

Local Service change

Swansea Bay CHC

reporting period: July – September 2020

| Service change proposal | CHC activity this period | comments |
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| <p>It was anticipated that the HB would need to make urgent temporary service changes in response to the Coronavirus. The proposal was to suspend the service change working protocol until normality was resumed.</p> | <p>CHC is being updated on a weekly basis as to the temporary service changes being undertaken by the HB during the pandemic. These include:</p> <ul style="list-style-type: none"> • Fracture clinic at Morriston hospital repurposed as a Respiratory Assessment Unit. • NPT hospital Ward G older mental health patients to be relocated to Suite 4, Tonna hospital. Ward G, NPT hospital to house covid-19 patients. • Urgent cancer patients could be diverted to Sancta Maria hospital | <p>Pro-formas for all temporary changes that the Health Board decide to take forward on a permanent basis will be discussed with the CHC when this decision is made.</p> |

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| | <p>keeping these at risk patients away from the Singleton site.</p> <ul style="list-style-type: none"> • HB to use language line, Council for the deaf and face time for the patients who are attending clinics on their own and require support. Information has been rolled out to GPs for use with e consults. • From Monday 30 March 2020 the Paediatric Emergency Department (PED) at Morriston will be co-located with the Paediatric Assessment Unit (PAU), creating a dedicated Children's Emergency Unit (CEU), to protect children and their families during the Covid19 outbreak. • GP surgeries – all 49 surgeries are open operating behind closed doors. Access to surgeries is via telephone triage or Ask my GP. • Dental surgeries – are closed except for emergency | <p>Dental surgeries re-opened for non covid emergency patients</p> |
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| | <p>appointments. The dental training unit at the Resource Centre in Port Talbot are seeing dental emergencies for patients suspected of having Covid-19.</p> <ul style="list-style-type: none"> • Pharmacies – changes to opening times. Opening an hour later, closing an hour earlier and extending the lunchtime. This is to restock and prepare patient scripts. • Opticians – shops have closed. staff to redeploy into Primary Care where there are gaps. • GPOOHs – moving from Morriston hospital to be temporarily housed in the Beacon Centre, SA1. As of April 2020 • Swansea Prison – to close to new admissions and transfers. HB looking at ways to facilitate health services ie I pad, Face time, both | <p>Pharmacy hours returned to normal.</p> <p>Optician shops re-opened using social distancing measures.</p> |
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| | <p>not practical due to the prison procedures.</p> <ul style="list-style-type: none"> • Gorseinon hospital – 10 more beds to be opened, utilising the gym area, early April. • Previous geriatric area at Morriston hospital converted to Respiratory Assessment Unit. Covid-19 patients entrance separate to A&E. • Expansion of floor space for covid-19 patients to move into the OPD areas 1 & 2 of Morriston hospital. Bay studios and Llandarcy Academy currently undergoing transformation into field hospitals, for those patients not requiring acute care. • MH & LD covid-19 patients isolation areas within Glanrhyd hospital and the detox area of Ward F at NPT hospital. | <p>Llandarcy Academy to be handed back September 2020.</p> |
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| | <ul style="list-style-type: none"> • As of Monday 13 April 2020, MIU will be delivered at NPT hospital only, due to the diminished numbers of patients attending both Morriston and NPT units, and also due to Morriston hospital is the main Covid-19 unit. • Morriston hospital Fracture clinic will also move to NPT hospital. As this is a planned service patients will be made aware through the clinic. • LLandarcy Academy, 342 beds, operational by 24 April. Bay Studio to follow with the first phase of 412 beds operational 10 days later. • Outpatient appointments when required undertaken by telephone, skype etc. Face to face if required. | <p>Llandarcy Academy to be handed back September 2020.</p> |
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| <p>Proposals to close Cwmllynfell surgery</p> | <p>Due to Coronavirus engagement will not move forward at this time. The HB will monitor the practice during this time.</p> | <p>To date the CHC has not been informed of a start date for consultation.</p> <p>There is considerable political and public interest.</p> <p>The CHC has asked the UHB to address a catalogue of issues raised by Community Councillors on behalf of the community.</p> |
| <p>Paediatrics, Obstetrics and Neonates and maternity services</p> | <p>Health Board provided an update at the May 2019 EC. The Executive asked for progress in relation to two areas of concern highlighted by the maternity review:</p> <ul style="list-style-type: none"> • Post Caesarean section infection rates • Post natal death rates | <p>Matter to be kept under review by all CHCs involved.</p> |
| <p>Proposals to close MIU at Singleton hospital</p> | <p>Letter received advising of the temporary closure extension. Due to</p> | <p>The closure will be kept on the Executive agenda until</p> |

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| | the coronavirus engagement will not take place in the near future. | consultation has ended and a way forward agreed. |
| Older Peoples Mental Health – Tonna hospital | <p>The Executive agreed to suspend engagement during the pandemic but the HB will continue to collect feedback from the public online. The closing date would be extended with an end date being agreed with the CHC further down the line.</p> <p>Letters were sent by the HB to families of all patients week ending 4 September in relation to the suspension which included the CHCs view that engagement ought to resume as soon as it is safe to do so.</p> <p>This statement will be released to the press and sent to members of the Senedd next week.</p> | <p>The CHC has again asked that patient concerns and the Health Boards response to the concerns be shared with the CHC.</p> <p>To be kept on the Executive agenda.</p> |
| Acute Medical Services redesign | Service change pro forma received at Executive Committee on 28.08.2020. Further discussions took place at | |

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| | <p>Service Planning Committee on 18 August and 8 September 2020. CHC representation on project board and engagement sub group.</p> <p>Following discussions the HB has written to the CHC stating their proposals for change and future engagement. CHC draft response letter will go to members 8.09.2020 before e-mailing to Health Board.</p> | |
| <p>Appointment system for booking blood tests</p> | <p>Urgent service change pro forma received for SPC on 18 August and further information received at 8 September SPC.</p> <p>Urgent changes have been made in the way patients access blood tests due to long queues of patients social distancing due to covid 19. Patients are asked to book a slot for Murrison hospital and the Bay Field hospital, this will be further rolled out to NPT and Singleton hospitals.</p> | <p>Service change pro forma required for further changes</p> |

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| | Further engagement will be undertaken with regard to a move towards relocating Primary Care and OPD phlebotomy from a hospital based service to a community based delivery. This was discussed during C4B back in 2012. | |
| ARCH – Swansea Wellness Centre – proposal to create new centre | HB delivered an update to Swansea Local Committee on 19 March 2019. The Executive has sought clarity as to the role of the CHC on the implementation Board. Involvement is likely to be restricted to collaboration with respect to continuous engagement plans. No further update in this quarter. | Awaiting further documentation re public engagement |
| Proposals to move sexual health services | Executive Committee received a paper at January meeting. EC considered the proposals –supported it in principle but identified a number of queries. EC received a verbal update at March 2019 meeting. EC noted that the HB would continue to | EC to receive further paper following HB delivering at HB Primary Care Board and HB Executive Board meetings. |

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| | <p>run the specialised services in the interim. No further update to date.</p> | |
| <p>Parkway clinic – Paediatric Dental Anaesthetic service</p> | <p>Update delivered to the September Service Planning Committee meeting. SB UHB currently commissions a Paediatric Dental Anaesthetic service from Parkway Clinic. A review of the service identified a number of safety concerns due to the fact that the service is not collocated with secondary care emergency clinical services. The health board has the second highest number of children in Wales receiving general anaesthetic for dental surgery. A Welsh Health Circular published in 2018 requires anaesthesia to be provided in “a general hospital with inpatient and acute care facilities”; Parkway as it stood could not be defined as a hospital setting.</p> | <p>CHC to write to the Health Board to emphasise the concerns/risks raised by CHC members. CHC want to see families being informed of the direct risk to the child receiving a GA as standard practice.</p> |

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| | <p>The HB challenge is to procure a Child Anaesthetist for this move.</p> <p>The service provided at Parkway was deemed high risk and changes were to be made to the delivery of services by December 2020.</p> <p>Due to covid 19 the areas/theatres required to move the service into Murrison hospital are not now available. During Covid services were halted, emergency dental services took over. Now the HB have been in talks with Parkway to extend the service for 6 months. The Medical Director and clinicians have undertaken a lot of work to mitigate risk.</p> | |
| <p>Hyper Acute Stroke Unit (HASU)</p> | <p>WAST update at FC meeting on 11.08.2020 – development of HASU in Murrison hospital and reconfiguration of regional stroke services.</p> | <p>WAST representative invited to Sept SPC to deliver update.</p> |

| Service change completed/on-going actions | CHC activity this period | Comments |
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| Vale of Neath surgery | No further update in this quarter. | HB has advised transport issues have been discussed with the Vale of Neath Patient Participation Group to develop a community transport model. HB are awaiting a response from DANSA. |
| Cardiac - TAVI | The TAVI service in SBUHB was placed in escalation level 3 on 5 February. A copy of the Royal College report commissioned by SBUHB and a draft service visit report was received by WHSSC prior to the quality escalation meeting on 8 April. A key issues paper had been taken to SBUHB on 26 March and the action plan was being monitored by the Quality Patient Safety Committee. It was noted that vascular cut-down was currently | |

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| | suspended whilst a further review was being undertaken. It has been agreed that a detailed update will be provided to the committee by SBUHB representatives once the work had been completed. | |
| Spinal Intrathecal Pump service | In the last quarter, the HB advised that no concerns had been raised by the patients involved. In this quarter HB had not had any patient feedback, this will be monitored. | |
| Proposals to close Penclawdd and Newton surgeries for refit | An update was considered by Executive Committee at its January 2020 meeting. Murton surgery reopened on 12 November 2019 with CHC members in attendance. HB communicated with key partners, via social media, press release, GP practice messages, informing AM's and Local Councillors to announce the re-opening. | Closed |

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| | Penclawdd surgery - reopened in February 2020 with CHC members in attendance. | |
| Kingsway surgery boundary change | <p>Executive Committee received an update at the February 2020 meeting. Kingsway surgery is looking to move their existing boundary westwards and contract the eastern area.</p> <p>The CHC responded to the application following receipt of the addition information previously asked for. The CHC on the basis of the response felt content that all necessary measures had been put in place to ensure minimal adverse impact resulting from the boundary change.</p> | closed |
| Ward G, Morriston hospital | Urgent service change due to infection on the ward. 19 patients are to be moved from various wards across the hospital into Ward A at NPT hospital to make room for the patients from Ward G. Due to the | Work complete |

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| | remedial works required on Ward G, the ward will be closed for a minimum of 3 months. | |
| Children and Adolescent Mental Health Services | January Executive Committee delegated decision making powers to the February Service Planning Committee, following receipt of a service change pro forma with regards to the sites where CAMHS services are delivered. SPC agreed the changes following further discussions, decision was based on better site, better transport links, additional services available within the new site area. | Closed |