



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



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# Our first visitors through our new ED entrance!

The new entrance into our Emergency Department opened its doors at the beginning of March.

The first patient through our doors was Morgan Hughes, from Bangor, who came to the Emergency Department with a suspected fracture, and the first Wales Ambulance Service crew to use the new ambulance bay were from Caernarfon.

Over the last month patients have been experiencing a more spacious waiting room with amenities. There is also now a new user friendly reception, three triage rooms and a new ambulance bay and entrance.



## 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.



"The staff in ED are amazing - very professional and friendly."



"Our five-year-old managed to drop a very heavy wooden chair on his big toe. It went black and swollen very quickly so we took him to YG ED. The staff were awesome and despite being very busy still made the time to ensure that our son had a very positive experience on his first visit to ED. He is still talking about the machines in the x-ray room. Thank you very much."

# Meet our ED receptionist, Eirian Pritchard

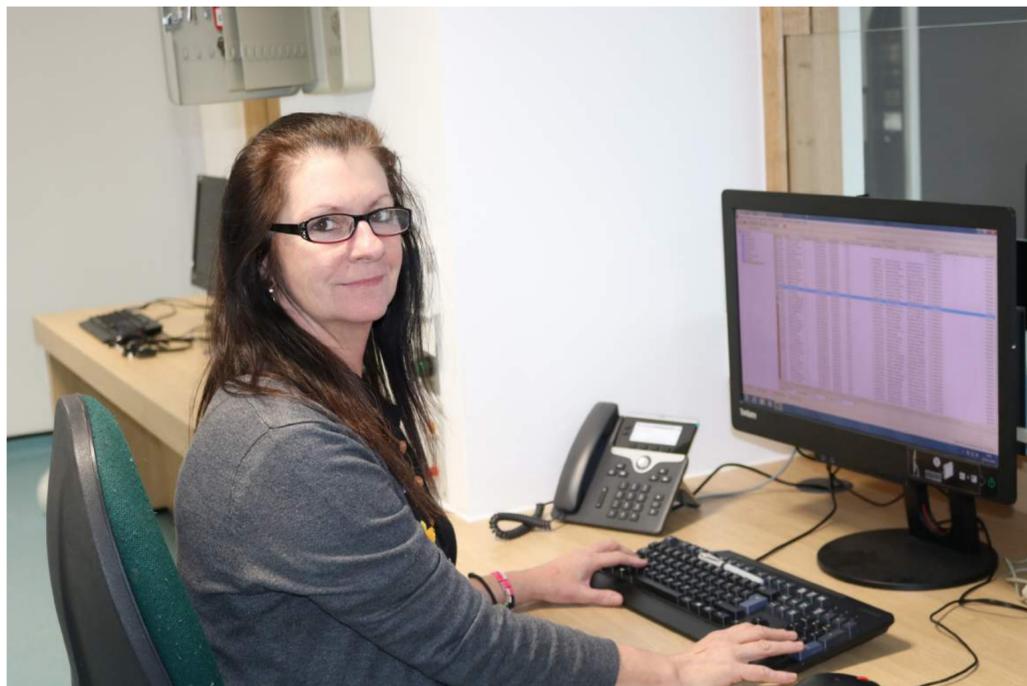
Eirian, who has worked at the ED for over 20 years, is delighted to have moved into the new reception area.

She said: "It's fantastic to be able to move into our new workspace - it is much more spacious and we now have full view of the waiting area.

"We also come into contact more with the ambulance crews, which we can now see arriving outside, which we never could before.

"The team are thrilled that the new entrance and waiting area is now complete, we have a lot more room now which is great.

"The ED is a fantastic place to work, no day is ever the same, and there is so much variety in my role, so it's great to see the improvements taking place."



## Site manager Iwan Lewis's report



The second phase of the development is now underway which will focus on the refurbishment of the Paediatrics department, the construction of the Clinical Decisions Unit and Administration Department

"Now that Phase 1 is complete we have started on Phase 2 of the improvement work.

"We have stripped out the Paediatric department and the steelwork for the extension is currently being erected. Once this is completed we will be pouring the ground floor slab, first floor and construction of the roof."



