
Who are we?

The High Impact Service is a new service provided by Aneurin Bevan University Health Board (ABUHB) for patients that frequently use the Emergency Department (ED)/Unscheduled Care Services (USC) and Urgent Care Services.

The aim of this service is to ensure you are accessing the right service at the right time and in turn reduce your attendances to the Emergency Department and Urgent Care services within the Health Board.

The service is led by a Senior ED Sister who works closely with multiple agencies including, Emergency Departments, Hospital Specialist and Specialist Teams, Welsh Ambulance Service, Urgent Care Out Of Hours, Neighborhood Policing, Housing Agencies, Homelessness Services, Community Services and Support Charities.

How does the service work?

If you use the Emergency Department 5 or more times a year or 4 or more times per month you will be referred to the High Impact Service. We will:

- Actively case manage your care by reviewing your ED attendances/ contacts with Urgent Care and the Welsh Ambulance Services and working with you to provide the right support
- Telephone follow up and in some circumstances arrange appointments to meet
- Produce Care and management plans

It is recognised that many people who use Emergency Services have complex needs and a multi-agency approach is the best way to meet these needs.

In order to co-ordinate your care effectively you will be referred to the High Impact Service User Panel. This panel is coordinated by the Case Manager for the service and meets monthly. It consists of Welsh Ambulance Service, Urgent Care Out Of Hours, Mental Health Services, Neighborhood Policing, Housing Agencies, Homelessness Services, Community Services and Support Services. The aim of this panel is to ensure that you are receiving the right care for your needs, work with you to reduce your attendances by sign posting and or referring you to the appropriate service.

Care and Management Plans –

In order to provide the best possible care for you we may put plans in place to manage your health and wellbeing when accessing Emergency and Urgent Care Services.

What will happen next?

You will be contacted by a member of the High Impact Service User Team to discuss your referral. During this contact you will have the opportunity to discuss your recent contacts and have a needs assessment conducted. We will ask that you sign a consent form to be referred onto agencies that will be able to provide help and support based on your needs.

Please ensure that your contact details held by the Health Board are correct.

Other Services Available

Information on services and minor illness and treatment can be found at www.choicewellwales.org.uk or by calling 111

MINOR INJURIES UNITS –

There are two Minor Injuries Units

- Ysbyty Ystrad Fawr - Ystrad Mynach
- Ysbyty Aneurin Bevan - Ebbw Vale
- Royal Gwent Hospital – Newport
- Nevill Hall Hospital - Abergavenny

These are run by Emergency Nurse Practitioners who has extended training in assessment and management of minor injuries.

Local Pharmacies

Can give you advice on illnesses and the medicines that can be used to treat them. You can find details of your local pharmacy at www.choosewellwales.org.uk

General Practitioner (GP) –

You can make an appointment with a doctor for medical advice, examinations, prescriptions and treatment of most illnesses they can also refer you into hospital services where appropriate, enabling you to bypass the Emergency Department. When absolutely essential they will arrange a make home visits.

In order for you to receive the most appropriate care it is essential that you are registered with a GP. You can find details of local practices at www.choosewellwales.org.uk

Urgent Care (GP) Out of Hours

This service is for urgent medical problems that cannot wait until your GP practice is next open. This service can be accessed by calling 111.

Dentist

If you are not registered with a Dentist you can get information about dentists by e-mailing ABBDental.Helpline@wales.nhs.uk or calling 01633 744387, this number can also provide emergency dental appointments.

Your local library can provide access to the internet.

C.A.L.L Helpline – 0800 132 737 or text 81066

www.callhelpline.org.uk

Offers emotional support and information on Mental Health issues. Provide confidential listening and support service to people or their relatives who have concerns about their mental health.

Gwent Alcohol Service GDAS – 0333 999 3577

GDAS provide support for people and their families that struggle with drug or alcohol issues.

Emergency Departments and the 999 Ambulance Service should only be used in a critical or life threatening emergency.

Contact Details;

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**“This document is available in Welsh /
Mae’r ddogfen hon ar gael yn Gymraeg”.**