

! Changes effective from  
17 November 2020



GIG  
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WALES

Bwrdd Iechyd  
Addysgu Powys  
Powys Teaching  
Health Board

# Nevill Hall Hospital is changing: What does it mean for me?



## Know your healthcare options when Nevill Hall Hospital changes on 17 November 2020.

### CALL 999 or go to your nearest A&E



if you or your child have a life-threatening illness or serious injury. Make sure you know where your nearest A&E department will be from 17 November 2020.

My nearest A&E is: \_\_\_\_\_ Tel: \_\_\_\_\_

### CALL 111 or go to a MINOR INJURY UNIT



if you or your child have a minor injury.

- For children under 2 with a minor injury, please go to A&E
- For adults and children over 2 years old with a minor injury, please go to a Minor Injury Unit

My nearest MIU is: \_\_\_\_\_ Tel: \_\_\_\_\_



### Contact YOUR GP

if you or your child have an illness or concern that is not immediately life-threatening.



### Talk to your POWYS MIDWIFE

about your birth options. Your Powys midwife can be contacted in an emergency on 01874 622443.



### Call NHS 111 or visit [www.111.wales.nhs.uk](http://www.111.wales.nhs.uk)

if you or your child is unwell, unsure what to do and need help. You can also call 111 for urgent GP care when your own surgery is closed.



### Treat AT HOME or contact YOUR PHARMACIST

if you or your child have a minor illness or ailment such as a sore throat, cough, skin irritation or common mild illness.

To find your nearest A&E or MIU please see page 20.  
For more information, visit [www.pthb.nhs.wales/nevill-hall](http://www.pthb.nhs.wales/nevill-hall)

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## Foreword

From 17 November, services at Nevill Hall Hospital are changing. These changes will affect you if Nevill Hall is your nearest District General Hospital.

These changes are happening earlier than expected because the Grange University Hospital, near Cwmbran, is opening four months ahead of schedule. It is opening early to help the NHS prepare for COVID-19 during the winter.

Nevill Hall Hospital will continue to provide a wide range of outpatient appointments, diagnostics and planned procedures. But, it will no longer provide consultant-led accident and emergency services, consultant-led maternity & neonatal services and consultant-led children's services. These services will continue to be available to you from other hospitals here in Wales, and in neighbouring counties in England.

For example, most people whose current closest A&E hospital is Nevill Hall will in future be closest to Prince Charles Hospital (Merthyr Tydfil).

I want to reassure you that your health and wellbeing is our priority and you will still get the best treatment, but it might be in a different place. We have put together this information booklet to ensure you can access the right care, at the right time and in the right place.

Thank you for your understanding and for everything you are doing to keep Wales safe.

**Professor Vivienne Harpwood**  
Chair, Powys Teaching Health Board

**Carol Shillabeer**  
Chief Executive, Powys Teaching Health Board

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# What changes are happening to Nevill Hall Hospital?

## Nevill Hall Hospital is changing on 17 November 2020.

Nevill Hall Hospital in Abergavenny is changing on 17 November 2020. This is because the Grange University Hospital will open ahead of schedule to help the NHS respond to winter pressures and a potential second wave of COVID-19. Many of the services you receive at Nevill Hall Hospital will remain the same. But some important changes may affect how you access some health services in future.

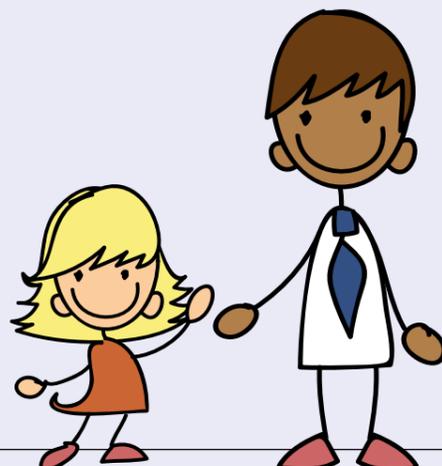
These changes mainly affect consultant-led A&E services, more complex operations (e.g. those requiring overnight stay), consultant-led maternity & neonatal services, and consultant-led children's services. Nevill Hall Hospital will continue to provide first-class care to residents of South and Mid Powys when the Grange University Hospital opens on 17 November.

Work is underway on a business case to establish a new radiotherapy unit at the Nevill Hall Hospital, run by Velindre NHS Trust. If approved, this would provide life-saving cancer treatment closer to home for more South and Mid Powys residents.



Service	Nevill Hall Hospital	
24/7 nurse-led Minor Injuries Unit (for adults and children aged 1 and over)	✓	In Powys, we also provide Minor Injury Units for adults and children aged 2 and over (see page 20).
Day surgery – where you are operated on and discharged on the same day	✓	We also provide day surgery services in Powys hospitals (see page 20).
Wide range of routine outpatient clinics for adults and children	✓	We also provide outpatient appointments in Powys hospitals (see page 20).
Diagnostic services – assessments, X-rays, MRI, CT scans	✓	We also provide diagnostic services including X-ray in Powys hospitals.
Medical Assessment Unit, Enhanced Frailty Unit and 213 inpatient beds	✓	These services will continue at Nevill Hall Hospital.
Midwife-led maternity services	✓	Talk to your Powys midwife about your birth plan (see page 10).
Consultant-led Accident and Emergency services	✗	Make sure you know where your nearest consultant-led A&E department will be from 17 November. See page 6 for more information about caring for your child in an emergency. See page 8 for more information about emergency care.
Children's inpatient services	✗	Make sure you know where your nearest consultant-led A&E department will be from 17 November. See page 6 for more information about caring for your child in an emergency.
Consultant-led births and Special Care Baby Unit	✗	Talk to your Powys midwife about your birth plan. See page 10 for more information about your birth options.
Inpatient surgery requiring overnight stay	✗	You will be contacted about any changes to your planned care. See page 11 for more information about changes to planned care.

# Caring for my child



**Children's services at Nevill Hall Hospital are changing from 17 November 2020. Outpatient and planned day case surgery will continue. Children's A&E and inpatient care will be available from neighbouring hospitals.**

## How are children's services at Nevill Hall Hospital changing from 17 November 2020?

Service	Children's Services at Nevill Hall Hospital from 17 November 2020	
Wide range of routine outpatient clinics	✓	Children's outpatient clinics will continue at Nevill Hall Hospital.
Planned day case surgery (e.g. tonsils, adenoids)	✓	Day case surgery for children will continue at Nevill Hall Hospital.
Minor Injuries for children aged 1 and over	✓	A minor injury service for children aged 1 and over will continue to be available from Nevill Hall Hospital.
Consultant-led Accident and Emergency services	✗	Nevill Hall Hospital will no longer provide consultant-led A&E services. Consultant-led A&E services will continue to be available from other hospitals in Wales and in England. Make sure you know where your nearest consultant-led A&E department will be from 17 November.
Paediatric Assessment Unit	✗	Nevill Hall Hospital will no longer provide a Paediatric Assessment Unit. Call 999 or go to A&E if your child is seriously unwell.
Children's inpatient services (e.g. overnight beds)	✗	Nevill Hall Hospital will no longer provide children's inpatient services. Children's inpatient services will continue to be available from other hospitals in Wales and in England. You will be contacted about any changes to your child's inpatient care.

**From 17 November 2020, Nevill Hall Hospital will NOT provide an emergency children's service for serious illnesses and injuries. In an emergency, call 999 or take your child to your nearest A&E department.**

### Immediately dial 999 to request an ambulance if your child:

- stops breathing
- is struggling to breathe – for example, if the area under their ribcage is "sucked in"
- is unconscious or seems unaware of what's going on
- won't wake up
- has a seizure (fit) for the first time, even if they seem to recover

### Take your child to your nearest A&E department if they:

- have a high temperature (fever) and they're lethargic (lacking in energy), despite having paracetamol or ibuprofen
- are breathing fast, panting or very wheezy
- have severe abdominal (tummy) pain
- have a cut that won't stop bleeding or is gaping open
- have a leg or arm injury and they're unable to use the limb
- have swallowed poison or tablets

Please talk to your clinical team if you are unsure about how the changes to Nevill Hall Hospital may affect any care your child receives for ongoing or chronic conditions.

Where you can take your child depends on their age and the severity of their injury or illness.

	Age 0 to 2	Age 2 and over
For serious illnesses and injuries	Dial 999 or go to A&E	Dial 999 or go to A&E
For minor injuries	Dial 111 or go to A&E*	Dial 111, or go to a Minor Injury Unit

\*The Minor Injury Unit at Nevill Hall Hospital can see children aged 1 and over. Minor Injury Units in Powys can see children aged 2 and over.

People living in South and Mid Powys will continue to access consultant-led accident and emergency services at neighbouring hospitals including:

- Prince Charles Hospital, Merthyr Tydfil
- Morriston Hospital, Swansea
- Glangwili General Hospital, Carmarthen
- Bronglais General Hospital, Aberystwyth
- County Hospital, Hereford
- Grange University Hospital, Cwmbran

**Dial 111 if it is urgent but not life threatening. NHS 111 Wales is free to call, 24 hours a day.**

The NHS 111 Wales website includes useful information about health services including: a symptom checker, a local services search, and a health encyclopaedia.

[www.111.wales.nhs.uk](http://www.111.wales.nhs.uk)

# How do I access healthcare in an emergency?

**Emergency care at Nevill Hall Hospital is changing on 17 November 2020. Nevill Hall Hospital will provide a 24/7 nurse-led minor injury unit. It will not provide consultant-led A&E services.**

## How are emergency services changing at Nevill Hall Hospital?

On 17 November 2020, 24/7 consultant-led accident and emergency services will transfer from Nevill Hall Hospital to the new Grange University Hospital in Cwmbran.

Nevill Hall Hospital will provide a 24/7 nurse-led Minor Injury Unit for adults, and for children aged 1 and over.

Residents of South and Mid Powys will continue to be able to access 24/7 consultant-led accident & emergency services from other neighbouring hospitals.

**Dial 999 if you have a life-threatening illness or serious injury.**

## What should I do in a medical emergency?

Please see page 6 for details on how to care for your child in an emergency.

**Call 999 if you have a life-threatening illness or serious injury.**

Here are some examples of medical emergencies when you should call 999:

- Chest pain
- Difficulty in breathing
- Loss of consciousness
- Severe loss of blood
- Choking
- Fitting / convulsions
- Drowning
- Severe allergic reactions

If you are taken to hospital by ambulance, they will take you to the best place for your treatment and care.

## Where will I receive consultant-led emergency care?

From 17 November 2020, residents of South and Mid Powys will continue to access consultant-led accident and emergency services at a wide range of hospitals across Wales and at neighbouring hospitals in England.

Most people whose current closest A&E hospital is Nevill Hall will in future be closest to Prince Charles Hospital (Merthyr Tydfil). A&E hospitals include:

- Prince Charles Hospital, Merthyr Tydfil
- Morriston Hospital, Swansea
- Glangwili General Hospital, Carmarthen
- Bronglais General Hospital, Aberystwyth
- County Hospital, Hereford
- Grange University Hospital, Cwmbran

For the most serious injuries ("major trauma") the best place to be is a Major Trauma Centre, such as the University Hospital of Wales in Cardiff, see page 14 for more information.

You can find your nearest A&E department or Minor Injury Unit by using the Local Services search on the NHS 111 Wales website at [www.111.wales.nhs.uk](http://www.111.wales.nhs.uk)

There is also a handy map on page 20.

## Where should I go with a minor injury?

Minor Injury Units in Powys and in neighbouring counties can treat less serious injuries such as cuts, bites and sprains. They are run by experienced nurses with extra training in the treatment of injuries.

Minor Injury Units in South and Mid Powys able to treat adults and children aged 2 and over, include:

**Brecon**  
01874 615800  
(24 hours a day)

**Llandrindod Wells**  
01597 828735  
(07:00 to 00:00 midnight, every day)

**Ystradgynlais**  
01639 844777  
(08:30 to 16:00, Monday to Friday  
excluding Bank Holidays)

**During COVID-19 we ask you to call before you visit**, so that we can keep you safe and keep our staff safe. Our expert nurses will be able to provide you with advice over the telephone, book an appointment for you, or refer you to another service if appropriate.

Many GP practices in Powys also offer a minor injury service. Check with your local practice for details.

You can also access a wide range of health advice in your local community. Find out more on page 15.

Nevill Hall Hospital will also provide a 24/7 nurse-led minor injury unit from 17 November 2020. This unit can treat adults, and children aged 1 and over.

**Dial 111 if it is urgent but not life threatening. NHS 111 Wales is free to call, 24 hours a day.**

The NHS 111 Wales website includes useful information about health services including: a symptom checker, a local services search, and a health encyclopaedia.

[www.111.wales.nhs.uk](http://www.111.wales.nhs.uk)

# Your birth choices

**From mid November 2020, Nevill Hall Hospital will not provide a consultant-led maternity unit. Talk to your Powys midwife about your birth options.**

If you're expecting, we want you to have as much information as possible to help you through your pregnancy and plan your labour and birth.

**Where can I give birth?**

You can give birth at home, in a unit run by midwives (a midwife-led birth unit) or in a consultant-led unit in a major hospital. Your options about where to have your baby will depend on an assessment of your needs. Women who are healthy with no complications ("low risk") may be able to consider all of these birth locations. Women with some medical conditions may be advised to give birth in a consultant-led unit in case you need additional treatment for you or your baby.

Your midwife will be able to help you plan the birth you want, whilst ensuring the wellbeing of you and your baby.

Our South Powys Midwife Team can also be contacted if you need emergency advice overnight or at the weekend via the Brecon Hospital switchboard on 01874 622443.

Call 999 if you have an obstetric or gynaecological emergency. Welsh Ambulance Service will take you to the most appropriate hospital for your care and treatment.

**How are maternity services at Nevill Hall Hospital changing?**

Service	Nevill Hall Hospital services from mid November 2020	
Home births	✓	No change: our experienced midwifery team in Powys offers home births across the county.
Midwife-led Birth Unit	✓	No change: our experienced midwifery team in Powys offers midwife-led births in our birth centres in Brecon, Llandrindod Wells, Knighton, Llanidloes, Newtown and Welshpool.
Consultant-led Maternity Unit	✗	Nevill Hall Hospital will no longer offer consultant-led births or special care baby unit from mid November 2020. Please discuss your birth plan with your Powys midwife.  If you have already booked to give birth with Aneurin Bevan University Health Board we recommend continuity of care with your obstetric plan. This would mean that your consultant-led birth would take place at The Grange from mid November 2020.

# What's happening to planned care?

**Planned care services at Nevill Hall Hospital are changing from 17 November. It will continue to provide a wide range of outpatient appointments, scans and day case surgery. It will no longer provide inpatient surgery requiring overnight stay.**

Many planned care appointments for residents of South and Mid Powys are available in our community hospitals. This includes day case surgery at our hospitals in Brecon and Llandrindod Wells.

Unless you are contacted, please assume that your outpatient appointment, scan or planned operation or procedure is going ahead unchanged.

Please accept our apologies that COVID-19 is continuing to affect planned appointments. Staff across the NHS are working hard to restart services, whilst ensuring this is safe for patients and safe for staff.

Information about the steps being taken to restart services in Powys and in neighbouring hospitals is available from [www.pthb.nhs.wales/find/restart](http://www.pthb.nhs.wales/find/restart)

Service	Planned Care Services at Nevill Hall Hospital from 17 November 2020	
Day Surgery (surgery where you are operated on and discharged in the same day)	✓	We also provide some day surgery services in Powys.
Diagnostic Services (e.g. assessments and scans including X-ray, MRI and CT)	✓	We also provide some diagnostic services including X-ray and endoscopy services in Powys.
A wide range of outpatient appointments (including children's and maternity outpatients).	✓	We also provide a wide range of outpatient services in our community hospitals in Powys.
More complex surgery requiring overnight stay	✗	Nevill Hall Hospital will no longer provide inpatient surgery requiring overnight stay. This will continue to be available for South and Mid Powys residents from other hospitals.

# Welsh Ambulance Service

**Welsh Ambulance Service is here to provide life-saving care in Powys, 24 hours a day.**

We have been working with the Welsh Ambulance Service so that they are ready to respond to the changes taking place at Nevill Hall Hospital from 17 November 2020.

**Following a serious incident or trauma, the pre-hospital role of paramedics is the most important aspect of the life-saving process.**

All crews are highly skilled professionals who can treat and stabilise patients before taking them to the most appropriate hospital, if necessary.

## What happens when you call?

You will need to tell the operator the address where help is needed, including the postcode if you know it, the phone number you are calling from, what is wrong and what has happened.

The operator will despatch an emergency ambulance, rapid response vehicle, urgent care vehicle, volunteer first responder, air ambulance helicopter or specialist teams depending on the incident and location.

Appropriate help will start to be arranged immediately. However, they will also ask:

- **the patient's age, sex and medical history**
- **whether the patient is breathing, conscious, bleeding seriously or has had persistent chest pain**
- **the type of illness or injury and how it happened**

The operator will tell you the best way to help the patient whilst the ambulance is on the way. When help arrives, the patient's clinical condition will be assessed and treatment may be given as necessary at the scene. If, after treatment, the patient's condition is still critical, then they will be taken to either the nearest hospital accident and emergency department or the most appropriate specialist centre, such as a heart attack centre or burns unit.

**Download the what3words app**  
This gives the ambulance service very accurate information about your location. This can be very important in a rural area like Powys [www.what3words.com](http://www.what3words.com)

For more information about the Welsh Ambulance Service, you can head to: [www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

# 24/7 Air Ambulance

**To ensure that everybody in Wales receives the same level of care, no matter where you and when you need help, the Wales Air Ambulance is providing a new 24/7 service.**

Since 1 July, Wales' 24/7 Air Ambulance service has been up and running with a new 24/7 Air Support desk and the launch of the 'Night-time service' whereby a consultant and critical care practitioner operate between 7pm and 7am from the Cardiff Heliport base using a Rapid Response Vehicle.

As part of Phase 2 of the 'Night-time service', from December a double-pilot crew and aircraft will be based at Cardiff

Heliport between 7pm and 7am, ensuring that the service has the capability to attend medical emergencies across Wales.

For more information about the latest EMRTS developments, you can head to: [www.emrts.cymru/247](http://www.emrts.cymru/247)

You can find out more about the Wales Air Ambulance Charity and make a donation at [www.walesairambulance.com](http://www.walesairambulance.com)



# South Wales Major Trauma Network

Serving the population of South Wales, West Wales and South Powys, the Major Trauma Network aims to ensure patients with life-threatening or life-changing injuries receive the best possible care and treatment.

The new network launched in September 2020. It includes a major trauma centre at the University Hospital of Wales, trauma units (Princes Charles Hospital, Glangwili General Hospital, Grange University Hospital and Morryston Hospital) and rural trauma facilities (including Bronglais General Hospital) supported by other hospitals within the region.

The network complements the arrangements already in place for other parts of Powys, where our residents access the designated Trauma Units at County Hospital in Hereford and Royal Shrewsbury Hospital and Trauma Centres in Stoke and Birmingham.

## What is major trauma?

Major trauma refers to multiple and serious injuries that could result in disability or death. For example, serious head injuries, multiple injuries caused by road traffic accidents, and gunshot wounds.

Patients with these types of injuries will have a better chance of survival if they are treated within a major trauma network.

A major trauma network helps to ensure speedier recovery, reduced disability, quicker return to normal life, and better access to 24/7 major trauma care.

## What happens in an emergency?

Call 999 if you have a life or limb-threatening emergency. The Welsh Ambulance Service or Welsh Air Ambulance will take you to the most appropriate hospital for your care and treatment. For the most serious injuries, the best place to be is a Major Trauma Centre.

For more information about the South Wales Major Trauma Network, you can head to: [www.pthb.nhs.wales/find/majortrauma](http://www.pthb.nhs.wales/find/majortrauma)



# Local Care and Support

**A trip to the GP isn't always the best path to follow when we are unwell. Did you know that there are a number of local alternatives you can consider?**

## Self-care

Sometimes self-care is the answer. Having a good first aid kit to hand often means you'll manage without even leaving home.

Having a well-stocked first aid kit in the cupboard means you'll be prepared for when those common aches, pains, ailments, and injuries surprise you.

## 111 Wales

This FREE service is available 24 hours a day, seven days a week.



You'll find an A-Z online symptom checker offering advice on treatment, contact details to your local chemist, dentist, optician, minor injuries units and much more. Often there's no need to leave the comfort of home!

**[www.111.wales.nhs.uk](http://www.111.wales.nhs.uk) | Telephone: 111**

## Pharmacy

Community pharmacists offer fast and effective advice on over-the-counter treatments for a variety of minor illnesses or injuries.



## Minor Injury Unit

Injured yourself? Then follow the path to the Minor Injury Unit. Specialists are waiting to assess on-site and treat a range of injuries such as cuts, insect bites, minor head injuries (without loss of consciousness) and more.

There are Minor Injury Units in Brecon, Llandrindod Wells, Nevill Hall and Ystradgynlais hospitals.

At the time of print (mid-October 2020), all Minor Injury Units in Powys are currently APPOINTMENT ONLY services. Please ensure you ring in advance to make an appointment so that we can protect you and our staff from COVID-19.



Information about caring for your sick child is available on page 6.

## Helping each other

There are several voluntary organisations in South and Mid Powys who can help.

For more information about the organisations who are there to help, go to pages 16 and 17.

## Your GP

Of course, the GP is still available when you need them. But, by considering the alternatives first, you are helping to ensure that they only see those people that need them, which helps us all in the long run.

Please be aware that some services continue to be affected by COVID-19. We apologise for any inconvenience whilst we take steps to keep you safe and keep our staff safe.

### Credu Connecting Carers

Do you look after someone with a health condition and/or disability?

Then you matter too!

#### Credu supports Young and Adult Carers.

How Credu supports depends upon each individual person and their circumstances, but here are some ways that we can help:

- Practical information on getting support with your Caring role (services for the person you look after / respite / financial benefits you may be entitled to).
- Emotional support – we have a free counselling service run by skilled volunteers.
- We are trained to give you the time and the space to work through challenges and find solutions in a flexible manner – focusing on what truly matters to you.
- Young Carers and Adult Carers Groups – people who attend these groups report getting so much support from each other through sharing information, tips, activities and even having fun.
- Working alongside you for however long you would like us to and without any pressure.
- Courses to help manage your caring role such as first aid / manual handling / stress less / sleep easy.

#### Getting in touch:

01597 823800 | carers@credu.cymru | www.credu.cymru  
For upcoming groups & events: www.credu.cymru/events

@creducarers | www.facebook.com/creducarers



# infoengine

infoengine yw cyfeirlyfr ar-lein gwasanaethau trydydd sector ledled Cymru.



Os ydych chi'n edrych i ddarganfod pa wasanaethau sydd ar gael yn eich ardal leol CHI, yna edrychwch ddim pellach!

Ewch i: [www.infoengine.cymru](http://www.infoengine.cymru)

Os hoffech dderbyn cefnogaeth gyda chofrestru'ch sefydliad a'ch gwasanaeth (au), cysylltwch â ni:

infoengine@pavo.org.uk  
01597 822191

infoengine is the online directory of third sector services across Wales.



If you are looking to find out what services are available in YOUR local area, then look no further!

Go to: [www.infoengine.wales](http://www.infoengine.wales)

If you would like support to register your organisation and service(s), please contact us:

infoengine@pavo.org.uk  
01597 822191

infoengine

[www.infoengine.cymru](http://www.infoengine.cymru)  
@InfoEngine1

## Are you looking for local and national organisations or services that can help you?



Visit Dewis Cymru – THE place to find information about a range of well-being services in Wales.

#### Are you looking for local services that can help you?

Dewis Cymru aims to help people with their well-being by sharing information about a wide range of local and national organisations and services. Whatever you are looking for, from a childminder to a residential care home, Dewis has the answer! You can then make your own choice over which services best meet your needs.

#### Can Dewis Cymru help me?

Dewis Cymru has been developed to help people find information about organisations and services that can help them take control of their own well-being, so Dewis Cymru is for YOU! It is also useful for people like GPs, Librarians, Social Workers and lots of local organisations who offer information to the public as part of their work. So Dewis Cymru is for everyone!

#### What sort of information does Dewis Cymru hold?

Dewis Cymru provides a place for any local or national organisation to share information about the services they have to offer. The services listed might be provided by your local authority, the Health Board, a local or national charity or a community group, club or society (we share services with 'Infoengine' - a third sector directory, and with the NHS in Wales as part of the 'Health and well-being Wales partnership'). Some services may be provided free of charge, others may charge for their service. Dewis allows you to understand

what services are available and allows you to choose how best to meet your needs. So whether you're looking for childcare, something to do, help with housing needs, or help to provide care for someone, it's likely that Dewis Cymru will have information that can help you.

#### Where can I find Dewis Cymru?

Just go to [www.dewis.wales](http://www.dewis.wales). You'll then be able to search for services or browse our national information pages that have been designed to help you think about what matters to you. If you need any help, let us know using the 'Contact Dewis' link on the website and we'll be happy to help you.

#### How to contact us

You can contact us by:

- using the 'Contact Dewis' link on the website
- emailing us at [help@dewis.wales](mailto:help@dewis.wales)
- visiting our Facebook page
- contacting us via our Twitter page



# Community Connectors

## Looking For Support?

## Not Sure Who To Ask?

PAVO Community Connectors can put you in touch with voluntary organisations and community groups to support you.

We will work with you to access the right local services, support and information.

People ring us about many different things – shopping support, transport, benefits, health conditions, housing, loneliness and much more.

To talk to a Community Connector please contact us on:

01597 828649

[community.connectors@pavo.org.uk](mailto:community.connectors@pavo.org.uk)

@powysconnectors

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# Council Services

## AskSARA

AskSARA is an easy to use, self-assessment tool that provides expert advice and information on products and equipment for older and disabled adults and children to make your daily life easier:

- Visit [www.pthb.nhs.wales/find/asksara](http://www.pthb.nhs.wales/find/asksara)
- Choose a topic, including medication, mobility, memory, hearing & vision, shopping and personal care
- Answer some questions to identify areas you need support with
- Get advice on products and equipment that can aid with independent living

## Information and advice from Powys County Council about care and support for adults

ASSIST is Powys County Council's information and advice service for adult care and support. If you are looking for information or advice for adult care and support in your area, please call ASSIST on 0345 602 7050.

An experienced contact officer will be able to support you to access a range of services, including those for adults, older people or people with sensory impairment and learning or physical disabilities.

For more information on services for adults in your area, you can head to: [www.pthb.nhs.wales/find/adultservices](http://www.pthb.nhs.wales/find/adultservices)

## Supporting children and young people's emotional health and wellbeing

Knowing how to talk to your child about their emotional health and wellbeing, and recognising the signs that they might be worried, anxious or stressed can be really hard.

Here's a few signs to look out for:

- Low mood, sadness, frequent tearfulness
- Voicing / showing feelings of hopelessness and helplessness
- Irritability, intolerance of others
- Lack of enjoyment in things that were once interesting to them
- Increasing social isolation (including online socialising)
- Disturbed sleep patterns

For more information and support:

**Kooth Online Counselling**  
[www.kooth.com](http://www.kooth.com)

**Powys County Council Early Help Team**  
01597 827 666 or visit [www.pthb.nhs.wales/find/childservices](http://www.pthb.nhs.wales/find/childservices)

**Pupils can also access support through Hwb**

**If you or someone you know is in immediate danger you should dial 999**

# How we can keep Wales safe

As this newsletter goes to print in mid-October, COVID-19 continues to affect all of us and the NHS. Thank you for doing all you can to keep Wales safe. Please remember to:

- Observe social distancing
- Wash your hands regularly
- Work from home if you can
- Wear a face covering in indoor public spaces, including public transport
- Follow Welsh Government guidelines and restrictions

The main symptoms of COVID-19 are recent onset of one or more of the following:

- a new continuous cough
- high temperature
- loss of or change to your normal sense of smell or taste (anosmia)

You must self-isolate if you or anyone in your extended household has symptoms. If **you** have symptoms, you must get a test. The impact of COVID-19 does continue to change. So, please check the latest information when you receive this newsletter:

- Current information from Welsh Government is available from [www.gov.wales/coronavirus](http://www.gov.wales/coronavirus)

NHS staff and services are still under huge pressure and we can all do our bit by choosing the right service for our needs. You can find out more about this on page 15.

## Contact us

If you would like to share your feedback about the changes outlined in this booklet:

### Email us at:

[powys.engagement@wales.nhs.uk](mailto:powys.engagement@wales.nhs.uk)

### Write to us at:

Engagement Team, Powys Teaching Health Board, Bronllys Hospital, Bronllys, Brecon, Powys LD3 0LU

### Find out more at:

[www.pthb.nhs.wales/nevill-hall](http://www.pthb.nhs.wales/nevill-hall)

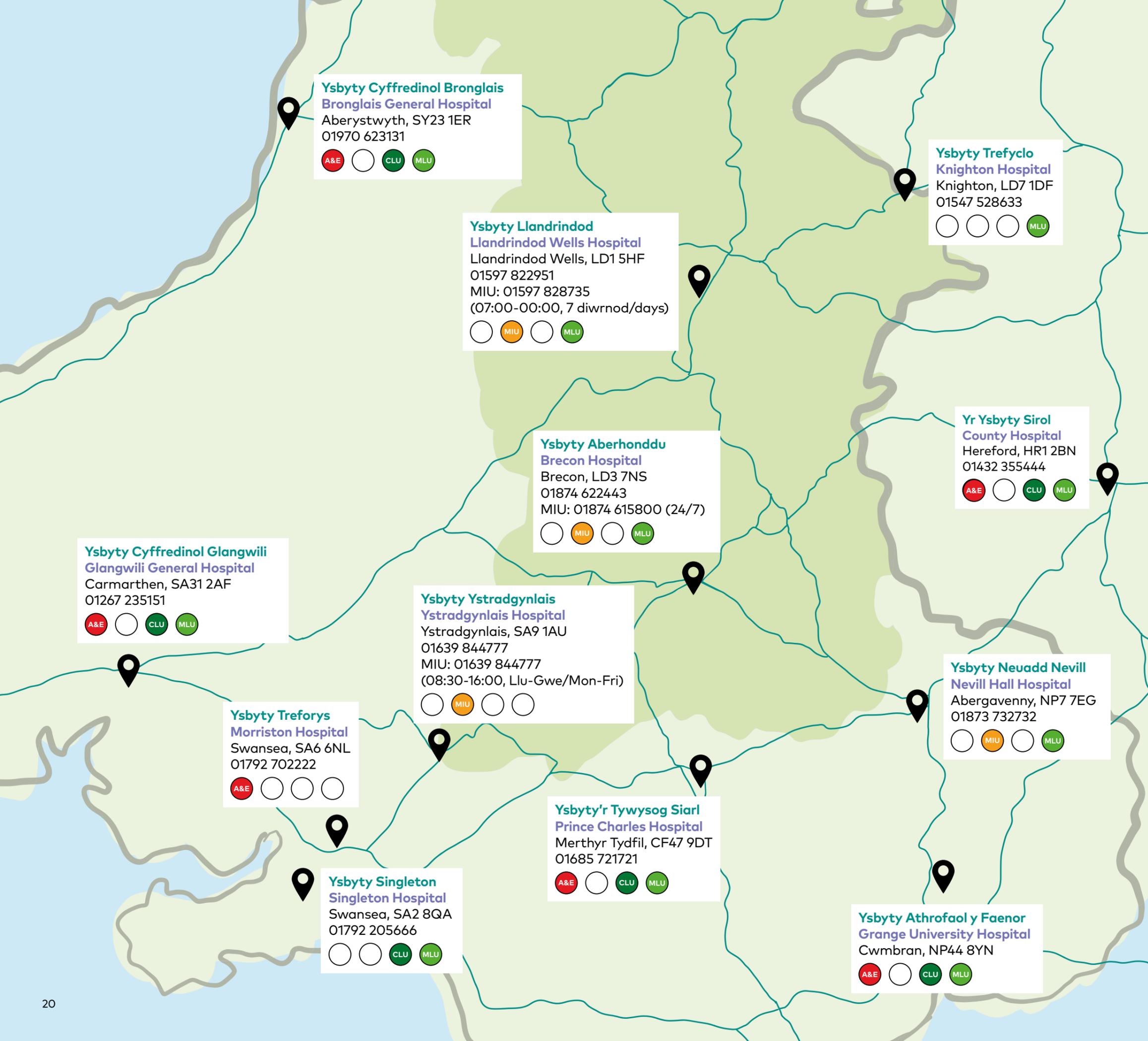
You can also share your feedback with Powys Community Health Council, which is the independent watchdog to represent the interests of patients and the public in the NHS.

### Email them at:

[enquiries.powyschc@waleschc.org.uk](mailto:enquiries.powyschc@waleschc.org.uk)

### Write to them at:

Powys Community Health Council, Brecon Office, 1st Floor, Neuadd Brycheiniog, Cambrian Way, Brecon LD3 7HR



**Ysbyty Cyffredinol Bronglais**  
**Bronglais General Hospital**  
 Aberystwyth, SY23 1ER  
 01970 623131  
 A&E ○ CLU MLU

**Ysbyty Trefyclo**  
**Knighon Hospital**  
 Knighton, LD7 1DF  
 01547 528633  
 ○ ○ ○ MLU

**Ysbyty Llandrindod**  
**Llandrindod Wells Hospital**  
 Llandrindod Wells, LD1 5HF  
 01597 822951  
 MIU: 01597 828735  
 (07:00-00:00, 7 diwrnod/days)  
 ○ MIU ○ MLU

**Yr Ysbyty Sirol**  
**County Hospital**  
 Hereford, HR1 2BN  
 01432 355444  
 A&E ○ CLU MLU

**Ysbyty Aberhonddu**  
**Brecon Hospital**  
 Brecon, LD3 7NS  
 01874 622443  
 MIU: 01874 615800 (24/7)  
 ○ MIU ○ MLU

**Ysbyty Cyffredinol Glangwili**  
**Glangwili General Hospital**  
 Carmarthen, SA31 2AF  
 01267 235151  
 A&E ○ CLU MLU

**Ysbyty Ystradgynlais**  
**Ystradgynlais Hospital**  
 Ystradgynlais, SA9 1AU  
 01639 844777  
 MIU: 01639 844777  
 (08:30-16:00, Llu-Gwe/Mon-Fri)  
 ○ MIU ○ ○

**Ysbyty Neuadd Nevill**  
**Nevill Hall Hospital**  
 Abergavenny, NP7 7EG  
 01873 732732  
 ○ MIU ○ MLU

**Ysbyty Treforys**  
**Morrison Hospital**  
 Swansea, SA6 6NL  
 01792 702222  
 A&E ○ ○ ○

**Ysbyty'r Tywysog Siarl**  
**Prince Charles Hospital**  
 Merthyr Tydfil, CF47 9DT  
 01685 721721  
 A&E ○ CLU MLU

**Ysbyty Singleton**  
**Singleton Hospital**  
 Swansea, SA2 8QA  
 01792 205666  
 ○ ○ CLU MLU

**Ysbyty Athrofaol y Faenor**  
**Grange University Hospital**  
 Cwmbran, NP44 8YN  
 A&E ○ CLU MLU

**Cyrraedd yr Ysbyty**

Mae Traveline Cymru yn cynnig gwybodaeth a chyngor ar drafnidiaeth gyhoeddus.

Teithio i'r ysbyty yng Nghymru:  
[www.fynhathiechyd.traveline.cymru](http://www.fynhathiechyd.traveline.cymru)

Gwybodaeth Teithio Cyhoeddus:  
[www.cymraeg.traveline.cymru](http://www.cymraeg.traveline.cymru)

Ymholiadau dros y ffôn:  
 0800 464 0000

Gwasanaeth Cludo Cleifion Mewn Achosion Nad Ydynt yn Rhai Brys

Mae Gwasanaeth Ambiwylans Cymru yn cynnig Gwasanaeth Cludo i gleifion ledled Cymru nad ydynt yn gallu teithio i'w hapwyntiadau ysbyty eu hunain am resymau meddygol.

Dysgwch fwy yn:  
[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)  
 neu ffoniwch 0300 123 2303

Mae rhagor o wybodaeth am yr ysbytai hyn ar gael ar ein gwefan yn:  
[www.biap.gig.cymru/neuadd-nevill](http://www.biap.gig.cymru/neuadd-nevill)

**Getting to Hospital**

Traveline Cymru provides information and advice on public transport.

Journeys to hospital in Wales:  
[www.myhealthjourney.traveline.cymru](http://www.myhealthjourney.traveline.cymru)

Public transport information:  
[www.traveline.cymru](http://www.traveline.cymru)

Telephone enquiries:  
 0800 464 0000

**Non-Emergency Patient Transport Service**

Welsh Ambulance Service provides a Transport Service for patients across Wales who are unable, for medical reasons, to make their own way to hospital appointments.

Find out more from:  
[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk) or call 0300 123 2303

More information about these hospitals is available from our website at:  
[www.pthb.nhs.wales/nevill-hall](http://www.pthb.nhs.wales/nevill-hall)

**Allwedd | Key**

- A&E Damwain ac Argyfwng Accident & Emergency
- MIU Uned Mân Anafiadau Minor Injury Unit
- CLU Uned dan Arweiniad Ymgynghorwyr Consultant-Led Maternity Unit
- MLU Uned dan Arweiniad Bydwagedd Midwife-Led Maternity Unit