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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board

**Ysbyty'r Eglwys Newydd
Whitchurch Hospital**

Park Road, Whitchurch.
Cardiff, CF14 7XB
Phone 029 2069 3191

Heol Parc, Yr Eglwys Newydd
Caerdydd, CF14 7XB
Ffôn 029 2069 3191

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Welsh Health Telephone Network:
Direct Line/Llinell uniongychol: 02920 745681

**Adam Cairns
Chief Executive**

2 April 2013

Mr William Powell AM
Chair Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

Dear Mr Powell

Thank you for your letter dated 6th February 2013 in which you shared the petition from Mr Jeffrey Heathfield and his concerns relating to the Barry Minor Injuries Unit (BMIU). I can confirm that the Cardiff and Vale University Health Board have experienced some challenges last year in relation to staffing the unit due to staff sickness, however I hope that my response will provide you with the assurance that the Minor Injuries service is providing an 8 hour a day, 5 day a week service to the local population.

The BMIU is run by a team of highly qualified Emergency Nurse Practitioners who have significant experience and expertise in treating minor injuries in adults and children (over a year old). As a result of unexpected long term staff sickness, and for safety reasons, on 18th July 2011 a decision was made to temporarily open BMIU on reduced opening hours from 8.30am and closing to new patients at 2pm.

The Cardiff and Vale University Health Board is continually striving to ensure that we provide the appropriate services to meet patient's needs. Following a public review in 2012, new opening hours were introduced on the 6th August 2012 with the Unit opening from 8.30am to 4.00pm. To ensure that there is enough time for patients to be assessed and treated properly, it was agreed that new patients would be booked into the unit up until 3.30pm.

The BMIU service has been subject to much debate, primarily because of the challenge of maintaining an independent service in Barry while facing on-going unscheduled care demand, workforce and resource pressures in the Emergency Unit at the University Hospital of Wales.

While the University Health Board (UHB) and the local population of Barry wish to maintain this service they are not without the challenges.

As part of our continuing efforts to support the patients of Barry and the Vale of Glamorgan, the Health Board are launching a phone first service for patients wishing to access Barry Minor Injury's Service in Spring 2013. The phone first model will mean that patients in need of the minor injury service first call the BMIU's dedicated team of nurses who will assess the patient's condition over the phone. This approach will ensure those patients in need of urgent treatment are booked with priority appointments and patients whose condition requires treatment at another unit will be directed appropriately.

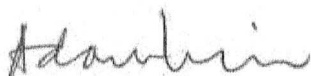
The phone first model marks a real investment in the Barry Minor Injuries Unit and ensures the service is more responsive to residents of the Vale of Glamorgan.

Over the coming weeks the Health Board will work with various stakeholders to ensure that the local population is aware of the change in service and more importantly communicating the change as to how they access the service.

The phone first helpline will be run and provided out of Barry Hospital and will over time be open for 24 hours a day 7 days a week, during the time that the unit is closed patients will either be booked into the next available session or signposted to alternate care pathways should their condition requires. This pilot will run for an initial period of one year and be evaluated. This will allow significant data to be gathered and the opportunity to remodel the service based on reliable evidence.

Thank you for bringing the concerns of the Petitions Committee and Mr Heathfield to our attention.

Yours sincerely



Adam Cairns
Chief Executive