

# Ysbyty Gwynedd Emergency Department

Newsletter January 2018



**Bringing you your monthly update on the improvement works at Ysbyty Gwynedd's ED**

Credit:Daily Post



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# Creating a friendlier environment for our patients through art

The improvement works have provided us with the opportunity to look at different ways to create a more enhanced and friendly environment for our patients. Our plans include working with local artists to place artwork around the department which will feature geographical landmarks from across Gwynedd and Anglesey. This will create a warmer environment for our visitors to the ED.

Further updates will be provided about this exciting project throughout the year!



Example of art work used by Cwm Taff University Health Board

## Wing Commander Simon thanks our ED staff for his care



Wing Commander Simon Ling was a patient at our ED on New Year's Day after suffering an acute lower back injury during his holiday in Snowdonia. Simon has praised our staff for the care he received during an extremely busy time at our Emergency Department.

He said: "Given the known pressure on the NHS, I was expecting a long wait but on arrival I was triaged in 30 minutes. Over a four-hour assessment period I was seen by the doctor, undertook an X-ray, was assessed by the orthopaedic on call doctor. I was then transferred to Conwy ward.

"I cannot fault the care provided by the clinical care team, the professionalism, sense of duty and omnipresent desire to care for those in need was as humbling as it was impressive.

"This was my first experience of hospitalisation and I left with absolute admiration for the outstanding work undertaken by our front-line NHS staff."

## 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.

 "Thank you to the staff at YG ED for the care you gave my husband. I watch in amazement at the pace you have to work. Thank you. You are a blessing. Our nurses are the best."

 "Our six-year-old son burnt his hands badly a few months back and the YG ED staff were absolutely amazing. We can't thank them enough."

 "I came in by ambulance and the care I received was amazing by the crew and YG ED staff - was assessed very quickly before being transferred to a ward."

# Meet Lyn Roberts, ED Matron

Meet Lyn Roberts, Matron of our ED who has been responsible for many acute services in her role as a senior sister and now matron. Lyn has been part of the plans for the improvement works from the beginning and believes they will make vast improvements to patient care and the working environment for staff.

She said: "The new department will provide us with a lot more facilities to help us manage all the safeguarding needs the patients present. This will not only benefit patients, but will also benefit our staff. The working environment is going to be transformed and massively improved.

"Part of the work includes a new staff room, shower room and changing facilities which will help the team and make them feel more valued.

"All of us here at the ED were thrilled to see the work begin, it is going to make a huge difference to our working lives as well as the patients who use it."



## Fundraising events in the pipeline to support our ED!



RAF Valley have chosen to support our NHS Charity Awyr Las for a second year running and will be holding several fundraising events throughout the year to help raise funds for our ED! RAF Valley Station Commander Nick Tucker-Lowe kindly came to meet with our ED staff before Christmas to see what they could do to help.

Thank you for your generosity and support!

## Site manager Iwan Lewis's report

Happy New Year!

We have certainly had a busy start to the year with the team working hard to complete the floor finishes, doors, cladding and applying the final coats of paint ready to complete the first phase of the work by 26 February.

We will then begin the second phase of the works which includes the refurbishment of the Paediatrics area and the construction of the Clinical Decisions Unit and Administration Department.



