	Path Lab YYF
20:45	Trust Med	08456436610	Path Lab YYF
22:00 (Monday – Thursday) Friday Only	Trust Med Blood Bikes	08456436610 07788754140	Path Lab YYF Path Lab YYF
23:00 (Monday – Thursday)	Trust Med	08456436610	Path Lab YYF
22:30 (Friday only)	Blood Bikes	07788754140	Path Lab YYF

Electronic Test Requesting – ETR

For issues with ETR printers, Call the ICT Helpdesk



Contact and more information

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

General ETR enquiries/Arrange Training

Contact and more information

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

Pharmacy Service

Situated on Level 1, we provide a clinical pharmacy service Monday to Friday 8:30am – 5:00pm. This includes a review of patient medication charts, ordering non-stock items, processing discharges, counselling patients and providing medicines information to colleagues.

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

Contact and more information	
Intranet	Search 'Pharmacy'
Phone	01443 802532 (internal 23532)
Vocera	Call 'Pharmacist'

Omnicell - Sock medication



Omnicell is an automated medication storage and dispensing cabinet which is available in every clinical area. There are 5 situated across YYF holding up to 400 lines of stock in each. To access the Omnicell in your clinical area, you will need to use your nadex and set a password. If you are having trouble logging in, please contact your ward super-user or email ABB.PharmacyOmnicell@wales.nhs.uk

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

During the week, we will run "critical low" reports for each Omnicell to identify any critical medication that need replenishing. These will be delivered to the ward in green pharmacy bags and the ward staff will be required to put these stock items away.

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

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

Locating medication out of hours

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

Stock Item

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

Non-Stock Item

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

Weekend checklist for wards

- ✓ Check if take-home prescriptions have been written for any planned weekend discharges
- ✓ Ask team to write, process during the week
- ✓ Ensure you are familiar with the nurse-led discharge policy
- ✓ Order any stocks/ fluids/ controlled drugs needed for the weekend
- ✓ Check you have sufficient supplies of green pharmacy order slips
- ✓ If your area uses WP10HPs, ensure sufficient supplies.
- ✓

Weekend Pharmacy Service

Pharmacy at YYF will be **NOT** be open on the weekends. Any urgent requests for supply should be directed to the team working at RGH

The weekend service is for the provision of **new** and **emergency** items only. If any are required then please email ABB.RGHPharmacyClinicalCheck@wales.nhs.uk or call EXT: **46186**

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**

For more information regarding pharmacy services and who's who, please go to our Home page on the intranet.

[Pharmacy - Home \(sharepoint.com\)](#)

Phlebotomy Service

The YYF Phlebotomy Services is situated in Room 38, within Main Outpatients Department on Level 1. At present this is only providing an Outpatient service.

Hours of work: Monday – Friday 08:45am – 4:45pm (Also GP referral for children). No OOH Service.

Contact and more information	
Phone	Phlebotomy Supervisor – 01443 802503 (internal 52503)

Phototherapy

The use of UV light treatment to improve and control skin conditions such as eczema and psoriasis.

Situated on Level 2 within the Medical Day Case Unit. Hours of Work: Monday – Friday from 08:30am – 4:00pm

Contact and more information	
Phone	01443 802368 (internal 52368)

Point Of Care Testing Department

POCT Office situated on Level 1. 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/Coordinator 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	YYF - 01443 802524 (internal 52524) GUH - 016333 493232 (internal 23232) OOH - 01633 493247 (internal 233247)
Vocera	Users will need to "connect to Grange" before "Call Point of Care Team"

Physiotherapy Service (Inpatient)

Situated on Level 2. Hours of Work: Monday - Friday (except BH) 07.30am - 4.00pm. There is no OOH Service.

Referral Method: Ward referrals.

Contact and more information	
Phone	Physiotherapy: 01443 802326 (internal 52326)

Preoperative Assessment Clinic (Trauma & Orthopaedics)

Situated on Level 2. Hours of work: Monday – Thursday 07:00am – 5:00pm.

Staff assess patients for anaesthetic fitness, pre-admission clinics, MRSA swabs and consent forms etc.

Contact and more information	
Phone	01443 802546 (internal 52546)

Radiology Department

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

- 4 General X-ray rooms
- CT scanners
- MRI scanner
- 3 Ultrasound rooms
- Dental Unit/ OPT

Hours of Work:

Reception:	Monday – Friday	08:30am - 4:30pm	
MRI Scanner	Monday – Friday	07:30am - 8:00pm	
X-Ray:	Monday - Sunday	24/7	
CT Scanner:	Monday – Friday	08:00am – 08:30pm	CT Head available 24/7.
Ultra Sound	Monday – Friday	08:30am – 4:30pm	
Theatre and Mobiles	There are mobile x-ray units positioned at various locations in the hospital. There are mobile intensifiers for use in theatre.		

Contact and more information

Phone	<p>Main X-Ray Reception: 01443 802698 (internal 52698) 01443 802202 (internal 52201) 01443 802632 (internal 52632)</p> <p>Interventional radiology office: 01633 493441 (internal 23441) - GUH Radiology registrar office: 01633 493357/8 (internal 23357/23358) - GUH Radiologist of the day: 01633 493355 (internal 23355) - GUH MRI: 01443 802598 (internal 52598) CT: 01443 802597 (internal 52597) General X-Ray Viewing Area: 01443 802261 (internal 52261)</p>
Vocera	CT "Call Radiographer" (OOH 24/7)

X-Ray Request Form Pathway

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

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

The following details the pathway of the request form:

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

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

Please ensure accurate contact details for the referrer are included on the radiology request form.

Rheumatology Infusion Clinic

Situated on Level 2. Hours of work: Monday 08:00am – 4:00pm only. The clinic is Nurse Led and administer treatments such as infusion and injections for any rheumatology/osteoporosis conditions. The Clinic also offers patient education.

Contact and more information	
Phone	01443 802366 (internal 52366)

Same Day Emergency Care (SDEC)

The Same Day Emergency Care department is situated on Level 1. The purpose of SDEC is to provide an environment to deliver care for appropriate patients who require a period of treatment and assessment for their health condition, that doesn't require admission or a period of time on an assessment unit. There are 9 Patient Bays.

SDEC is one of the many ways ABUHB is working to provide the right care, in the right place, at the right time for patients. SDEC is the provision of same day care for emergency patients who would otherwise be admitted to hospital.

Under this care model, patients presenting at hospital with relevant conditions can be rapidly assessed, diagnosed and treated without being admitted to a ward and if clinically safe to do so will go home the same day their care is provided.

SDEC is open Monday – Friday between 08:00am - 4:00pm daily.

Contact and more information	
Phone	Main Reception: 01443 802438/802517 (internal 52438, 52517) Clinical Station: 01443 802515 (internal 52515)

Vocera	'Call SDEC Nurse in Charge' 'Call SDEC Medical Doctor' 'Call SDEC Ward Clerk' 'Call SDEC Ward Manager'
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Site Management Team

Site Management Team (out of hours) – Clinical Site Managers, Patient Flow Coordinators, Advanced Nurse Practitioners. The Team is based on Level 1 in the Medical Assessment Unit. The team are here to help you, please contact them if you need assistance.

Contact and more information	
Phone	Clinical Site Manager - 01443 802357 (internal 52357) Patient Flow Navigator – 01443 802740 (internal 52740)
Vocera	From a Phone Call - 01443 802699 / internal – 52699 “Call Advanced Nurse Practitioner” or “Call Bed Manager”
Bleep	Bleeps are not used at YYF

Staff Lockers and Locker Room

Staff Locker Rooms are situated on Level 0 in order to provide a facility for staff to lock away clothing and personal effects. You will need to use your ID badge to access this area. They are used by staff only for the duration of their shift and then reallocated. There are also a number of hand basins and shower facilities available for both male and female. The staff locker room is part of a regular schedule of cleaning by the Facilities Department.

Management of Staff Lockers.

Ward Managers/Nurse in Charge/Departmental Managers – Wards and respective areas.

Locker User's Personal Responsibility

- Do not affix anything to the interior or exterior of the lockers
- No graffiti, writing, painting or any form of vandalise will be allowed.
- Maintain in a clean and sanitary manner and free from accumulation of food and rubbish.
- Strictly prohibited items; perishable items, illegal or controlled substances, Flammable materials, dangerous chemicals, explosives or weapons of any kind.
- Store items completely within the locker, items should not be left outside for any reason.

- Cleaning of showers/toilets, lockers are the responsibility of the Facilities Department.

General Security

Employees are responsible for all items placed in a locker. The Health Board will **NOT** assume responsibility for any loss or damage to items stores in a locker. The incident must be reported on the Datix Incident Reporting System and in some cases the Police.

Contact and more information	
Phone	01443 802275 (internal 52275) 01443 802276 (internal 52276)



St David's Hospice Care

The Day Hospice is situated on ground level adjacent to YYF main hospital and is open Monday - Friday from 09:00am – 5:00pm. The centre offers a range of activities, treatments and respite for patients and their families and carers.

The Day Hospice offers patients an opportunity to meet and share feelings and experiences with other people in similar situations, in a safe and friendly environment.

The Day Hospice team, which includes health and social care professionals, complementary therapists and volunteers can enable the patient to have some independence, find new hobbies, enjoy a cooked meal and have a lot of fun whilst making new friends. At the same time, the team are on hand to discuss any medical questions, assist in making medical appointments if necessary and to discuss symptoms and offer professional advice.

All Patients have regular reviews to ensure we are meeting their expectations and also to look at activities outside of our day hospice when the time comes for review and discharge.

Contact and more information	
Phone	Head Office – 01633 851078 Information – 01633 851051 OOH Advice – 01633 973980

Stoma Care Services

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

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



Theatres & Recovery

Situated on Level 2, the theatre complex provides operating services to the following clinical specialities:

- Theatre 1 - Elective orthopaedic, hand and foot
- Theatre 2 – General Surgery and Breast Surgery
- Theatre 3 – Gynaecology and Breast Surgery

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

Contact and more information	
Phone	Main Theatre Reception Desk – 01443 802562 (52562)

Recovery Bays

There are 6 Recovery bays and 2 pre-op regional anaesthetic bays

Contact and more information	
Phone	Recovery Bays - 01443 802556 (internal 52556)

Vascular Lab

Situated on Level 1. Hours of Work: Monday – Friday from 08:00am to 4:30pm

Referrals are made via CWS.

DVT Scan (Outpatients) via DVT clinic referral.

Contact and more information	
Phone	01443 802498 (internal 52498)



WARD CLERKS		
Level 1	Service	Tel No Day
Ward 1:1 Bedwas	Gen Med / COTE	Ward Clerks – 01443 802336 (52336) Pod 1 – 01443 802328 (52328) Pod 2 – 01443 802329 (52329) Pod 3 – 01443 802334 (52334) Pod 4 – 01443 802335 (52335)
Annwylfan	Older Adult Mental Health 65+	Ward Clerks - 01443 802393 (52393) Nurses Office - 01433 802394 (52394)
Ty Cyfannol	Adult Mental Health Ward	Ward Clerks – 01443 802388 (52388)
Level 2		
Ward 2:1 Oakdale	Emergency Frailty Unit COTE/Rehabilitation	Ward Clerks – 01443 802302 (52302) Pod 1 – 01443 802287 (52287) Pod 2 – 01443 802628 (52628) Pod 3 – 01443 802294 (52629) Pod 4 – 01443 802294 (52294)
Ward 2:2 Bargoed	Stroke	Ward Clerks – 01443 802302 (52303) Pod 1 – 01443 802287 (52287) Pod 2 – 01443 802628 (52628) Pod 3 – 01443 802294 (52629) Pod 4 – 01443 802294 (52294)
Ward 2:3 Rhymney	Surgical	Ward Clerks - 01443 802553 (52553) Pod 1 – 01443 802636 (52636) Pod 2 – 01443 802543 (52543) Bay 1 – 01443 802551 (802554) Bay 2 – 01443 802549 (52549) Bay 3 – 01443 802547 (52547) Surgical Pod – 01443 802545 (52545)
Level 3		



Ward 3:1 Risca	Gen Med/COTE	Ward Clerks – 01443 802323 (52323) Pod 1 – 01443 802321 (52321) Pod 2 – 01443 802633 Pod 3 – 01443 802632 (52632) Pod 4 – 01443 802313 (52313)
Ward 3:2 Penallta	COTE/Palliative Care	Ward Clerks – 01443 802323 (52323) Pod 1 – 01443 802305 (52305) Pod 2 – 01443 802306 (52306) Pod 3 – 01443 802311 (52311) Pod 4 – 01443 802312 (52312)

Wellbeing

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

Support Organisations

ABUHB Employee Well-being Service

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

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

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

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

Health for Health Professionals

Health for Health Professionals Wales (HHP Wales) offers a free, confidential service that provides NHS staff, students and volunteers in Wales with access to various levels of mental health support.

We offer self-help, guided self-help, peer support, and virtual face-to-face therapies with accredited specialists.

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

Your GP

Please don't forget to register with a local GP, and speak to them if you need support.

Velindre Mindfulness/Relaxation App

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

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

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

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

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

Raising Concerns

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

Women's Health Outpatient Clinic

Situated on Level 2. Hours of Work: Monday – Friday from 08:00am – 4:00pm;

The clinic undertakes the following clinical procedures:

- Smears
- Colposcopy
- Pessary Change.

Contact and more information

Phone	Reception: 01443 802363 (internal 52363) Clinic: 01443 802371 (internal 52371)
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Works and Estates

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

Reporting an Issue

The Estates response desk is set-up to take all calls regarding issues/faults and repairs. When reporting the issue quote YYF, 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

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

