



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

LLAIS GWENT REGION ENGAGEMENT REPORT – WINTER PATIENT EXPERIENCE.

MAY 2024



**People's experiences of accessing care and
treatment at a Minor Injury Unit or Emergency
Department in Gwent**

Accessible formats

This report is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us.

You can download it from our website or ask for a copy by contacting our office.

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ABOUT LLAIS

We believe in a healthier Wales where people get the health and social care services, they need in a way that works best for them.

We are here to understand your views and experiences of health and social care, and to make sure decision-makers use your feedback to shape your services.

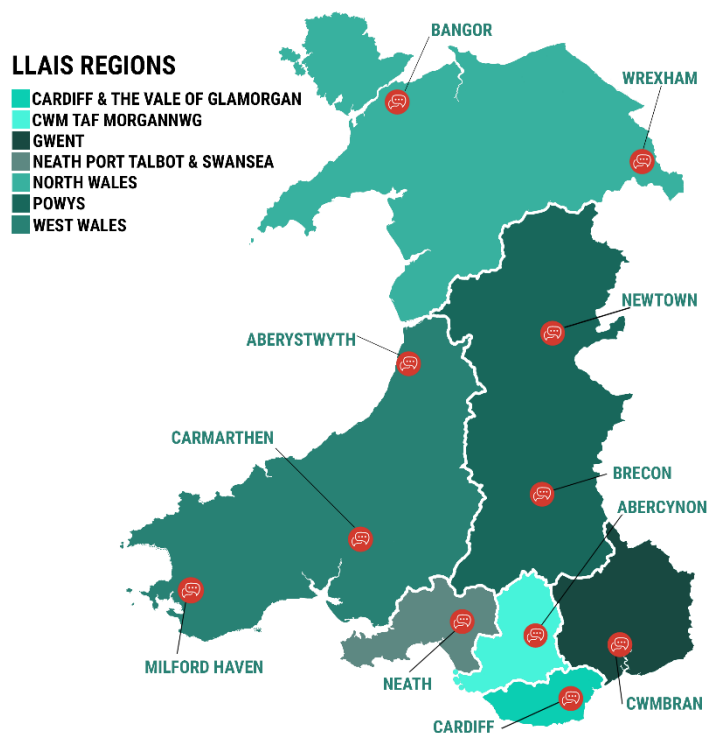
We seek out both good and bad stories so we understand what works well and how services may need to get better. And we look to particularly talk to those whose voices are not often heard.

We also talk to people about their views and experiences by holding events in your local communities or visiting you wherever you're receiving your health or social care service.

We also work with community and interested groups and in line with national initiatives to gather people's views.

And when things go wrong, we support you to make complaints.

There are 7 Llais Regions in Wales. Each one represents the "patient and public" voice in different parts of Wales.





Throughout this report we use the following abbreviations or short forms, so we have listed them for ease:

- ED = Emergency Department
- MIUs = Minor Injury Units
- GUH = The Grange University Hospital
- RGH = Royal Gwent Hospital
- NHH = Nevill Hall Hospital
- YAB = Ysbyty Aneurin Bevan
- YYF = Ysbyty Ystrad Fawr
- ARA = Acute Release Area

During the winter months, Aneurin Bevan University Health Board experience high pressures at the Emergency Department and Minor Injury Units, which can affect people's experiences of accessing care.

There are four Minor Injury Units and one Emergency Department in Gwent:

- Nevill Hall Hospital, Abergavenny = Minor Injury Unit
- Royal Gwent Hospital, Newport = Minor Injury Unit
- Ysbyty Aneurin Bevan, Ebbw Vale = Minor Injury Unit
- Ysbyty Ystrad Fawr, Ystrad Mynach = Minor Injury Unit
- The Grange University Hospital, Torfaen = Emergency Department

One of our focussed priorities in Gwent is to find out people's experiences of 'Getting care quickly when you need it' – so we decided it to ask people to tell us what their experience was like when attending a MIU or ED. We gave people things to consider when giving us feedback such as:

- Waiting times
- Staff
- The care and treatment received
- Comfort
- Good experiences

To give people the opportunity to tell us their experiences, we designed a feedback postcard, which can be seen below:



People could also give feedback online by scanning the QR code on the postcard or poster.

We contacted Aneurin Bevan University Health Board to tell them about our project and that our volunteers would be going into all Minor Injury Units and Emergency Department, periodically across five weeks.

Staff in the Minor Injury Units and Emergency Department agreed for us to deliver the following items to them, to be displayed appropriately to allow people to give their feedback:

- Welsh and English postcards.
- Welsh and English posters to advertise our postcard.
- A "post-box" that people could put their completed postcard into.
- Llais pens and pre-paid envelopes to return postcards directly to us.

This project went live on the 8 January 2024 and ended on the 16 February 2024. People were able to give feedback during this time.

WHAT WE HEARD



172 people took the time to tell us about their experiences of accessing care and treatment at a Minor Injury Unit or Emergency Department in Gwent.

Below is a breakdown of responses we received from each hospital:

Location:	Number of responses:
NHH (MIU)	31
RGH (MIU)	32
YAB (MIU)	19
YYF (MIU)	29
GUH (ED)	58

At a glance:

Issues at the Grange University Hospital, Emergency Department were clear. People told us about the long waits they faced, as well as the size and condition of the waiting area. Volunteers who attended the department told us that people had to sit in very close proximity to one another, whilst others had to sit on the floor due to the lack of space. People in wheelchairs found it difficult to move or wait in the area.

During one visit, people told our volunteers they had been in the waiting area since the previous evening and struggled to sleep on the hard chairs.

"The chairs in the waiting room are uncomfortable and there was no room for wheelchair access."

One person told us that the department was only cleaned once during their time in the unit and had concerns about staff attitude.

“In all honesty I find the fact that A&E department was cleaned only one time whilst I was in the Grange, the staff’s attitude was disgusting. The staff don’t seem to care about the patients as no pain relief was given and the staff in reception were spinning around on their chairs laughing and not worrying”.

People who attended a Minor Injury Unit told us they found their experience positive, however, a lack of clear signage at Ysbyty Ystrad Fawr and Nevill Hall Hospital was highlighted to us.

“We spent 20mins walking around the main hospital (Nevill Hall Hospital) unable to find the entrance to minor injuries. There were no signs directing patients in the main building, a member of the public directed us outside. On retracing our steps after the consultation, we entered the main building at the OT entrance/exit. There should be a sign directing patients via this route if they are in the main building. All hospitals I have worked at in England have signs in their main buildings directing patients to A&E/minor injuries. Our clinical experience was very good. We used the OOH GP service for my daughter with a UTI. It was efficient and user friendly and a service I would be happy to use again in the future. Thank you.”

When our volunteers attended YYF it was noted that the signage for the MIU was poor. There was an A4 piece of paper, which gave directions to the Minor Injury Unit and Medical Assessment Unit.

During this project, we received anonymous feedback from staff about security concerns in Ysbyty Ystrad Fawr. These issues were raised directly to the health board upon receipt of the information.

Most people gave positive feedback about the staff they saw whilst in a MIU or ED.

“Very polite & helpful staff.” – **Nevill Hall Hospital**

“Good Staff, Good treatment, Good advice and lovely staff.” – **Royal Gwent Hospital**

“Very friendly receptionist. Friendly and helpful staff.” – **Ysbyty Aneurin Bevan**

“Was seen very quickly, very professional service. Staff were very polite and helpful.” – **Ysbyty Ystrad Fawr**

“This hospital has been amazing staff very friendly and helpful couldn’t thank them enough you’re all doing an amazing job.” – **The Grange University Hospital**

Summary of feedback:

Below is a summary of feedback from people who attended a MIU or ED in Gwent:

Nevill Hall Hospital (MIU)

People gave positive feedback about their experiences of accessing care and treatment in the MIU at Nevill Hall Hospital.

Two people felt more signage to find the Minor Injury Unit was needed. One person told us they spent some time walking around the main hospital unable to find the entrance to the unit. This person felt there should be signage in the main building, to direct people to the unit.

“Directions are needed. Kept getting lost. No one to speak to.”

Most people were satisfied with the waiting times they experienced whilst in the unit.

“It has been very efficient and quick with hardly any waiting. X-ray done straight away.”

Royal Gwent Hospital (MIU)

People felt the waiting times in the MIU were “good.” Some people told us they felt this was because the Grange University Hospital also being available for people to attend.

“Waiting times have improved since the opening of the Grange. Staff are as helpful as they can be. Doctor’s and nurses deal with issues efficiently. Overall, a good experience.”

"Seems much quicker now the Grange is open. Seen straight away and went for an x-ray. Seen 10 minutes after arrival".

Some people told us that they had been redirected from the Emergency Department at GUH, to attend RGH MIU instead. People who told us about this gave positive experiences.

"We first visited GUH where we were seen within half an hour, we were redirected to RGH minors where we were triaged within 15 minutes. All the staff were welcoming and very comforting great with children."

"Triage at grange was very quick and pleasant with my child's assessment. As they had no immediate concerns, they sent us to the Gwent rather than wait there for 4 hours. We have been pleased with the help today."

"I have been waiting for an hour to be triaged at the Grange then to be told to come to the Gwent. This could have been more straightforward as I had no issues with coming to Gwent. Massive queue at the Grange."

Ysbyty Aneurin Bevan (MIU)

People told us their positive experiences of attending the MIU.

"My visit today is due to a fall out of a bath and slipped so damaged my wrist. The staff were excellent, service brilliant and very efficient. Couldn't fault them. Very pleased with the service. Thanks."

"I have no complaints on how I was treated. My injury was treated quickly, and I was sent home."

Some people told us they waited quite some time to receive treatment in the unit.

"Been here at minor injuries for 3 hours and haven't even had an x-ray. I was seen around 3 hours ago and waiting for an update".

"Check in was quick, wait was long with only 3 people in the waiting room".

Ysbyty Ystrad Fawr (MIU)

Overall, people gave positive feedback about their experience at YYF. One person told us the service they received was “fantastic.”

“It was fantastic. The nurses were amazing. What really helped us too was the updated wait time and number of patients waiting listed on the website, so we knew before we left how long we may have to wait. We had to wait 2 hours in total, which was fine. The service was fantastic from the staff!”

However, there were some comments about staff attitude in the unit.

“Booking in was straight forward, receptionist was lovely and friendly. Nurse was ignorant, rude, rough, and did not explain what was happening. Try to listen to the patients.”

“Receptionist (male) was rude – told my autistic son to have patience.”

Whilst our volunteers spoke with people waiting in this unit, it was noted that some people initially attended Prince Charles Hospital as it was more local to them. However, they were redirected to attend YYF as they would be “seen quicker.”

The Grange University Hospital (ED)

As mentioned previously, there are issues with the waiting times and the discomfort people experienced whilst waiting in the ED. However, people gave positive comments about their experiences.

“Wednesday came in, rang 999, ambulance and paramedic into A&E. 6 hour wait hydrated via drip. Waiting to go to Nevill Hall very good staff, well informed, happy with everything.”

“Came in by car, straight into A&E. Comfortable, given good and drink.”

“Ambulance service funded a taxi to bring patients to the Grange. ECG and bloods taken and only been here 15 minutes. Awaiting doctor to come and see results.”

Our volunteers also went into the Acute Release Area (ARA) which is a temporary facility and is found just outside of the Emergency Department in a temporary building.

The purpose of the ARA is to help the transfer of patients into the Emergency Department from ambulances. The ARA is staffed-jointly between Emergency Department staff and Welsh Ambulance Services NHS Trust (WAST) clinical staff and is operational 24/7.

Our volunteers spoke to people in the ARA and told us people were happy with the care they received as well as the environment and food.

Comments were made by staff in the unit which detailed the distance from the emergency department to the ARA and felt that the unit was not fit to use as it was intended.



Below are some comments we received from people who completed our feedback postcard.

Nevill Hall Hospital:

"Very good."

"Very polite & helpful staff."

"My son had dislocated his shoulder playing football. Arrived at the department approx. 8pm to be told there was no Doctor to be able to 'put it back in!' They did do an X-Ray to confirm the dislocation & some pain relief given (no help unfortunately 😞) I then had to drive my son to The Grange."

"A 3 hour wait to get a few stitches for a facial cut. Told there was only 1 nurse on duty hence the long wait".

"I took my nephew there today; the staff was fantastic from start to finish. It's a shame you can't put the full A&E (major and minor) back at Nevill Hall as there are so many people from up this end who can't get to the Grange but can get to Nevill Hall easily. It's a shame as I've always had excellent treatment there but instead if I need to go to A+E I go to Prince Charles Hospital now as its nearer."

"I attended Minor Injuries Unit (15.1.24). I had fallen had a problem with my knee. I arrived at 9.40am and was seen at 9.50am., referred immediately for x-ray. Radiographer was very professional, referred to nurse who gave me necessary information about meds and exercise. Brilliant service."

"I feel the wait times are too long, but the staff are nice and helpful."

"We need Nevill Hall Minor Injuries. They are amazing, staff are amazing."

"Was seen very quickly and taken for an x-ray. Staff very polite overall very happy with my experience here tonight."

Royal Gwent Hospital:

"Lovely receptionist with clear tone of voice. Directions/signs to A&E could be more clear. Quick treatment and today early morning, not usually the case".

"Quick and Friendly".

"Good Staff, Good treatment, Good advice and lovely staff".

"Seen doctor by 9am now waiting for x rays. Staff fine, concerned and helpful. Gave explanation of what they will do. Water available. Good experience".

"Plenty of seats. Plenty of vending machines".

"Took my granddaughter for an injury to her foot – saw physio. One was very polite but the other not so much but the rest of the staff was lovely. Really the Royal Gwent should of stayed here as the hospital it was and always has been. Should have bought whiteheads land and added on – so disappointed in the Grange".

"Usually prompt service, staff always friendly. Never had any problems with waiting. Would be nice to have slightly more padded chairs as they are currently very hard. Temperature is fine".

"I have been waiting for an hour to be triaged at the Grange then to be told to come to the Gwent. This could have been more straightforward as I had no issues with coming to Gwent. Massive queue at the Grange".

"I attended the hospital for a burn. I had not been before so was registered at reception. I was initially seen very quickly to assess what was required. I was then seen about an hour later when my wound was dressed and cleaned. The doctor was friendly and helpful and booked me in for a follow up appointment to change my dressing".

"Fairly easy to park, staff helpful and friendly, comfortable waiting room".

Ysbyty Aneurin Bevan:

"Helpful friendly staff. Seen quickly in xray. Was cold as chairs in waiting room face main doors. Reception staff came across as blunt. Would like to see waiting times".

"Good experience, not waiting too long and pleasant staff".

"Very good experience – not too long to wait. Was assessed and then had about a 30 min wait to be treated. Staff good".

"Visited in Dec – very positive experience. Waiting times for minor injuries and x ray minimal. Staff couldnt have been more helpful and kind".

"Excellent service – very friendly and helpful. Lovely hospital".

"Waited a short while, seen by triage nurse. They explained everything – short wait to see nurse practitioner. Injury treated in A&E very good friendly staff. Good service, good information about A&E services. My doctors surgery in bridge street has no working lift up to the doctors, dentists and social services and has been broken since August. Im disabled and need to use the lift".

"Very friendly receptionist. Friendly and helpful staff".

"Check in was quick wait was long with only 3 people in the waiting room".

"We waited quite a while after first being seen and then a little more – There could be a area to entertain the kids t.v etc. fundamentals for them when they get bored and irritable which would make things easier for parents".

"Been here at minor injuries for 3 hours and havnt even had an xray. I was seen around 3 hours ago and waiting for an update".

Ysbyty Ystrad Fawr:

"Quite slow but staff are amazing".

"Absolutely perfect so quick and easy and not waiting ages to be seen was well impressed".

"Not bad – been waiting about 2 hours. Staff and very helpful and friendly".

"Excellent service in hospital today. Went for an X-ray and then sent to minor injuries. Here I was told that I had a break in one of the bones in my wrist. Excellent service and advice given".

"Fell on my knee so went to get xray. Seeing someone was quick and had x ray quick but waiting to see someone for results was over 1.5 hours. But overall experience was fine just think results could be done quicker to get waiting times lower and people out quicker".

"Was seen very quickly, very professional service. Staff were very polite and helpful".

"Very good and very happy with medical care. I dont like the silly questions whether im a man or woman. Im a woman and born female and this is a waste of money to nhs regarding this".

"Happy with the service, staff were polite and helpful".

"Waiting time not too bad. Staff very good – care and treatment. Accompanying my wife but very good. Experience very good in general considering how busy they all are. Thank you nhs".

"Long waiting times".

The Grange University Hospital:

"Friendly staff a bit of await but always moving".

"Shocked by how long the waiting time was from having bloods taken to seeing a doctor. 8pm having bloods taken – 3.40 and still waiting".

"Came in on Sunday only because a medical friend thought I might have sepsis. Telephoned 999 and within 20 min a rapid responder arrived.

Then an ambulance came and was in this unit Monday am. The communication is good and they are testing me. They are keeping me up to date for when a bed is available in the heart ward. Im not up to eating at the moment but managing a small amount. Came here early last year and was told I had a virus as misdiagnosed by doctor, Sent for a xray and I had a bad lung infection".

"Fantastic experience, ill since Christmas. Came in by car and was given a trolley within 20 mins. Here since Friday. Regularly seen by consultant and given information about care. Happy with everything. Last year had a bad experience with no doctors available when i came in with 5 broken ribs and had to wait 17 hours. Food options given to me and well hydrated with drinks offered".

"I was checked in very quickly, I was seen by nurse very quickly and also had x ray very quickly. Every member of staff i saw was very professional and polite, I could not fault the service i received here today. So much better than previous visits to the old A&E".

"Hospital is fine, they do their best there. Wait times are sometimes long but cant be helped. Very grateful for the NHS".

"Ambulance called 999 yesterday – took 2 hours from Abertillery. Straight into resus seen doctors/consultants, had ecg, xray, quickly seen. Stayed here all night and the bed is comfortable. Food nice. Cant fault it. Waiting for drugs when you can go home".

"My experience with staff has been lovely and smooth but i would like the hospital to work on the patient waiting time. I have spent over 14 hours waiting to get a series of tests done and to be treated. I will suggest the hospital look into that".

"Lack of communication is an issue. Waiting times are very long. I knew what ward i needed to go to but i had to wait hours before they confirmed it".

"Very long waiting time, uncomfortable facilities. Staff are brilliant and have an amazing team. I do personally believe that there's a lot of time waiting patients entering the doors of the A&E department and that something should be put in place to save time and money throughout the NHS and citizens in need getting care".



Llais Gwent would like to make the following recommendations or “representations” to Aneurin Bevan University Health Board – on behalf of people who took the time to give us their feedback.

Representation 1: Positive comments.

Please can the positive comments shown throughout this report, be shared with staff across all MIUs and ED.

Representation 2: Signage to the Minor Injury Units at Ysbyty Ystrad Fawr and Nevill Hall Hospital.

Please can you note people’s feedback about the signage at both NHH and YYF. Could you tell us if there is clear signage in both main buildings which can direct people to the Minor Injury Unit.

Representation 3: Waiting area in the Emergency Department at the Grange University Hospital.

We’re aware there are additional funds invested by the Welsh Government¹ to extend and reconfigure parts of the Emergency Department at GUH.

- Are you able to provide an update on the plans to make these changes to the Emergency Department?
- In the interim, are there any plans to make changes to the conditions of the waiting area of the Emergency Department?

Representation 4: The Acute Release Area.

Please can you note the comments staff made about the ARA and if it was fit to use as intended. Could you also provide us with an update on how the ARA is running for people?

¹ <https://www.gov.wales/more-14m-improve-emergency-department-grange-hospital>

THANKS



We thank everyone who took the time to share their views and experiences with us about their access to a Minor Injury Unit or Emergency Department in Gwent.

We would also like to thank staff at Aneurin Bevan University Health Board for their support for our project.

We hope the feedback people have taken time to share, influences healthcare services to recognise and value what they do well – and act where they need to as quickly as they can to make things better.

Appendix 1 – Equality and Diversity Survey Results

What is your preferred language?	
English	Other
108	3

Which gender do you identify with?				
Man/boy	Woman/girl	Non-binary	Other	Prefer not to say
38	72	1		1

Do you consider yourself to be a trans person?		
Yes	No	Prefer not to say
1	104	3

What is your sexual orientation?			
Asexual	Bisexual	Gay	Lesbian
5	1	4	3
Heterosexual/Straight	Pansexual	Other	Prefer not to say
92			6

Month and Year of Birth					
Jan	Feb	Mar	Apr	May	Jun
Jul	Aug	Sept	Oct	Nov	Dec

What is your ethnicity?				
Asian or Asian British				
Bangladeshi	Chinese	Indian	Pakistani	Other
1			1	1

Black or Black British		
Bangladeshi Chinese	Indian Pakistani	Other
		2

Mixed			
Asian and White	Black African and White	Black Caribbean and White	Other
1			

White			
Welsh/English/Scottish/Northern Irish/British	Gypsy or Irish Traveller	Irish	Other
95		1	1

Other Ethnic group			
Arab	Any other	Prefer not to say	Other
2		3	

What is your religion or belief?				
Buddhism	Christianity	Hinduism	Islam	Judaism
	58		4	
Sikhism	Atheism	No religion	Prefer not to say	Other
		31	8	

Do you consider yourself to have a disability?		
Yes	No	Prefer not to say
16	78	8

Do you look after, or give any help or support to a family member, friend, or neighbour because of long term physical disability, learning difficulty, mental ill-health, or age-related problems?		
Yes	No	Prefer not to say
29	73	4

Are you currently pregnant or have you been pregnant in the last year?

Yes	No	Prefer not to say
2	101	3

Which of the following best describes your financial status?

I have more than enough for necessities, and a large amount of disposable income, that I can save or spend on extras or leisure	9
I have more than enough for basic necessities, and a small amount of disposable income, that I can save or spend on extras or leisure	34
I have just enough for basic necessities and little else	33
I do not have enough for basic necessities and sometimes run out of money	4
I do not know/prefer not to say	24

Appendix 2

Equality Impact Assessment

Please complete the following table to state whether the following groups will be adversely, positively, differentially affected by Llais' policy/activity/report or that it will have no affect at all.

Impact	None	Negative	Positive	Comments
Protected characteristics				
Age	X			
Disability	X			
Sex	X			
Race	X			
Religion/Beliefs	X			
Sexual Orientation	X			
Gender reassignment	X			
Marriage and civil partnership	X			
Pregnancy and maternity	X			
Other characteristics to consider				
Welsh Language			X	Reports & surveys are available and published bilingually
Other Languages		X		Reports & surveys can be published in a required language on request
Human Rights	X			
Poverty level	X			
Persons with dependents	X			
Rural residence	X			
Gypsy and traveller communities	X			
Digitally vulnerable	X			

Risk assessment.

Are there any risks arising from the implementation of this policy?

N/A

What measures are in place to manage or remove these risks?

N/A

Welsh Language

This document/policy/report has been assessed in line with our Welsh language requirements for standards:

37,38

69,70,71

In coming to our impact determination, we can evidence that:
All Llais public facing documents are available in Welsh & English.
Llais undertakes an Equality Impact Assessment for all public documents and identify them as positive for Welsh translations.

Outcome

Positive impact –

Standards 37, 38 – All public documents are produced and published bilingually in Welsh and English.

Standards 69–71 – We undertake Equality Impact Assessments for all public documents and identify them as positive for Welsh translations.

Negative Impact – None

FEEDBACK

We'd love to hear what you think about this publication, and any suggestions about how we could have improved it, so we can use this to make our future work better.

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