



## Swansea Bay University Health Board

### Changing for the Future

Our plans for Changing Urgent and Planned Care Services following Covid

An engagement document on proposed changes to NHS urgent and planned care services in the Swansea Bay area.

Public Engagement: 26 JULY - 1 OCTOBER 2021

**SUMMARY VERSION**

## Introduction

This summary version of the *Changing for the Future* engagement document outlines proposed changes which are explained in greater detail in the main engagement document.

Over the past year-and-a-half the NHS Has been facing a set of very particular challenges arising from the global pandemic. We have had to adapt to address the realities of COVID-19. The accelerated way we have had to introduce some service changes, because of the pandemic, has meant that we have had to learn a lot in a short space of time. Many changes, such as the rapid expansion of digital healthcare, have been shown to be so effective that we are now seeking ways in which to embed them permanently into our overall fabric of services.

The principles underlying *Changing for the Future* are as follows:

- Health services should be local where possible and specialist where necessary
- We should adopt a single system approach to health and social care that ensures patients have an unbroken journey of care across the breadth of NHS services
- Care should be delivered in the right place, by the right person, at the right time
- Whenever it is safe to do so, patients should receive care in or close to their homes
- We should have regional and local collaboration to ensure that services meet the real needs of patients
- We should harness the power of digital technologies by offering patients online access to NHS services wherever possible
- We should ensure that our three main hospital sites provide a consistent level of care 24 hours a day, seven days a week, wherever necessary and appropriate

To meet these principles we are proposing certain changes to the way in which services are provided at our three main hospital sites.

We propose to make each of our main hospitals a centre of excellence for different services which means that not all services will be provided at each hospital. Rather than each site serving just its local area we are proposing a model of care in which all three serve the whole of the Swansea Bay area as part of a network of specialist healthcare provision.

The three distinct centres of excellence we aim to establish are:

**MORRISTON HOSPITAL** will become the centre of excellence for **URGENT AND EMERGENCY CARE, SPECIALIST CARE AND REGIONAL SURGICAL SERVICES**, including complex medical interventions. This is a general principle which has already been outlined and agreed in past public engagements.

**SINGLETON HOSPITAL** will become a centre of excellence for **PLANNED CARE, CANCER AND DIAGNOSTICS**. The COVID-19 pandemic has had a particularly significant impact on planned care services which have necessarily taken a temporary 'back seat' to the urgent demands on the NHS to manage the huge challenges created by the pandemic.

Whilst planned care is by its nature not urgent it is still essential, especially to patients awaiting care and who continue to suffer pain, discomfort and a reduced quality of life due to a lack of treatment.

**NEATH PORT TALBOT HOSPITAL** will become a centre of excellence for **ORTHOPAEDIC AND SPINAL CARE, DIAGNOSTICS, REHABILITATION AND RHEUMATOLOGY**.

Along with other planned care services, orthopaedic and spinal care services have been stretched by the COVID-19 pandemic. Waiting lists have become too long, especially for those suffering pain and discomfort waiting for knee, hip or back surgery. We recognised we need to take steps to address this challenge and improve the situation for patients and staff alike.

### Service relocations

As part of the proposed programme for change, and to create specialist centres of excellence at each of our three main hospitals, some services will inevitably need to be transferred from one site to another.

This will enable us to focus our skills, resources and knowledge on providing excellence across our entire range of services rather than aiming for a very broad range of services at each site.

This specialisation will also allow us to manage congestion and backlogs across our emergency care services, primary and planned care services and of course our ambulance service with our three hospital sites working together to provide the range and level of services needed to serve the health and social care needs of people living in the Swansea Bay area.

Some of the proposed service changes are as follows:

- The Minor Injuries Unit at Singleton has been temporarily closed for several years due to staffing problems. We are now proposing that in future minor injuries will be treated at our other hospitals, and not at Singleton. This will enable us to protect our planned care services there and ensure that patients are treated in appropriately staffed and equipped facilities.
- Also, in line with our efforts to concentrate planned care services at Singleton and urgent and emergency services at Morriston, we are proposing that the acute GP unit will be transferred to Morriston.
- Before the outbreak of COVID-19 a large-scale outpatient waiting area was built at Morriston. Due to the significant reduction in outpatient appointments during the pandemic most of this facility was repurposed to increase the space available for treating patients and providing emergency care and critical care. This has proved to be invaluable and enables us to better deliver urgent care services in improved facilities. As we plan to continue undertaking most of our outpatient consultations digitally, we will not need as much outpatient waiting space. We therefore propose to continue using this space for additional clinical services.

- As part of the development of the acute hub at Morriston Hospital we are also proposing that the GP out of hours service – which was temporarily transferred from Morriston to Neath Port Talbot during the pandemic – returns to Morriston. However, urgent GP appointments will continue to be available at Neath Port Talbot until 10p.m.
- We are also proposing the development of a new Hyper Acute Stroke Unit. We know that with the levels of deprivation in Swansea Bay, the consequences of traditional industries locally, and an ageing population, we need to increase our capacity to treat stroke patients and to do it in the best way possible. The evidence suggests the best care for all stroke patients across our population can be provided by a single specialist centre.

**We are now seeking your views. We want to hear from patients, staff, and all concerned, on whether our proposals would have a positive impact on the way we work in the future. It is only engaging, listening and working together that we can ensure the best outcomes for all concerned.**

You can let us know what you think by:

**Writing to us:**

Chief Executive  
Swansea Bay UHB  
One Talbot Gateway  
Baglan, SA12 7BR

**Via our engagement portal:** [www.changingforthefuture.engagementhq.com](http://www.changingforthefuture.engagementhq.com)

**Emailing us:** [SBU.engagement@wales.nhs.uk](mailto:SBU.engagement@wales.nhs.uk)

**Phoning us and leaving a message:** (01639) 683355

**Contacting us on Facebook:** @Swanseabay.nhs

**Twitter:** @SwanseabayNHS

Alternative versions of this document, in Welsh, large print (English and Welsh), audiobook (English and Welsh), British Sign Language video, Easy Read and Braille are available at <https://sbuhb.nhs.wales/about-us/public-engagement-consultation/> and you can request these by ringing 01639 683355 or by emailing us at [SBU.engagement@wales.nhs.uk](mailto:SBU.engagement@wales.nhs.uk).

Alternatively, you can let the Community Health Council know your views by:

**Writing to them:**

Swansea Bay Community Health Council  
Cimla Hospital  
Cimla, Neath  
SA11 3SU

**Or emailing them:** [swanseabay@waleschc.org.uk](mailto:swanseabay@waleschc.org.uk)