

P-04-466 Medical Emergency – Preventing the introduction of a poorer Health Service for North Wales – Correspondence from the Petitioner to the Chair, 21.05.2015

Dear Mr Powell,

Please find enclosed comments and evidence that further supports our petition – the wording of which was intentionally crafted to be very specific.

It is also significant that BCUHB in its latest report confirms what we have been saying all along for the last year or so in relation to the health care offer in North Wales.

Sincerely,


Michael Parry
Petitioner



Three arrests over fire on Great Orme

THREE people were arrested on suspicion of arson after a huge fire on the Great Orme, Llandudno. Police confirmed that two teenagers and a man in his early 20s were picked up by officers after fire swept across 500 square metres of land near Hautfe Gardens. They were released on police bail, said a spokesman. **PAGE 5**

KEATES: WHY I NEARLY QUIT FOOTBALL IN NOVEMBER



Former Wrexham skipper speaks out
POST SPORT

Couple jailed over Tesco voucher fraud

A COUPLE who defrauded Tesco out of thousands of pounds buying computer tablets, electronic goods and drink using loyalty vouchers have been jailed. Justine White, 44, and Joseph Robert McDermott, 45, went on a spending spree across North Wales but were caught by a suspicious Tesco worker in Abergele. **PAGE 16**

JIMMY THE OSPREY KILLED IN POWER LINE TRAGEDY

Rare bird's death triggers blackout Farm&Country



FALLING GP SERVICES PUTS LIVES AT RISK



Blast & Darren Millar AM

By RACHEL FLINT

OUT-OF-HOURS GP services in North Wales have been branded "unsafe".

An independent report reveals the service failed to meet every single Welsh standard last year. AM for Clwyd West Darren Millar said the report was "horrific" and lives are being put at risk.

FULL STORY - PAGE 6

Government slammed over out-of-hours shambles

balletcymru



venue cymru

Dydd Llun 18 Mai // Monday 18 May
Venue Cymru, Llandudno
01492 872000 | venuecymru.co.uk



■ May Malam

Celebration as ex-cinema worker May hits 100

A WOMAN who met her future husband whilst working at the Old Cosy cinema in Colwyn Bay is celebrating her 100th birthday.

May Malam was born in May 1915 in Bradford, and was one of five children. Her parents left Bradford during the First World War to live in Colwyn Bay where her mother ran a boarding house.

May met her future husband James Malam in 1940 during the Second World War. James was a projectionist at the old Cosy cinema in Colwyn Bay, and an army Sergeant in the Transport Division, travelling to Malaya and Singapore during the war.

May met James when she worked as a cashier at the Cosy Cinema. She worked there until she started a family.

James passed away in 2001 at the age of 89 - May has one son called Peter and two grandsons. Peter said: "My mother enjoys watching snooker and until recently liked to potter about in her garden.

"She will celebrate her 100 birthday on May 19."

The Cosy Cinema in Colwyn Bay was owned by M. A. Kenyon, who also owned the Princess cinema at the time.

In 1954, faced with the cost of installing Cinemascope, the company chose instead to close the cinema, stating it was economically unviable, and the premises were soon turned into a hardware store, which remains open.

Out of hours GP service 'failing'

BY RACHEL FLINT

Wales Affairs Correspondent
rachel.flint@rhyljournal.com

THE Welsh Government has been accused of sticking its head in the sand over "unsafe" out-of-hours GP services in North Wales.

A leaked report commissioned by Betsi Cadwaladr University Health Board reveals the service failed to meet every single Welsh standard last year. The independent review shows 84% of staff said at times they felt the service was "not safe".

One of the 117 doctors or nurses who responded to the staff survey said it was at times only safe "by the skin of its teeth".

Staffing issues, poor leadership and extensive waiting times were highlighted by staff working at the centres in Wrexham Maelor, Ysbyty Glan Clwyd, Bod-

SHADOW MINISTER BLASTS WG OVER LEAKED REPORT AND SAYS 'LIVES ARE AT RISK'

elwyddan, and Ysbyty Gwynedd, Bangor.

AM for Clwyd West Darren Millar branded the report as "horrific", accusing the Welsh Government of sticking their heads in the sand "like an ostrich" over the issues in North Wales. The performance of the out-of-hours service is reported weekly to the Welsh Assembly, but this report shows the out-of-hours service failed to meet all 10 of the Welsh Standards in 2014.

All "very urgent cases" should have a face-to-face consultation within an hour under Welsh standards, but this was only met

half the time in North Wales.

Deputy Health Minister Vaughan Gething was criticised for a lack of action during a heated session at the Senedd yesterday. Tory Shadow Health Minister Millar said the report made it clear the North Wales service was "unsafe, understaffed and failing". His concerns were shared by AMs Janet Finch Saunders and Aled Roberts, who expressed shock that three nurses had been suspended on full pay for three years - costing the service £240,000.

Mr Millar said: "This is yet another example of the people of North Wales being let down

by Betsi Cadwaladr University Health Board and indeed being let down by you, and that they are putting patients' lives at risk."

Mr Gething said Betsi should be given credit for addressing the issues in this independent review. He said: "I do think there should be some confidence that staff have taken part in it, and that comments are informing the action the health board is taking.

A Betsi spokesperson said: "The Health Board commissioned this report. The process was transparent throughout and out-of-hours staff contributed to the report, and staff have had sight of the final report. We welcome the report which made a number of recommendations. These formed the basis of an action plan which is being implemented."

■ DAILY POST SAYS: PAGE 8

YOUR ANGRY BIRDS DON'T SCARE ME

SEAGULLS are making their feelings known about Angry Bird scare balloons recruited to frighten them off. One reader snapped this picture of a gull standing right next to one on Rhyl High Street.

The Daily Post reported how the idea was thought up by Denbighshire council, who insisted they worked. But the seagull in the latest image - posted in a Facebook group called R.R.R Restoring Rhyl's Reputation by Rhian Harris - begs to differ.

Rhian said: "I thought the Angry Birds deterrent was a joke at first. When I realised the council had actually spent funds to do this, I realised it really is a joke."

Commenting in the group, David Gallon said: "If you didn't laugh you would cry at the stupidity of some of the ideas they come up with." And David Bevan said: "Perhaps DCC should send this photo to the company they bought the balloons off and demand a refund on behalf of taxpayers."

The scare balloons were dotted around the High Street in a bid to stop the pests swiping food from shoppers. A council spokesman said: "We have anecdotal evidence to say that it has been a success the majority of the time. We will consider all the feedback to see whether we carry on or whether we need to look at doing something different."



■ A seagull stands next to an Angry Birds balloon designed to scare them off. The real thing (inset)



Old explosives factory getting new lease of life

GWERIN y Coed, an organisation for young people, is bringing life back into the Cookes Explosives factory site at Penrhyndeudraeth. On Saturday an exhibition of old photos and memorabilia will take centre stage at Penrhyndeudraeth's Memorial

Hall as part of the annual Greenshoots Fair. The children and young people will also launch a brand-new project for the site's future and their plans to bring life back into Gwaith Powdwr.

Trust, Gwerin's young people have already used the site for a range of outdoor activities over the past four years. Llinos Griffin, the New Groups Officer for Gwerin y Coed said: "This exciting project will see young people revisiting the past through filming

interviews with former workers. This will enhance the skills and opportunities for of the young people by bringing local experts and volunteers to Gwaith Powdwr to make full use of the amazing wildlife at the site as well as creating outdoor opportunities. We are currently

looking for volunteers to become involved in the activities - as a one-off or on a regular basis. Everyone can be involved."

If you have any photos or memorabilia of the Cookes factory contact Llinos at llinos@gwerin.org

Noticeboard

» Nantlle Valley May Festival

IN their 20th year, and having raised over £100,000 for charities, the Nantlle Valley May Festival holds its Fun Day on Saturday, May 16, at the Memorial Hall, Penygroes. Charities benefiting this year will be the Hospice at Home and The Brian Tumour Fund (Awy'r Ias). Stalls £5 for community groups and charities, and £10 for businesses. For more details: Beryl Fretwell beryl@fretwell@hotmail.com or 01286 8808304.

» Society night

ANGLESEY Antiquarian Society and Field Club AGM at Oriel Myny's Môn on Friday, May 15. 7pm General Meeting, then refreshments. 8pm Gerallt Ilewellyn Jones on: Anglesey's Historic Heritage and the Island's Economy? Non members £2. hanesmon.org.uk

» Coffee morning

PENTRE Mawr Sheltered Housing Abergele resident are holding a Coffee Morning Sale and Grand Raffle, on Saturday, May 16, 10.30am-noon. In aid of The Residents Christmas Funds. Admission 50p, includes tea/coffee/biscuits

» Appeal event

FRIDAY, May 29, at 7pm, a Grand Fundraising Event for Nepalese Earthquake Appeal. Table top, cake stall, raffle, games, and refreshments. Any groups who would like to run a stall at this event contact Janet Pierce 01492 640443.

» Christian Aid

ST Asaph events for Christian Aid week. May 15, 10.30am to noon, a coffee morning and raffle at 13 Lon Y Parc. £1 admission. May 17 at 3.30pm, Closing Service in the Parish Church followed by refreshments.

» Market day

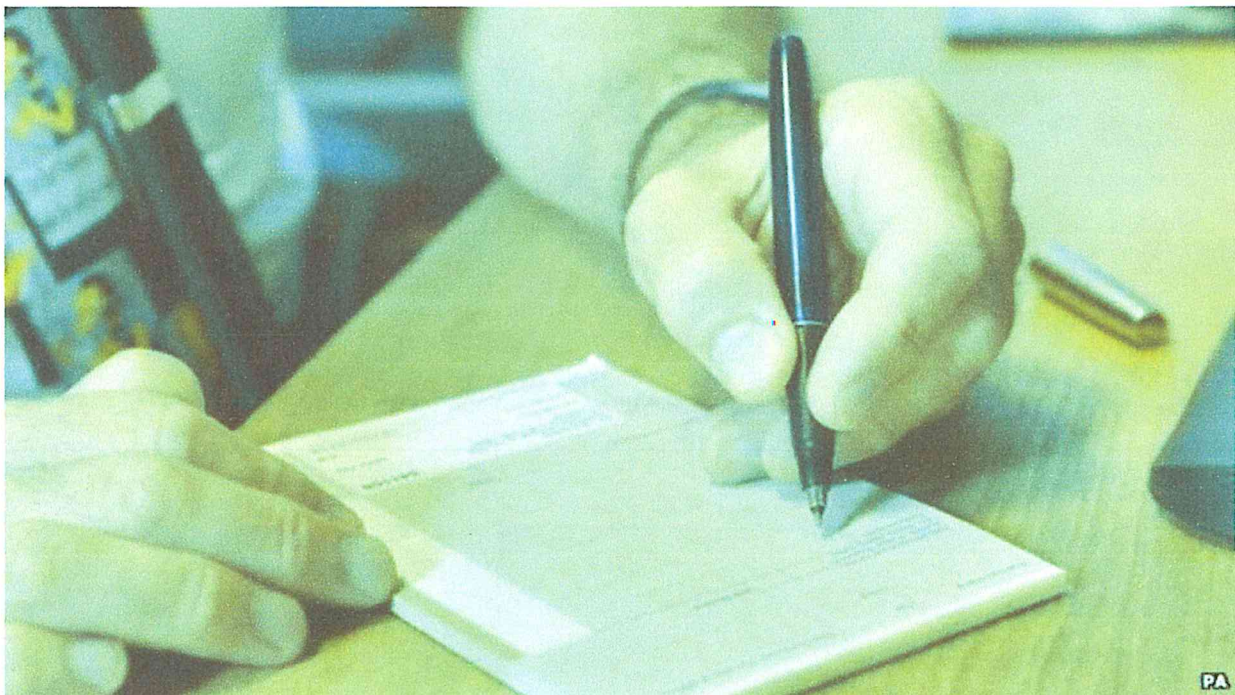
ANGLESEY Farmers Market is on Saturday, May 16, in Ysgol David Hughes, Menai Bridge. From 9am to 1pm.

■ If you are a group, charity or organisation hosting an event in North Wales, let us know on our Daily Post Communities Facebook page - facebook.com/northwalescommunity - or email joy.burgess@trinitymitr.org

[News](#)[Sport](#)[Weather](#)[iPlayer](#)[TV](#)[Radio](#)[More](#)[Find local news](#)[Home](#)[UK](#)[World](#)[Business](#)[Politics](#)[Tech](#)[Science](#)[Health](#)[Wales](#)[Wales Politics](#)[North West](#)[North East](#)[Mid](#)[South West](#)

GP out-of-hours service 'not safe' in north Wales, say staff

12 May 2015 [Wales](#)



Betsi Cadwaladr University Health Board said it welcomed the report and its recommendations

The GP out-of-hours service in north Wales is understaffed and has a number of management issues, according to a report seen by BBC Wales.

The leaked document includes responses from 117 staff and 84% said at times they felt the service was "not safe".

The health board said it commissioned the report as the basis of an action plan which was being implemented.

However the report also identified "a clear sense of pride" in the service and the dedication of staff.

The report by a team of consultants in March compared the north Wales service against recognised Welsh standards.

All "very urgent cases" should have a face-to-face consultation within an hour but, last year, that was achieved only half the time in north Wales.

The standards say 100% of urgent calls should have a definitive assessment in 20 minutes. The service managed 80%.

Concern was raised about unfilled shifts resulting in long waits for help on the phone and lack of leadership.

The **out of hours service**, which operates when GP practices are closed, is delivered from three centres at the district hospitals in Wrexham, Bodelwyddan and Bangor.



Clwyd West AM Darren Millar said the report exposed "serious failings"





Prestatyn GP Dr Eamonn Jessup: "The problem is down to recruitment"

The service at Ysbyty Gwynedd in Bangor is said to be the most effective.

Prestatyn GP Dr Eamonn Jessup, who is on the out-of-hours GP rota based at Glan Clwyd Hospital, Bodelwyddan, said staffing was a key issue.

"The report is very heavy on the management and how management can be improved but I do concern myself that you can get as many managers in as you would wish but, at the end of the day, they can't magically make up that number of nurse practitioners and doctors," he said.

"The problem is down to recruitment."

In a statement, Betsi Cadwaladr University Health Board said it had commissioned the study and that "the process was transparent" with staff having had sight of the final report.

It said: "We welcome the report which has made a number of recommendations. These formed the basis of an action plan which is currently being implemented."

Clwyd West AM Darren Millar, shadow health spokesman, said he had not seen any proof that action was being taken.

"You can see that these problems go back a long time and have not been addressed," he said, while studying the report.

The Welsh government said it did not comment on leaked reports.

Key findings

"There was an almost total lack of understanding regarding performance amongst all staff members in the survey and clinicians in both the interviews and site visits.

"Performance is perceived as a management issue, not a clinical one," the report said.

BETSI CADWALADR - OUT OF HOURS GP SERVICE		
MEASURE	TARGET	PERFORMANCE
1. NOT MORE THAN 5% OF CALLS ABANDONED AFTER 60 SECONDS	5% OR LESS	NOT MEASURED FAILED
2. 90% OF CALLS MUST BE ANSWERED WITHIN 60 SECONDS IF USING INTRODUCTORY MESSAGE	90% OR MORE	NOT MEASURED FAILED
3. ALL CALLS ANSWERED WITHIN 180 SECONDS	100%	NOT MEASURED FAILED
4. DEFINITIVE CLINICAL ASSESSMENT OF URGENT CALLS WITHIN 20 MINS	100%	80% FAILED
5. DEFINITIVE CLINICAL ASSESSMENT WITHIN 60 MINS ALL OTHER CALLS	100%	83% FAILED
6. IDENTIFICATION OF LIFE-THREATENING CONDITIONS WITHIN 3 MINS	100%	NOT MEASURED FAILED
7. FACE TO FACE CONSULTATIONS		
• VERY URGENT WITHIN 1 HOUR	100%	50% FAILED
• URGENT WITHIN 2 HOURS	100%	69% FAILED
• LESS URGENT WITHIN 6 HOURS	100%	NOT MEASURED FAILED

Full report on **BBC Wales Today** on Tuesday 12 May from 18:30 BST

We use cookies on this website, and some may have been set already. If you continue to use the site without changing your settings, we'll assume you agree to this. Find out more about which cookies we use and why Hide this message

Font size A A A A



Contact Us | Patients, Carers and Visitors | Services | Developments | About Us | Working For Us | Publications | Links | Media Hub | Site Map | A-Z List | Document Search

Home > News index > No more hanging on the telephone for GP appointments

Search Go

No more hanging on the telephone for GP appointments

Thursday, 16 June 2011

The First Minister of Wales, Carwyn Jones, joined Health Minister Lesley Griffiths at a GP practice in Caerphilly today (Thursday 16 June) to see how improvements in booking systems can benefit patients, doctors and staff.

Tonyfelin Medical Practice in Caerphilly is the latest GP practice in Wales to introduce the "My Health Online" system, which allows patients to book and cancel appointments and request repeat prescriptions, without having to telephone the surgery. Website users are also able to get advice and information to help them manage health conditions.

"My Health Online", backed by £1.7m from the Welsh Government, is part of a wider programme improving patient safety and the quality of health and social care through digital technologies.

The First Minister and Health Minister were visiting Tonyfelin Medical Centre, Caerphilly, on the day of publication of the GP Access Survey 2010-11, which shows that 92 per cent of patients in Wales are either "very satisfied" or "fairly satisfied" with the care they received at their surgery.

Carwyn Jones said: "The GP practice is often a patient's first port of call, and making an appointment should therefore be as straightforward as possible.

"The Welsh Government is committed to speeding up the development of online appointments for flexible GP booking, which for many patients is more convenient, and reduces administration for the GP practice."

Lesley Griffiths added: "As today's survey results show, the majority of people are reasonably happy with the services offered by their GP practices, but there is room for improvement.

"We are committed to making GP services much more accessible. In addition to online booking systems, we want to see more appointments available during the evenings and on Saturdays so that working people are able to see their doctor at a time that is most convenient to them. This will help reduce pressure on other health services, such as Emergency Departments.

"We are also committed to introducing a programme of annual health checks for people over the age of 50, enabling doctors to intervene early and, ultimately, save lives. This will also help to relieve pressure and costs to the NHS in the long-term. I intend to work closely with doctors in developing these proposals."

Source: [Welsh Assembly Government](#)

Share:

Betsi Cadwaladr University Health Board is the operational name of Betsi Cadwaladr University Local Health Board

[BrowseAldud](#) | [Accessibility](#) | [Terms of Use](#) | [Freedom of Information](#) | [Back to top](#) | Designed by [NHS Wales Informatics Service](#) for NHS Wales | [Privacy Policy](#)