

# Spotlight On... Urgent & Emergency Care

ISSUE 1: 06/05/21



Welcome to the very first edition of our **Spotlight On.. Round Up**, where we will be focusing on a different health topic each month over the course of the year. We'll be letting you know how our services across the Health Board work now that The Grange University Hospital has opened and the way we deliver care in our Health Board area has changed.



These changes are really important because they all form part of our Clinical Futures programme to bring care closer to home, where we want our patients to receive the right care, in the right place, at the right time.

Throughout April, we have been shining a spotlight on our **Urgent and Emergency Care Services**. There are lots of ways that you and your family can access urgent and emergency care when you need it most, and we've rounded them up below...

## What is the difference between an ED and an MIU?



Following the opening of The Grange University Hospital, we know that some people are still not aware of the changes to how they access our urgent healthcare services.

If you have a life-threatening emergency, such as severe breathing difficulties, severe pain or bleeding, chest pain, suspected stroke or serious trauma injuries, you should dial 999 immediately or go straight to The Grange University Hospital.

If you have a non-life-threatening injury, you can be treated at one of the Minor Injury Units located throughout our Health Board area.

If you are unsure of where to go, please call 111 for help and advice.

Read more about emergency care within our Health Board area in our Emergency Hospital Services leaflet <https://abuhb.nhs.wales/.../emergency-hospital-services/>

## "Should I go to the Emergency Department?"

The Emergency Department, located at The Grange University Hospital in Cwmbran, can provide specialist urgent and emergency care to those who are seriously unwell.

These serious injuries and illnesses typically include:

- chest pain
- shortness of breath
- severe bleeding
- suspected stroke
- major trauma (such as a car accident)

If you believe you or someone you are with is experiencing a life-threatening emergency, you should call **999 immediately or go straight to the Emergency Department at The Grange University Hospital.**

If you are unsure, you can call **111** or visit the **Online Symptom Checker** for urgent advice.

**"I have absolutely no doubt whatsoever that if you're seriously injured, you now get a much better level of treatment by having everything on one site."**  
 Doctor Ed Valentine - The Grange University Hospital



## Where do I go if my child has an injury?



Children who require emergency treatment will need to go to The Grange University Hospital where specialist children's doctors and nurses are centralised.

Local Minor Injury Units for children (aged over 1 year) are located at The Royal Gwent Hospital, Nevill Hall Hospital, Ysbyty Ystrad Fawr and Ysbyty Aneurin Bevan. All children aged under 1 year old will need to be seen at The Grange University Hospital.

If it is not a life-threatening emergency and you are unsure of where to go, please call 111 for help and advice.

For further information, please read our Children's Healthcare leaflet: <https://abuhb.nhs.wales/.../children-and-maternity-services/>

## In the Spotlight

We will be featuring lots of our staff members and showcasing their expertise and specialist skills, so keep your eyes peeled for some familiar faces along the way!

Our first Spotlight stars include:



Jan  
NURSE  
PRACTITIONER,  
MINOR INJURY  
UNIT



Chloe  
RADIOGRAPHER



Lynne  
HEALTHCARE  
SUPPORT  
WORKER,  
MINOR INJURY  
UNIT



Ed  
CONSULTANT IN  
EMERGENCY  
MEDICINE



Yvette  
PAEDIATRIC  
CONSULTANT



Ellen  
STAFF NURSE  
CHILDREN'S  
EMERGENCY  
ASSESSMENT  
UNIT



Rob  
CONSULTANT  
IN ADULT &  
PAEDIATRIC  
EMERGENCY  
MEDICINE

You can view their profiles at <https://abuhb.nhs.wales/clinical-futures/clinical-futures-caring-for-you-and-your-future/>

## What if I turn up at The Grange with a minor injury or illness?

The Emergency Department at The Grange University Hospital is very different from those that people are used to visiting at the Royal Gwent and Nevill Hall Hospitals.

The Grange University Hospital Emergency Department will only see patients with life-threatening injuries and serious illnesses, including:

- severe breathing difficulties,
- severe pain or bleeding,
- chest pain or a suspected stroke,
- serious trauma injuries (e.g. from a car crash)

Most patients will be taken to The Grange University Hospital by ambulance following a 999 call, or they will be referred by a medical professional such as a GP.

The waiting room is very small at The Grange University Hospital and the Emergency Department does not treat minor injuries or illnesses. If you turn up to the Emergency Department with an illness or injury that can be treated elsewhere, you will be redirected.

**If you are injured, or unwell and are unsure of where to go, please call 111 for help and advice.**

For further information about the changes in healthcare services, our hospitals and the services they provide, please visit our website at <https://abuhb.nhs.wales/clinical-futures/clinical-futures-caring-for-you-and-your-future/>

## Emergency Medicines Supply Service – Pharmacy



Did you know that your local pharmacy can provide you with an emergency supply if you run out of a regularly prescribed medicine and can't get a prescription in a timely manner? To access this service, contact your local pharmacy and they will let you know whether you are eligible to access emergency medicine, which will be supplied at no cost to you.\*

This service is for emergencies only and you must continue to order your repeat prescriptions in your usual way.

\*There is a strict criteria for supply and the decision remains at the discretion of the pharmacist.

## Urgent Eye Care



Optometry practices are open for urgent and essential appointments and can also provide routine sight tests to patients.

Optometry practices will prioritise and schedule patient appointments based on clinical need and presenting symptoms relative to the risk of sight loss and harm.

If you are experiencing eye problems, please contact your local optician or call 111.

## Urgent Dental Care



If you have a dental problem that has not improved with painkillers, a dental infection or a lump, swelling or ulcer that has not disappeared after 2 weeks you are advised to phone your dental practice or local dental helpline on 01633 744387.

For further information, please visit our website at:  
<https://abuhb.nhs.wales/clinical-futures/spotlight-on/urgent-emergency-care>

## GP Practices are open



If you have a concern, please don't leave it until you need more urgent or emergency care. You have a number of ways you can contact your GP by telephone, e-consult (via your GP's website) or ring 111.

It is important that you are registered with a GP practice to ensure your medical needs are addressed.

For further information, please visit our website at:  
<https://abuhb.nhs.wales/clinical-futures/spotlight-on/urgent-emergency-care>

## Accidents & First Aid at Home

As part of our Spotlight On Urgent & Emergency Care, we have highlighted the importance of being well equipped in the case of an accident at home.

For full details, visit:

<https://abuhb.nhs.wales/clinical-futures/spotlight-on/urgent-emergency-care>

### Accidents and first aid



### Accidents to children in the home



### Do I need a first aid kit?



## Think 111 First

Think 111 First if you have an urgent healthcare issue and are unsure what to do!

Did you know that you can call 111 for free help and advice?

Your symptoms will be assessed and you will be signposted to the right place for your care.

You can also access the 111 online symptom checker  
<https://111.wales.nhs.uk/selfassessments/>



## Urgent Medical Help Campaign

Last week, we delivered our Urgent Care posters to local businesses in the Newport and Cwmbran area.

It is really important that residents in our Health Board area know where they should go for urgent or emergency care now that The Grange University Hospital has opened and the way we deliver care has changed.

We'd like to say a big thank you to the local businesses for helping and supporting us in spreading this vital message.



## Urgent & Emergency Care Videos



Our expert clinicians from different areas of urgent and emergency care have some very useful advice on where you should go for your urgent care. View these videos for more information:  
<https://abuhb.nhs.wales/clinical-futures/spotlight-on-urgent-emergency-care>

