ABUHB High Impact Service

Patient Information Leaflet

Who are we?

The High Impact Service is provided by Aneurin Bevan University Health Board (ABUHB) for patients that frequently present to Urgent and Emergency Care Services (UECS).

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 works closely with multiple agencies including Emergency Departments, Specialist Teams, Welsh Ambulance Service, Urgent Care Out of Hours, Neighbourhood Policing, Housing Agencies, Homelessness Services, Community Services and Support Charities.

How does the service work?

If you have frequent presentations to Urgent and Emergency Care Services or have needs that require additional support outside of the ED. We will:

- Actively 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.
- Co-produce care & support 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.

Care & Support 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. We aim to work with patients to produce these plans together and come to a solution that works for the patient and the service.

What will happen next?

You will be contacted by a member of the High Impact Service 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

EMERGENCY DEPARTMENT

The main Emergency Department is now located at the Grange University Hospital in Cwmbran. This service is for serious and life-threatening conditions such as heart attacks, strokes, serious accidents and breathing conditions.

Information on services and minor illness and treatment can be found at https://111.wales.nhs.uk/

MINOR INJURIES UNITS

There are four 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 have 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:**https://111.wales.nhs.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 home visit.

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 https://111.wales.nhs.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.

111

This service can provide health advise and signposting. Within ABUHB there is now an option for mental health support using this number.

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:

High Impact Service
Urgent & Emergency Care
Royal Gwent Hospital
Newport
Gwent
NP20 2UB

01633 656431
ABB.HighImpactService@wales.nhs.uk

"This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg".