

Cyflwynwyd yr ymateb i ymgynghoriad y [Pwyllgor Iechyd a Gofal Cymdeithasol](#) ar [rhyddhau cleifion o ysbytai ac effaith hynny ar y llif cleifion drwy ysbytai](#)

This response was submitted to the [Health and Social Care Committee](#) consultation on [Hospital discharge and its impact on patient flow through hospitals](#)

HD 03

Ymateb gan: | Response from: Janet Finch-Saunders MS





Janet Finch-Saunders MS|AS

Aelod Senedd Cymru dros Aberconwy
Member of the Welsh Parliament for Aberconwy



Russell George MS, Chair,
Health and Social Care Committee,
Welsh Parliament,
By Email

Office of Janet Finch-Saunders MS,
29 Madoc Street,
Llandudno,
LL30 2TL.
01492 871198

The Welsh Parliament,
Cardiff Bay,
CF99 1SN.
0300 200 7245

8 December 2021

Re: Hospital Discharge

Janet.Finch-Saunders@senedd.wales

Dear Chair, Russell,

I hope that this letter finds you and all Committee members well. I am writing in response to the consultation on hospital discharge and its impact on patient flow through hospitals.

It is my pleasure to respond through my capacity as the Member of the Welsh Parliament for Aberconwy, and I can confirm that I am satisfied for my name to be published alongside the evidence I provide.

The Chief Executive of Betsi Cadwaladr University Health Board led me to believe that there were 294 patients medically fit for discharge in hospitals on 12 November 2021. Such a number goes to prove the severity of the situation, and partly explain why there are such serious problems on the front line, especially in A&E departments and with ambulance waiting times. Indeed, only 52.9% of patients spent less than the target time of four hours in North Wales emergency departments in October 2021. In fact, the figure was as low as 41.6% at Wrexham Maelor. However, there is a glimmer of hope: 99% were seen within four hours at Llandudno General Hospital, and 98.9% at other Minor Injury Units (MIUs).

I am clear that MIUs have the capability of seeing more patients, and reducing the pressure on major emergency departments. Indeed, I know of so many constituents who would automatically choose to drive to Glan Clwyd or Gwynedd because the emergency department has been downgraded in Llandudno. Indeed, the Unit can only assist with sprains; cuts and grazes; scalds; something in an individual's eye; insect bites and stings; and minor head injuries. This list of responsibilities should be subject to urgent review, as should the scandalous fact that the Unit is only open from 8.00am to 8.00pm seven days a week, and the x-ray unit 9:00am to 16:00pm Monday – Friday. Llandudno's emergency department has the potential to offer 24/7 care, and as such reduce the pressure on Gwynedd and Glan Clwyd.

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Additionally, Llandudno, a hospital with a central location along the North Wales coast, is being completely underutilised. For example, it has an Ambulatory Care Unit (ACU) which is supposed to offer same day care to patients at the hospital, meaning that they are assessed, diagnosed, treated, and go home the same day, without being admitted into hospital overnight. I submitted an FOI to the Health Board asking that I be provided with the number of patients which were seen at the ACU each day this year. From reading the enclosed copy of the response you will see that the figure is zero.

To make matters worse, I have now been informed by the Chief Executive that since the suspension of the ACU, the three medical staff running the service have left: two relocating to new roles in England and another returning to primary care. Whilst I understand that the Area Team are working through options to meet the service need, I am unclear as to when the service will reopen, and believe that this is a key example of Llandudno Hospital being overlooked, underutilised, and under-prioritised by the Health Board.

There is a social care crisis in Conwy County, to such an extent that I am aware that a constituent's care package collapsed, resulting in a move to a care home outside of the Local Authority area. As such, without a considerable increase in social care staff, it is going to be very difficult to improve hospital discharge. Therefore, I propose that the solution is within the Health Board structure: MIUs.

I have already provided evidence that Llandudno hospital is underused, and I strongly believe that the Committee would find the same true for Abergele, Colwyn Bay, Denbigh, Royal Alexandra, Ruthin, Deeside, Chirk, Holywell, Mold, Pwllheli, Dolgellau, Stanley, Alltwen, Llangefni, Caernarfon, and Tywyn, should an investigation be undertaken.

It would be much appreciated if you could kindly consider the possibility that the serious problems caused by delayed hospital discharge at the three district general hospitals in North Wales could be at least partially alleviated through having a policy in place which requires those patients who are medically fit for discharge to be transferred to the hospitals named in the above paragraph. Indeed, I would be delighted if they were to be developed to also serve as discharge hospitals.

Kind regards,

Janet Finch-Saunders MS/AS

Enc – FOI response



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Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Ein cyf / Our ref: 339/21/FOI

☎: 03000 858361

E-bost / Email: BCU.FOI@wales.nhs.uk

Dyddiad / Date: 9th November 2021

Dear _____,

Further to your request for information dated 21st October 2021, I am pleased to provide the following response.

Your request:

For each day of 2021 separately, please state how many patients were seen at the Ambulatory Care Unit (ACU).

You further clarified that you require this information for the ACU in Llandudno General Hospital.

Our response:

BCUHB can confirm that there have been no patients seen in the ACU in Llandudno General Hospital in 2021, as the unit has remained closed due to the COVID-19 pandemic.

If you are dissatisfied with the way the Health Board has handled your request for information, you can request a review by writing to us at the address below, however a review must be requested within 40 working days from the date the response was issued.

Information Governance Office
Betsi Cadwaladr University Local Health Board
Wrexham Maelor Hospital, Croesnewydd Road, Wrexham LL13 7TD

If you remain dissatisfied with the handling of your request or complaint, you have a right of appeal to the Information Commissioner at:

Information Commissioner's Office - Wales
2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH
Tel: 0330 414 6421
wales@ico.org.uk
www.ico.org.uk



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There is no charge for making an appeal. If you require any further assistance, please do not hesitate to contact me on 03000 858361.

Yours sincerely

Information Governance Manager

**We welcome correspondence through the medium of Welsh
Rydym yn croesawu gohebiaeth drwy gyfrwng y Gymraeg**