



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

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Llanelwy, LL17 0JG

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Jack Sargeant, MS
Chair - Petitions Committee,
Welsh Parliament,
Cardiff Bay,
Cardiff,
CF99 1SN

Ein cyf / Our ref: CS/EG(CE24/0513)

☎: 01745 448788 ext 6382

Gofynnwch am / Ask for: Emma Hughes

E-bost / Email: emma.hughes19@wales.nhs.uk

Dyddiad / Date: 10th May 2024

Dear Jack,

RE: Petition P-06-1350 Re-open Dyfi Ward at Tywyn Hospital

The Committee has asked for an update on two areas:

1) Update on recruitment efforts, including efforts to recruit out of area (within the UK).

The Dyfi inpatient ward at Tywyn Hospital remains closed until there is a safe level of staffing to ensure patient safety, quality and standards of care in line with the Nurse Staffing Levels (Wales) Act (Sept. 2016). It has been a significant challenge to recruit despite numerous attempts.

Efforts to recruit continues and posts have regularly been advertised on a national basis via NHS Jobs. A targeted recruitment campaign on social media has continued and career opportunities have been advertised locally with the help of the Tywyn community.

Two internationally trained nurses have been successfully recruited to posts at Tywyn Hospital and I am glad to report that they have recently completed required competencies to practice as a registered nurse in the UK. However, to allow the inpatient Dyfi Ward to re-open, with safe care to Level 1-2 patients in 1-8 beds 24 hours per day, a further 1.72 WTE Registered Nurse (B5) need to be recruited. To manage patients of a higher acuity, or to open further beds, additional staffing resource would be required.

I am very pleased that an additional two internationally trained nurses have been appointed and arrangements for these two nurses to travel to the UK are in progress with a view to filling the remaining vacant posts in Tywyn hospital. We are yet to have a firm timeline and they will of course need to complete the required competencies upon arrival.

The Committee may also be interested in some of the other services and actions the health board are taking to ensure there is a breadth of health services available to the people in the Tywyn region.

Cyfeiriad Gohebiaeth ar gyfer y Cadeirydd a'r Prif Weithredwr / Correspondence address for Chairman and Chief Executive:
Swyddfa'r Gweithredwyr / Executives' Office
Ysbyty Gwynedd, Penrhosgarnedd
Bangor, Gwynedd LL57 2PW

Gwefan: www.pbc.cymru.nhs.uk / **Web:** www.bcu.wales.nhs.uk

Mae Swyddfa'r Prif Weithredwr yn croesawu gohebiaeth yn Gymraeg a bydd yn sicrhau y darperir ymateb yn Gymraeg heb oedi.
The Chief Executive's Office welcomes correspondence through the medium of Welsh and will ensure that a response is provided in Welsh without incurring a delay



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- The Tuag Adref (Homeward bound) service in Tywyn supports the re-ablement of patients and facilitates discharge from hospital to home earlier and support to avoid admission to hospital where possible. Since the service commenced in May 2023 there have been 95 referrals into the service. In both July 2023 and January 2024, the number of calls carried out exceeded 450 calls. Positive feedback has been received from staff and patients regarding this service.
- Since opening the treatment room in June 2023 there has been 1340 attendances recorded. The number of patients attending the treatment room remains over 120 per month. A number of different types of cases are seen in the treatment room, these include dressings, blood tests and catheter management. This service continues to expand as training and competencies are developed. The service supports existing services e.g. District Nursing, MIU and GP practice to reduce waiting times, increase capacity and improve patient experience. The treatment room enables patients to access care closer to home.
- Following a workshop with staff in Tywyn Hospital a Wellbeing Hub was developed which runs on a weekly basis on a Thursday 2-4pm. Feedback for the wellbeing hub has been positive and it has been key in supporting people who are lonely. A number of guest speakers have attended the wellbeing hub including;
 - Falls prevention team
 - Carers Outreach Service
 - Care and Repair Cymru
 - Tan y Maen (Resources for mental health and wellbeing)
 - Music therapy
 - Memory clinic sessions

We continue to be committed to working with the residents and representatives of Tywyn. Additional beds at Dolgellau Hospital have been opened in the interim period. The health board held a further workshop on 26 April 2024 with local stakeholders to look at developing a sustainable service model for Tywyn and the surrounding area. Attendees including members of the hospital action group, Tywyn town Council, Senedd member, local authority, neighboring health board, and staff from the hospital and the local care homes. It was a very productive workshop and the agreed actions are currently being collated.

1) Details of the reason for the Health Board's decision to withdraw the right for public questions to be asked at general meetings.

The health board's regular board meetings are held in public, consistent with all NHS bodies in Wales and in accordance with the Public Bodies Act 1960.

The Board is committed to exploring meaningful engagement with the public where there are opportunities to raise issues and suggestions in a number of ways. In September



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2023 the health board invited feedback from the public on how the Board could more effectively respond to their questions and also seek feedback on a more effective process with LLAIS and other partnership organisations. After receiving feedback, the approach now includes:

- Emphasising through Board meetings and on the BCUHB website that questions are welcome at any time. Board meetings are just once every two months and give limited time to fully consider the matters raised through questions raised to the Board. Questions can be submitted to the Chair, Chief Executive or through the contact details that are available on the website at any time and they will receive a response.
- A Citizen's Experience Report has been developed in conjunction with LLAIS. The aim of this report is to provide a regular North Wales population voice to the Board Table at meetings. It is compiled based on experiences shared by patients, carers, correspondence with their advocates and also seeks to highlight any emerging trends. This allows many voices and matters to be highlighted, rather than one issue. The first report was presented in January 2024 with the second due in May 2024.
- Community Engagement Events are now held regularly across the health board geography where the population has the opportunity to meet the Board in a community location close to them. This gives the opportunity to receive updates on matters related to their part of North Wales and raise issues which are important to them. This level of engagement contributes to understanding how to improve the services we commission and provide. Since their launch in January 2024 the health board has held four of these events. Details of further events will be available on the website.

Kind regards,

A handwritten signature in black ink, appearing to read 'Carol Shillabeer'.

Carol Shillabeer
Prif Weithredwr/Chief Executive