



Bringing you an update on the improvement works at Ysbyty Gwynedd's ED



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Health Secretary Visit



The Cabinet Secretary for Health & Social Services recently visited the Emergency Department to see the results of the completion of the second phase of the work.

Mr Vaughan Gething met with a number of staff and visited the temporary accommodation for the Majors Unit as well as the temporary resuscitation room, where our patients with critical or life threatening emergencies are cared for.



He also met with members of the Casting Services and Minor Injuries Unit team to see their new plaster room and treatment rooms. Mr Gething was pleased to learn how these new spaces and waiting areas are improving the service on offer for patients.

Mr Gething was also pleased to see the new dedicated Emergency Department Administration Block which has a dedicated library, training rooms as well as new showers and much needed changing facilities for staff.





"I was pleased to see how Welsh Government funding has made such a difference to the Emergency Department at Ysbyty Gwynedd during my visit. It was good to speak to those who work there who told me that the investment has made huge improvements for them and for the overall patient experience."

Vaughan Gething, Cabinet Secretary for Health & Social Services.

Over to you...

We are always pleased to get feedback about Ysbyty Gwynedd's Emergency Department and our services. Here's an example of some of the things people have been saying this month.



"I was rushed into Resus after suddenly having chest pains - amazing staff who supported me and explained everything."



"My mum was rushed into hospital after a fall and the care we receive in Ysbyty Gwynedd's ED was fantastic. Even though it was a very frightening time the staff were there to support us. My mum is now much better thanks to all of you!"



"Massive thank you for all your help - still not feeling great but getting there. You all do such an amazing job, much appreciated."

Mental health support - ICAN Centre



It's not only inside the Emergency Department that has seen changes - a new team of dedicated volunteers are now on hand to offer support to individuals entering into the department with emotional distress.

The team have been working closely with the medical staff from the Emergency Department since the service was rolled out earlier this year and are available between 7pm - 2am 7 nights a week.

Dr Rio Talbot, ED Consultant, said: "We have developed a close relationship with the ICAN volunteers since the service started last year.

"It is fantastic to see volunteers giving their time to offer a service which really helps those who may find themselves in crisis.

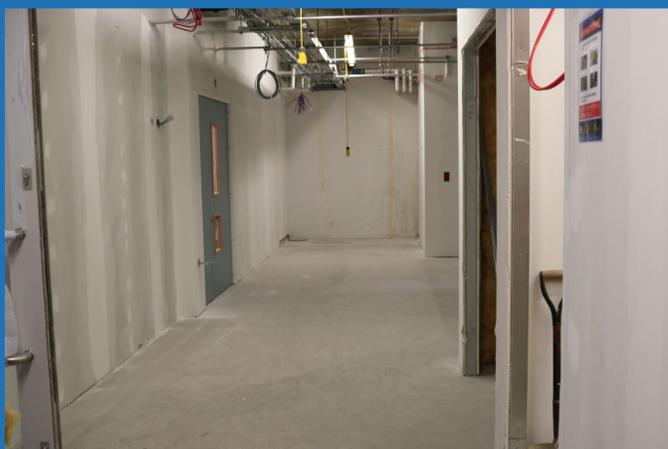
"The volunteers have a wealth of knowledge and are able to signpost patients to a number of different services and support groups which are available.

"Due to the busy nature of the Emergency Department we don't have the luxury of time so having the ICAN service available means they are on hand to speak to those in our community who need that extra support."

"I want to compliment the ICAN Service - I think it's a really good idea to have at Ysbyty Gwynedd ED. It's nice to have someone to talk to when struggling with mental health."

- Service user

Progress report



Phase 3 of the project is now well underway and the team at Interserve Construction are busy working on the new major and resuscitation area in the former Beuno Ward.

The internal walls are now up in this area with the first and second mechanical and electrical fittings progressing well.

A new corridor now leads to the new plaster room along with a new door, which will open to the public at the end of the project.

