



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



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# Incredible donation received from RAF Valley

Over £12,000 has been raised by the Royal Air Force Valley towards our Emergency Department at Ysbyty Gwynedd.

The generous donation of £12,756.00 was raised through a varied programme of charity events, organised by a team at RAF Valley, including charity runs, cake stalls, coffee mornings and some highly popular and successful motorcycle track days.

The donation, given to the North Wales NHS charity, Awyr Las, will support recliner chairs for our patients living with dementia.

The money raised will also be used to fund an art project inside the department to create a more welcoming environment.

RAF Valley Group Captain Nick Tucker-Lowe, Station Commander, said he was delighted to present the donation to the Emergency Department Matron, Lyn Roberts.

He said: "Each year the Station selects a cause to support that is based in the local community – for 2017/2018 Ysbyty Gwynedd's Emergency Department was selected as the Station's chosen charity.

"It was a pleasure to welcome Lyn Roberts from the Emergency Department to the Station and present a cheque for £12,756.00 on behalf of everyone at Royal Air Force Valley.

"The team at the Emergency Department provide such a valuable service to the local community and this is our way of thanking them for all they do.

"The Station has had a close link with Ysbyty Gwynedd for many years and we very much look forward to continuing this relationship in the future."

Lyn says the team at the Emergency Department are extremely grateful for the kind donation.



## 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.



"Thanks so much to the staff at YG ED for looking after my daughter - fantastic care!"



"I arrived on a busy night at the ED and was seen very quickly by the triage nurse - such a fantastic service we have there."



"The staff in the ED in Bangor are amazing - the nurses and doctors were amazing - very professional and friendly."

# Health Secretary visits the ED



Cabinet Secretary for Health and Social Services, Vaughan Gething, visited Ysbyty Gwynedd's Emergency Department this month to receive an update on the improvement work.

Our Head of Nursing and Clinical Services, Sian Hughes Jones, provided him with a tour of the unit where he met with staff. It was also an opportunity for him to see our new waiting room, triage rooms and new entrance into the Emergency Department.

During the visit he said: "I'm pleased that Welsh Government funding has enabled Ysbyty Gwynedd to undertake work to improve ED services here. The Assess to Admit Unit is a key part of the revised model of care, providing rapid integrated assessment particularly focusing on the frail elderly and acutely ill patients. When completed in 2019, It will lead to a reduction in unnecessary admissions, relieving some pressure on the workforce and enabling ED staff to provide the best care possible for patients."



# Site manager Iwan Lewis's report



"Phase 2 is underway – the floor slab at roof level has been poured and the ground floor and first floors are being prepped to be poured.

The walls in the paediatrics department are currently being erected, this will be followed with the construction of the external walls for the extension."



## Dementia friendly ED



Our ED staff are currently putting plans in place to make sure they are able to offer the best care for people visiting our department with dementia. Many people affected by dementia live with anxiety and fear that few others experience. The plans which will be implemented in our ED will aim to recognise those people who become extremely anxious, distressed or frightened in the department and give priority to their care.

Sean Page, Consultant Nurse within Mental Health & Learning Disabilities, who visited the ED recently to discuss the plans with staff, said: "Ysbyty Gwynedd's ED is enthusiastic to be part of this and the Matron, Lyn, and I are working up the action plan in progress.

"In the first instance we will be providing skilled level training to the nursing and reception staff, creating a dementia safe space.

"The project has been guided by people with dementia who have experienced attending ED."

