



## CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	26 May 2022
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Update on the Review of Paediatric Services
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Professor Philip Kloer, Deputy Chief Executive & Executive Medical Director
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Helen Morgan-Howard, Interim Head of Transformation and Engagement Programme Office

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Ar Gyfer Penderfyniad/For Decision

### ADRODDIAD SCAA SBAR REPORT

#### Sefyllfa / Situation

The purpose of this report is to provide an update on the review of paediatric services following discussion by the Board at its meeting held on 30<sup>th</sup> September 2021.

The Board, at its meeting on 30<sup>th</sup> September 2021, undertook the following actions:

- **SUPPORTED** the extension of the temporary service arrangements until the review has been concluded. The intended review to commence in March 2022 with the decision to be re-considered by the Board in early Autumn 2022, recognising this will be dependent upon the ongoing response to the pandemic.
- **AGREED** that a further report will be presented to Board in September 2022.
- **AGREED** that QSEC will monitor patient experience in relation to the ongoing temporary change.
- **SUPPORTED** a collaborative review of the temporary service change with the Hywel Dda Community Health Council (CHC) from March 2022, with patient/family/carers experience and outcome monitoring being undertaken in the intervening period.

This report provides an update on the progress made on the collaborative review to date, and seeks approval from Board for the approach and detailed plan for undertaking the review and options appraisal process, as set out below.

#### Cefndir / Background

In March 2020, the Paediatric Ambulatory Care Unit (PACU), which was based in the Puffin Ward at Withybush General Hospital (WGH), was relocated to Glangwili General Hospital (GGH), Carmarthen. This was to enable an additional clinical environment to support patient flow across the WGH acute site to facilitate the management of infection control issues relating to the COVID-19 Pandemic.

The Health Board agreed to review the temporary changes to paediatric services at WGH in March 2021. However, due to the ongoing need to respond to the demands of the pandemic

and an increase in admissions in WGH, a temporary decision was made to continue with delivery of PACU emergency services at GGH.

In September 2021, Welsh Government directed all Health Boards to prepare for an increase in paediatric patient presentations of Respiratory Syncytial Virus (RSV). As a result of the Welsh Government direction, the Health Board acted to reinforce the temporary pathway from Pembrokeshire to Carmarthenshire. A detailed communications plan was enacted, which included distributing a leaflet to all households in Pembrokeshire aiming to minimise the risks an acutely ill child or young person may encounter if they presented to WGH. Equally, a focus on the minor injury pathway at WGH (to which paediatric cases are encouraged to attend) was also subject to re-focus. This included clarifying, by the installation of new, temporary signage, that the service at WGH is a paediatric Minor Injury service and an adult A&E.

This pathway was supported by anaesthetic, emergency and paediatric clinicians. A new triage tool was also designed to prioritise and support rapid intervention for children who may continue to present at Withybush with time-sensitive illness and to signpost clinicians to access appropriate transfer services to repatriate the patient to the right place of care.

A control group (which included general managers, ED consultants, consultant paediatricians, communications and engagement teams, and representation from the CHC) was also established in September 2021 to oversee the utilisation of the pathways and service model, and to monitor feedback from patients, family and carers.

Feedback on paediatric services across the Health Board can be made by completing any one of the following surveys for Children and Young People:

- survey for patients/carers/relatives;
- survey for 4-11 year olds;
- survey for 11+ year olds.

Appendix 1 sets out the responses for each of the above surveys for the period 2<sup>nd</sup> September to 30<sup>th</sup> November 2021. Please note that the data includes responses for all hospitals across the Health Board area.

On 30<sup>th</sup> September 2021 (**PM(21)161**), the Board approved recommendations for the temporary service arrangements to continue until the outcome of the Interim Paediatric Service Review. The temporary changes initiated at WGH therefore remain in place.

A Project Group called the 'Interim Paediatric Review Group' was established to undertake the review in March 2022, as well as an Executive Steering Group to oversee and provide assurance on the process of the review. The Executive Steering Group is chaired by Professor Philip Kloer, and provides assurance directly to the Executive Team via the Chair.

The Interim Paediatric Review will:

- Undertake an assessment of the impact of the interim changes to paediatric services at Withybush and Glangwili Hospitals since 2014, resulting in one report outlining all the changes, impacts and issues to date;
- Review all engagement activity undertaken to date from the period 2014 to 2022 to include internal engagement within the Health Board and wider stakeholder engagement to include service users;
- Undertake a clinically led appraisal of the options for the interim service between now and the establishment of the new hospital network (predicted to open in 2029);

- Following discussion with CHC, make a recommendation to HDdUHB Public Board around whether engagement and/or consultation around the future service is needed following the Options Appraisal.

### Asesiad / Assessment

During April 2022, a detailed project scope, project plan and timeline were created, setting out all the stages within the review and options appraisal process, to ensure that the process is robust and transparent, and allows sufficient time to undertake each stage.

This detailed plan was subsequently shared with the Consultation Institute, who approved both the process and the proposed timeline for undertaking each stage within the process.

Another option for undertaking the review and option appraisal process within a shorter timeframe was explored. However, having considered best practice and advice from the Consultation Institute around the need to involve stakeholders early in the process, this option (with a truncated timeline) was discounted, since it would not allow sufficient time for the process to be robust.

The timeline in Appendix 2 sets out the stages and milestones of the review and options appraisal process.

The key milestones and deliverables are:

- An issues paper presented to Board in September 2022, for information. The issues paper will set out all the changes to acute paediatric services in WGH and GGH from 2014 to the present date, outlining the rationale for changes, decisions, key issues, and relevant data;
- An options appraisal process undertaken by the end of October 2022;
- An output report presented to Board in November 2022, outlining the full list of viable options for interim paediatric services (until the establishment of the new hospital), along with a recommendation from the Executive Steering Group and CHC about whether formal engagement and / or consultation is required around these options.

### Argymhelliad / Recommendation

The Board is asked to approve the approach and detailed plan set out in this paper for completing the review and the options appraisal process, to ensure that the process for undertaking the review and options appraisal is as robust as possible.

#### **Amcanion: (rhaid cwblhau)**

#### **Objectives: (must be completed)**

Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol:  
Datix Risk Register Reference and Score:

1274: Pembrokeshire Paediatric Pathway (Acute and Emergency presentations at WGH)  
1126: Women & Children Phase II Project Risk (this relates to the risk of supply chain partners / financiers walking away from the project)

Safon(au) Gofal ac Iechyd:  
Health and Care Standard(s):

All Health & Care Standards Apply

Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	9. All HDdUHB Well-being Objectives apply

<b>Gwybodaeth Ychwanegol: Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Public Board reports Risk Registers
Rhestr Termau: Glossary of Terms:	QSEC – Quality, Safety & Experience Committee
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Executive Medical Director Chief Executive Officer Executive Director of Operations Director of Strategic Development & Operational Planning

<b>Effaith: (rhaid cwblhau) Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian: Financial / Service:</b>	Not applicable - extension to current temporary pathway.
<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	The recommendations are intended to improve the quality of the service.
<b>Gweithlu: Workforce:</b>	This is an extension to the interim proposal.
<b>Risg: Risk:</b>	The review and options appraisal need to be robust and transparent, and we have therefore sought advice from the Consultation Institute about the process and timeline required to undertake the work.
<b>Cyfreithiol: Legal:</b>	Any risk of legal challenge is mitigated as this is an extension to the interim proposal (and an extension to the existing temporary service change).
<b>Enw Da: Reputational:</b>	Due to the series of changes to the Paediatric Service, This is likely to be subject to increased media scrutiny given the historical focus that has been generated in relation to Pembrokeshire health care provision.
<b>Gyfrinachedd: Privacy:</b>	No identified risk in relation to privacy.
<b>Cydraddoldeb: Equality:</b>	EQIA in the process of being completed and will be overseen by Executive Steering Group.



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

APPENDIX 1

# ALL WALES CHILDREN & YOUNG PEOPLE SURVEY RESULTS 02/09/21-30/11/21

## Children & Young People Survey Results

Page 2-16

Parents/Carers/Relatives

Page 17-22

4-11 years old

Page 23-27

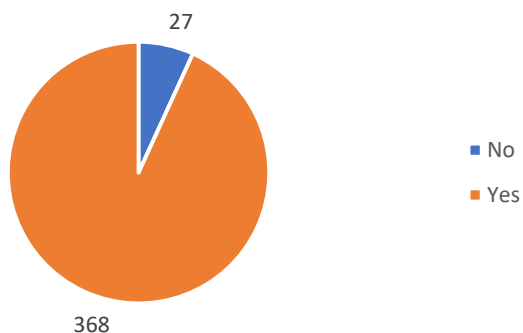
11+ years old



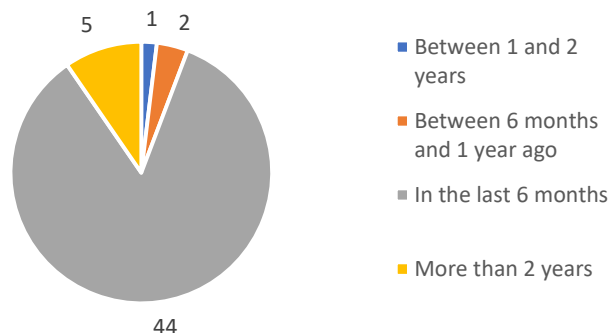
## Parents, Carers and relatives

2021 – 2022

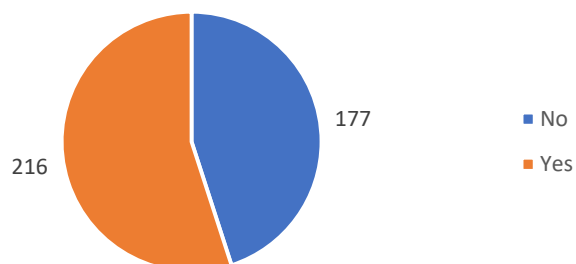
Are you completing this form at the time of your child's stay in hospital?



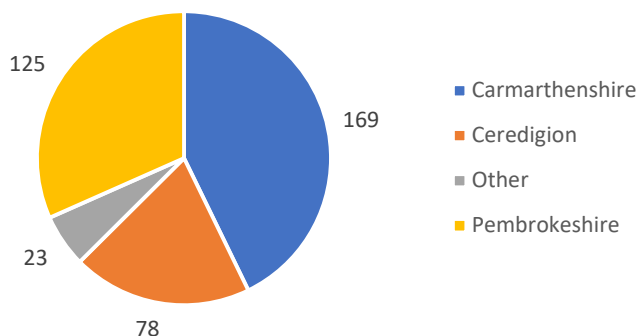
If No, when did you last use hospital services?



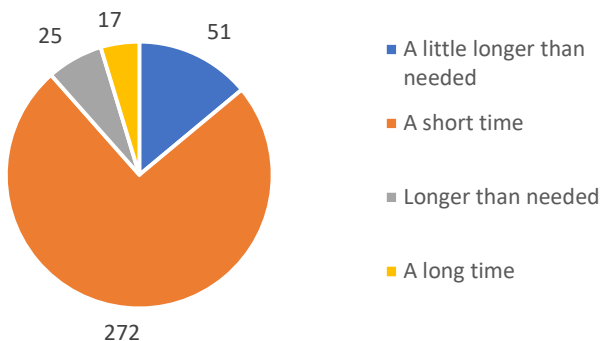
Does your child have open access to the children's ward?



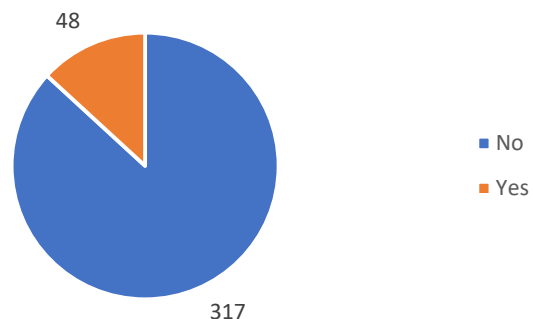
Where do you live?



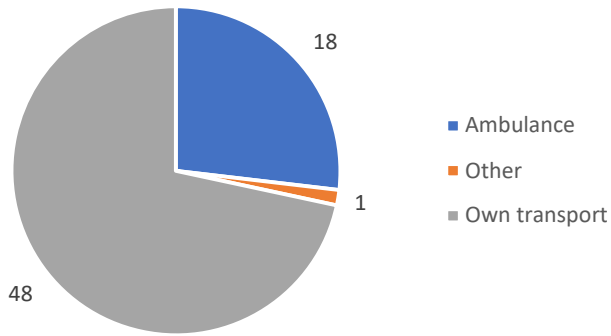
From the time you realised you needed to use this service, was the time you waited:



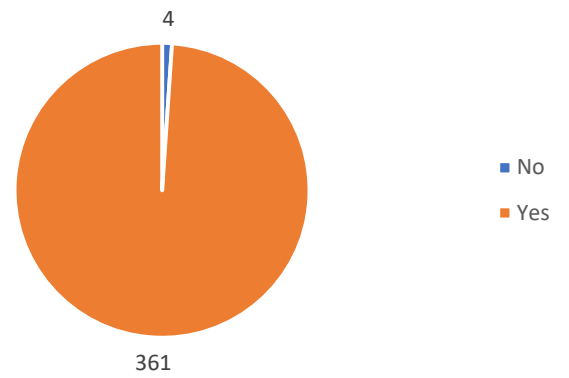
Did your child need to be transferred from one hospital to another?



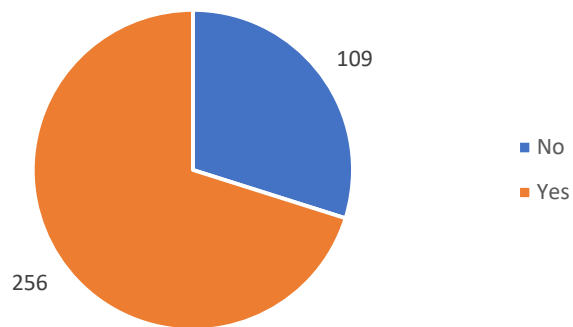
If Yes, how were you transferred?



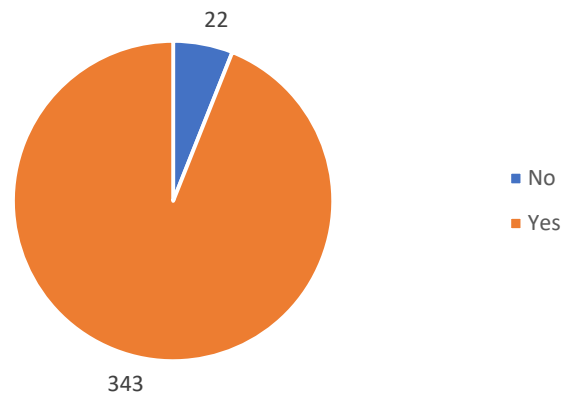
When you were admitted were you welcomed?



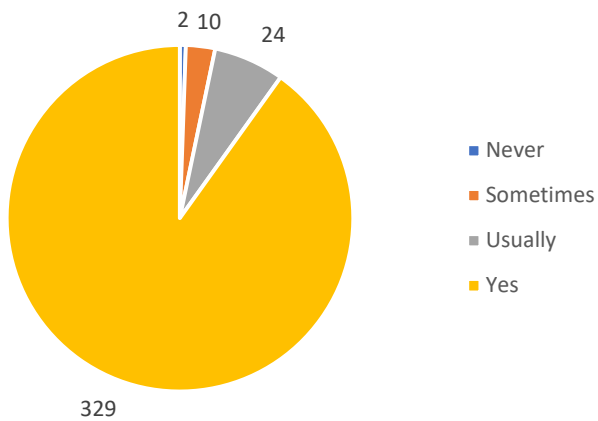
Were you shown around the ward?



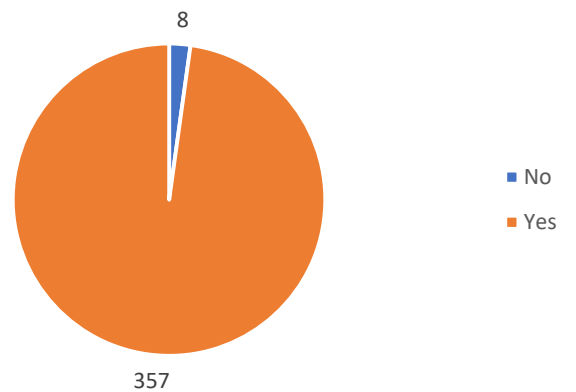
Were you given the information you need?



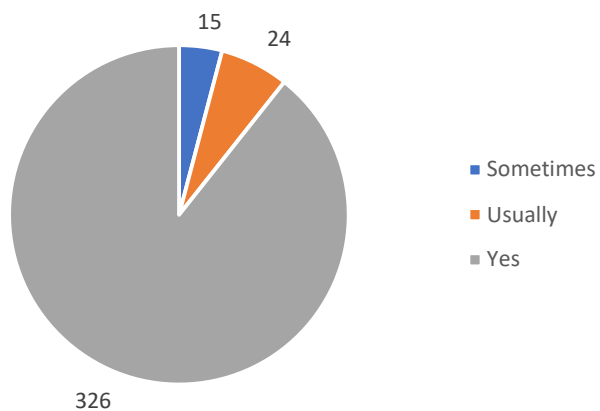
Did the staff introduce themselves to you?



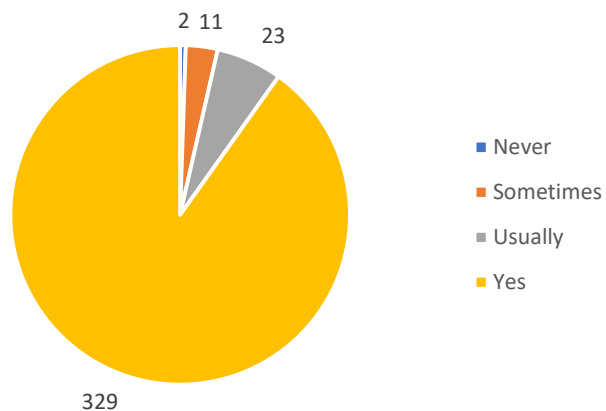
Was it possible to meet your needs in the ward/unit environment?



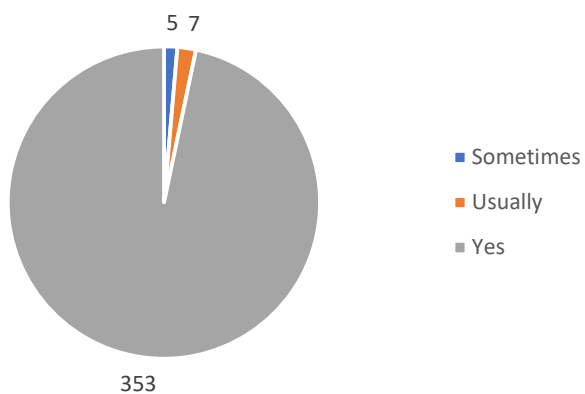
Did you feel supported?



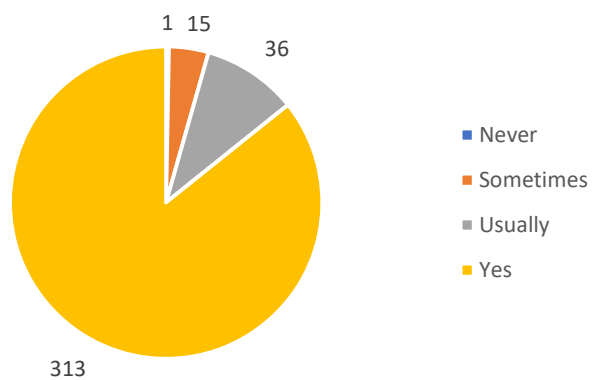
Did you feel you were listened to?



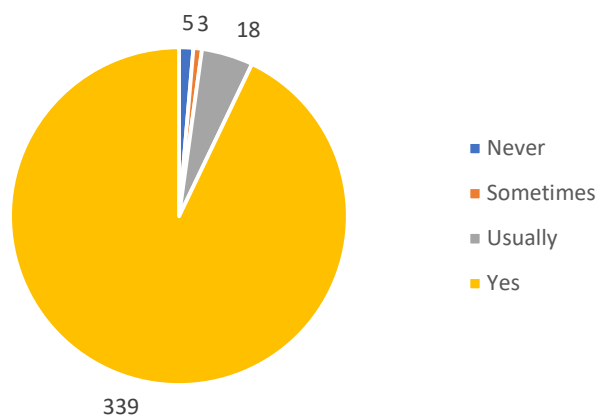
Do you feel that you were treated with dignity and respect?



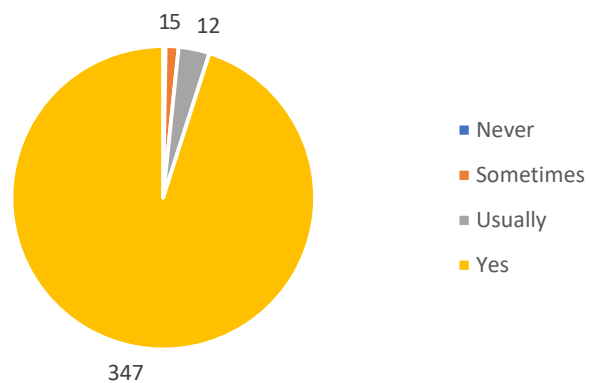
Did you feel you understood what was happening to your child?



Did staff involve you in your child's care?

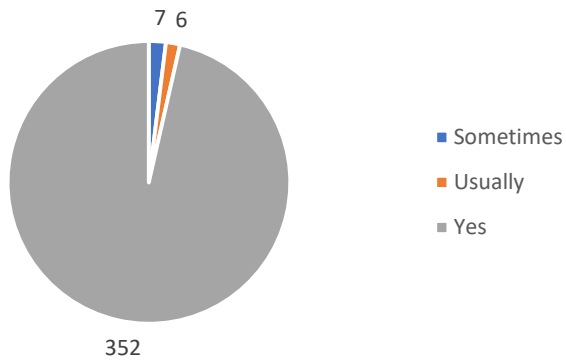


Did you have the opportunity to ask questions?

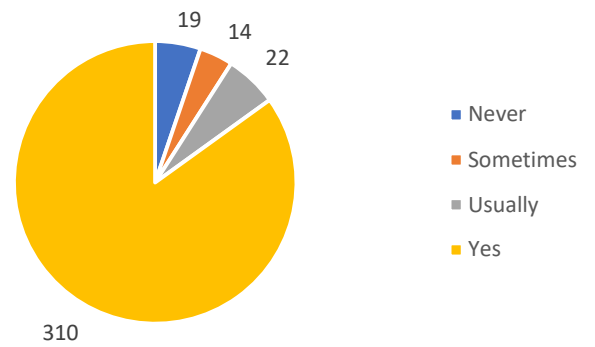




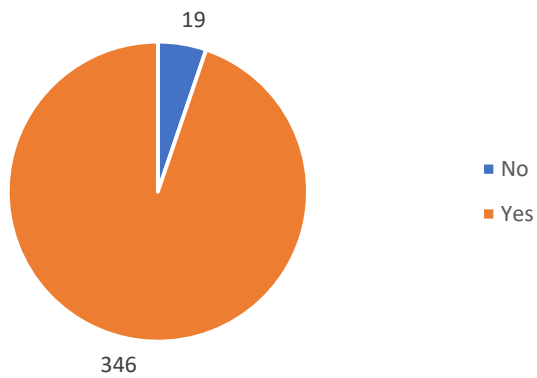
Were you able to communicate in a language of your choice?



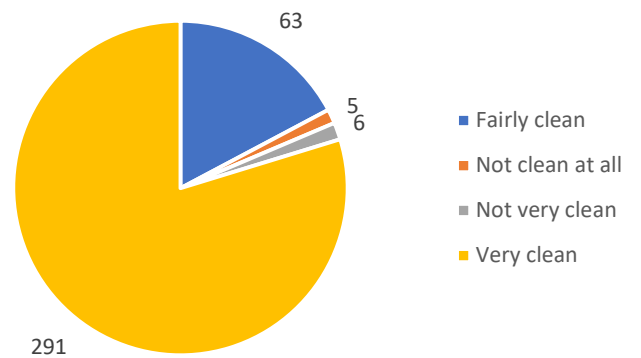
Were you given advice about caring for your child after you went home?



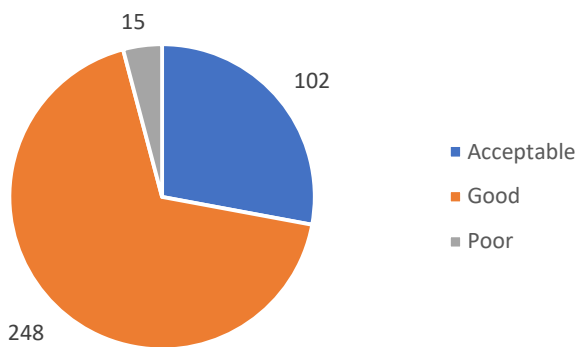
Were you able to follow the signs on the ward/unit to find your way around?



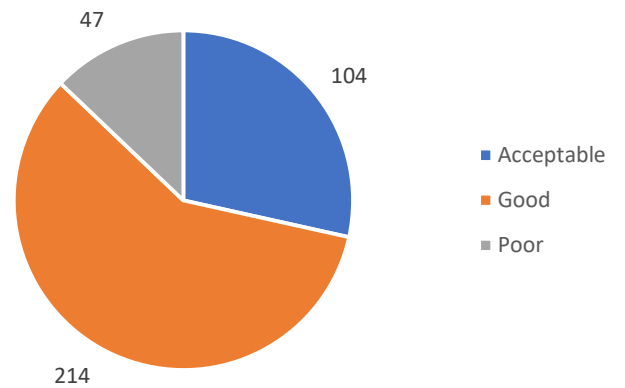
How clean was the ward/department?



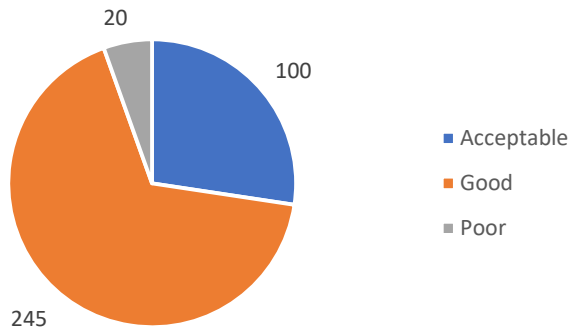
Are the main meals - breakfast, lunch and tea:



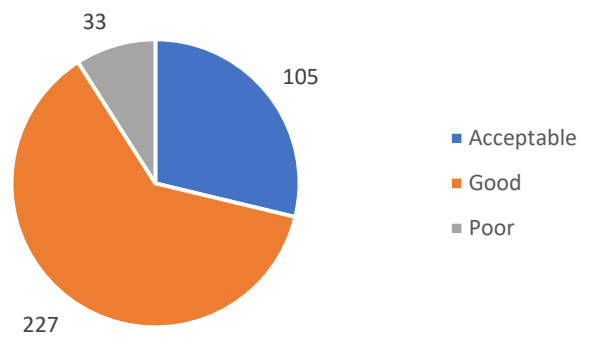
Are the snacks in-between meals:



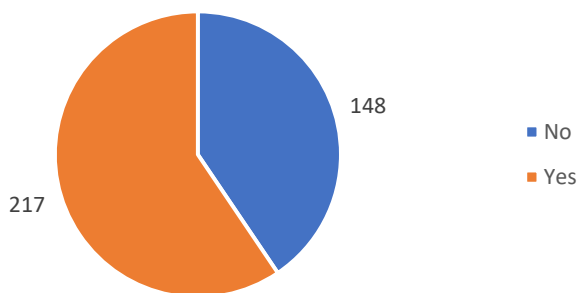
Is access to food/drink between these times:



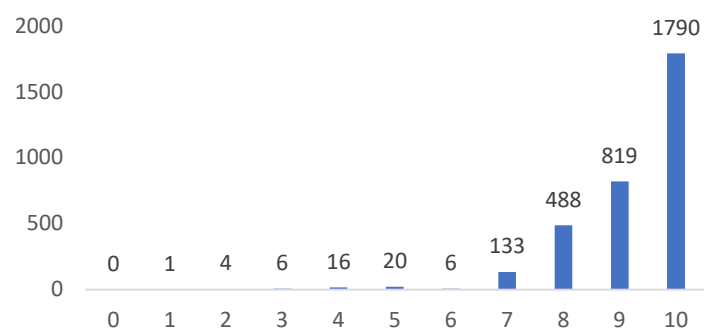
Is access to food/drink for you as a parent/carer:



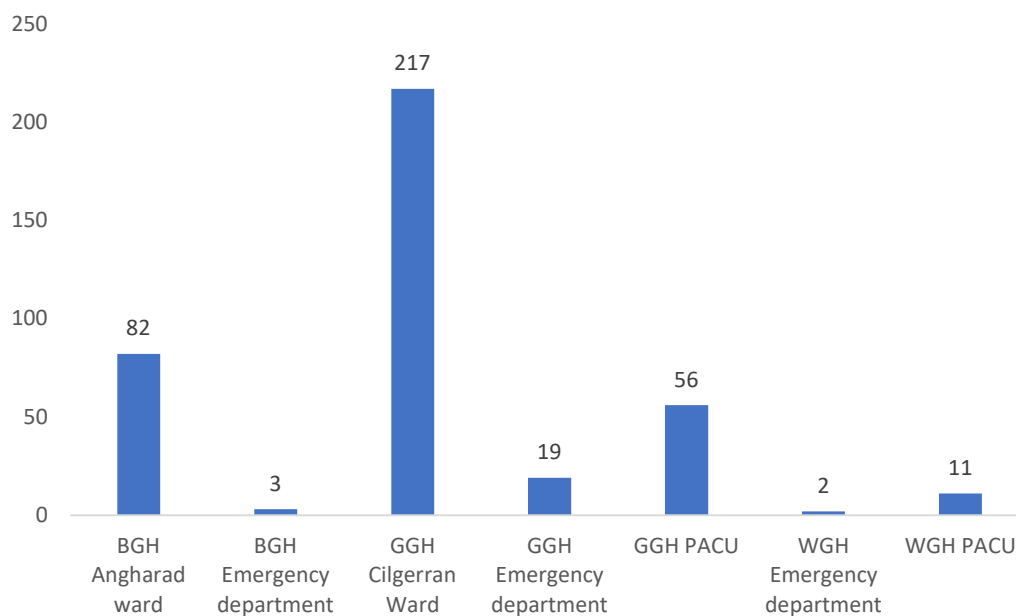
If you required assistance to complete this form was it provided?



From 0- 10 where 0 is very bad and 10 is very good, how would you rate your overall experience?



Location of Care



## Was there anything particularly good about your experience that you would like to tell us about?

### BGH Angharad ward

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- The staff was great
- A top level of services was provided for my daughter
- All staff are welcoming and willing to help when they can
- All staff listened considering Chloe's illness is so rare, time was taken to ensure things were done to best ability. Chloe's needs were taken into consideration at all times
- All staff members including students were very friendly, Cai took a shine to Elin
- All staff were friendly and went above and beyond to help us, everyone was so lovely with Romy
- All staff were kind and friendly.
- All staff were kind, caring and compassionate. Was very supportive during our stay
- All staff were welcoming
- All the staff, a credit to the nhs
- Doctors, nurses and hcas were all brilliant, explaining, answering questions, checking on myself aswell as my daughter. Everyone so polite
- Everyone was friendly to my daughter access to fresh milk and food and even coffee I found difficult her food was taken away before she had finished
- Everyone extremely friendly, helpful, patient and professional.
- Everyone has been very helpful and friendly
- Everyone was kind and caring all the staff helped as much as they could, they made sure we were comfortable in our room
- friendly staff, constantly high care
- From the moment we arrived the care given by all was fantastic from a and e, porter, doctors and nurses couldn't fault anyone
- it's so scary when your child is admitted to hospital, but I was made to feel comfortable and my daughter was well looked after
- Lovely staff, very attentive, felt well looked after and my son felt comfortable with all nurses and doctors when being absented and checked out, cannot fault the team and ward
- Mgs son was treated amazingly
- My experience as a relative on the ward has been very positive. All staff have been very kind and helpful very good care received.
- Sioni + I would like to thank all the staff in Angharad ward for all their help in making sioni feel better.
- So friendly / So helpful
- Staff always friendly
- Support from the nursing and health care staff
- The care was outstanding
- The Nurses are fantastic - nothing is too much trouble and they will explain everything again and again - to me and my boy - they are looking after him so well.
- The nurses on the ward were brilliant, especially, Ffion, Rachel, and Jayne. Also Sian, all really interacted well with my child, plus put her at ease
- The nurses, especially Siân & Ffion
- The respect and effort to speak my child's first language.

- The staff are brilliant, our every need was given. The day and night staff were very supportive
- The staff went above and beyond to make us feel safe and well! Really feel that we were well looked after and cared for
- The staff were all superb a credit to the hospital
- The staff were caring
- The staff were incredibly kind and calm, really put my daughter's mind at rest.
- The staff were so kind and accommodating
- The staff were very attentive and caring.
- The staff. We encountered many - dozens - through the 36 hours in A&E and Angharad ward. Without exception they were all good. In particular the surgeon Dr Nicola Allan, and there is a ward 'green' called Sian who was exceptional - a person centred approach to care that should be taught to all as an example of how it should be done. But all of them - Bethan, Lucy, Carol et al - amazing. And all this on a night when the ward was full and extremely busy.
- The ward was very welcoming and staff friendly.
- Very friendly and helpful staff
- Very helpful and understanding staff
- Very welcoming, kind, happy to help, given drinks both me and the baby, fresh water very happy

#### **GGH Cilgerran Ward**

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- A warm, friendly and professional service
- admitted quickly to the ward
- All nurses and Doctors were caring, kind and very professional at all time. Bethan was our nurse when we arrived - she was outstanding.
- All nurses have been amazing and gone above and beyond to ensure my daughter was comfortable and they were also very good to us parents
- All of the Doctors, Nurses etc were brilliant
- All staff have patience of a saint. Always positive and eager to talk, listen, give support. They make you feel prioritised. Whenever my daughter required assistance or re-assurance, professional and personal advice and help is there. The staff never forget to ask the parents if they have any needs. Staff dedicate their time to provide support in many ways. Me and my daughter to give thanks to all of the hard-working staff but especially to Faye, Lian, Natalie and Emma. Thank you, Christmas goody bag. It is safe to say that there are some of the most amazing people we shall ever meet.
- All staff kind offering me tea and coffee
- All staff that dealt with us were extremely kind and helpful. They made sure that both my daughter and myself were at ease and nothing was any bother. Everything was explained thoroughly and clearly.
- All staff very polite and understanding
- All the nurses took their time to get to know our daughter and made her feel very safe and at ease
- All the nursing staff were amazing, patient, understanding and thoughtful. Thank you so much for everything.
- All the staff and services in glangwili were great, very helpful.
- All the staff have been absolutely brilliant in caring for my child. They have been outstanding in communication, care, and kindness.
- All the staff very reassuring, helpful, kind and nothing was too much

- All the staff were amazing and a staff member called Anna made me feel very relaxed and listened to and provided me with lots of advice when I had a question.
- All the staff were friendly and helpful
- All the staff were incredibly friendly and helpful. Nurses couldn't do enough to help and checked on us all of the time. Pleasantly surprised by the WIFI.
- All the staff were lovely and couldn't do enough to help, if I needed anything they were always happy to help
- Amazing, friendly staff as always
- Anna was great
- Care on the ward from Drs (Stephanie) Nurses and care assistants was excellent. But waiting in A and E with a poorly child is incredibly stressful and upsetting
- Child was seen very quickly when we arrived, communication from nurses regarding his treatment plan was good
- Couple of nurses very kind and helpful
- Every staff member we encountered was friendly, professional and treated us with dignity and respect throughout. I was super impressed with how quickly we were seen at A+E considering how busy it was
- Everyone is kind, respectful and welcoming
- Everyone was welcoming and supportive
- everything explained in detail
- Everything from the initial call for an ambulance through to us leaving hospital has been wonderful. The staff bent over backwards to ensure the comfort and safety of my child and myself.
- Excellent and helpful staff
- Friendly professional helpful and happy staff
- Friendly staff
- Friendly, care and kindness of all the staff from the nurses to the Anaesthetist/surgeons. They were all so reassuring and helpful and made her feel calm
- Great all-round care. Friendly staff. Great team
- How kind everyone was to both my son and myself
- I am very happy with the entirety of the care offered. Staff asked me all the time whether I needed anything and kept me informed throughout. They responded quickly on the occasions I had to ring the bell when the machine alarmed and were all friendly and professional.
- I appreciated the time and patience given to both me and my child. All staff acted professionally at all times and we couldn't have asked for better.
- I like that the parents are given the choice to have a meal with the child on the ward instead of having to go to the canteen
- I was very worried about my child when I first came in but all staff were amazing and put my mind at ease.
- Kept informed by staff about what treatment options were available.
- Labour Ward was an amazing service - Whole team was great.
- Lovely Nurses who gave a lot of support.
- Lovely staff- friendly and helpful
- Lovely staff! Took me seriously, didn't hesitate to care for my son and my needs
- Lovely to have toys/DVD choice, made huge difference, everything was lovely
- My daughter was very comfortable

- Nurse explained my worries to the doctor
- Nurses and doctors were very good with my child. they were clear about what my child needed and his treatment plan
- Nurses are all excellent, ward very clean and all staff were very helpful
- Nurses are always so supportive
- Nurses were lovely.
- Nurses/doctors/playleaders were all great
- Nursing staff very kind and helpful, Doctors clear with what they were doing and why
- only a few nurses were polite and approachable
- Our experience on this occasion has been much better than Th at of our experience 3 weeks ago. Being in isolation for Covid is very restricting. On arrival To the ward last night I was Immediately offered a drink. During the 10 hours I spent in the ward three weeks ago, I was not offered a hot Drink at all. Despite being up since 4 am with a poorly child.
- Playroom was brilliant
- Sarah Davies is an amazing nurse she has made me feel calmer about being in hospital with my new baby and has even helped me to look after her when I needed it, Dr pickup has been great explaining everything to me and getting me the answers, I need for my daughter to get better
- Since coming into PACU & Cilgerran, care has been of a good standard, just a shame a+e was not the same experience and sent us home the previous night
- Speed
- Staff all so friendly, every single member. Completely made me feel comfortable and always happy and cheerful around my daughter with put her at ease.
- Staff and waiting times were amazing
- Staff are patient, caring, supportive and extremely hardworking. We are so grateful.
- Staff at children's ward were lovely
- Staff have all been exceptional, happy with having Welsh speakers
- staff have been amazing
- Staff have been amazing they do all they can
- Staff have been brilliant
- Staff have been brilliant and understanding the needs of my daughter
- Staff have been fantastic throughout
- Staff have been lovely from every department they're made sure we are comfortable and gone above and beyond to offer any help
- Staff have been very kind and caring
- Staff listening, engaging with myself and my child and ensuring everyone was happy with the next steps
- Staff lovely
- Staff made you feel safe and welcomed
- Staff reassured me and very supportive
- Staff super friendly, helpful and clear
- Staff very friendly and approachable
- Staff very kind and helpful
- Staff was very welcoming and friendly, made me feel relaxed and reassured during a stressful time and situation
- Staff were all really friendly
- Staff were friendly which helped to put my daughter to ease

- Staff were great, once arrived ward care and treatment excellent
- Staff were really good with my daughter
- Staff were under extreme pressure when we came in but always maintained a professional and kind manner with us. The services available on the ward such as the play therapy and outside play area. The nurses and health care workers always addressed my son and explained what they were doing for him whilst showing him kindness and respect. All the doctors explained everything and were personable. There was plenty of access to facilities and toys even during these times.
- Staff were very friendly and understanding despite being very busy. Excellent experience
- staff were very polite
- Staff who worked with my son when he was born and in special care remembered him, which made me feel comfortable and welcomed
- test
- Thank you so much for amazing, excellent, friendly, professional, supportive, encouraging, decent kind people and staff
- The ambulance crew to the a+e Dr to the Cilgerran staff were all extremely professional and caring even under great pressure.
- The care given to my boy was fantastic staff have gone above beyond cannot fault them at all (A\*\*)
- The caring nature shown by staff towards both me was greatly appreciated as I was on my own due to Covid and very nervous
- The Doctors were very friendly and kept me informed
- The kindness and helpfulness from all staff
- The nurses were excellent and very helpful, it made the stay in hospital much easier
- the play nurses were great
- The stay on the ward were amazingly patient with Toby even though he was difficult to treat at times. The ambulance staff (Mark and Dafydd), were very thorough and re-assured me the whole time.
- The staff are amazing and all doing their very best.
- The staff here was always welcoming
- The staff on the Ward are BRILLIANT! Very kind, friendly and caring. They were ready to listen at all times.
- The staff were all friendly informative and patient
- The staff were very supportive and communication was excellent
- The staff. Everyone we met was excellent. During a very difficult time we were treated superbly. Everyone on the ward is an absolute credit to the nhs
- The whole staff were friendly and welcoming and very professional
- Very caring doctors and nurses
- Very friendly, caring staff who explained everything well. Felt very looked after and the staff adapted things to suit my child where possible. Felt we were treated very well.
- Very friends and helpful staff
- Very helpful staff very pleased with everything
- Very informative staff
- Very kind staff who addressed my child. Play staff were excellent
- Very,very,very friendly staff. My mother's instinct was listened too and it has been very good.

- Ward child staff absolutely amazing, they ask you all the time if you need anything and how you feel
- ward staff have been amazing, very helpful + friendly
- Ward was very good, A+E needs quicker response understandable that poor staffing.
- We have always had excellent care and support throughout my daughters' visits
- We were never alone always someone in the room at all times
- We were referred quickly, seen by the dietician within an hour, a consultant within 2 hours, full plan made for treatment clear communication

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#### **BGH Emergency department**

- Kind, efficient and informative staff across pay grades. I was also given information at a rate I could comprehend instead of there being a deluge. You should be very proud of your staff.

---

#### **GGH Emergency department**

- I cannot thank the staff enough they have all been amazing and nothing to much trouble.
- Nurses were good
- staff have been amazing
- Staff have been brill
- Staff have been brilliant
- The staff are a credit to hywel dda! they made us comfortable, reassured, they were caring, communicative! The doctors working overnight from Tuesday 13th-14th were incredible!

---

#### **WGH Emergency department**

- staff have been amazing
- treatment was good

---

#### **GGH PACU**

- All staff work hard to give each patient an excellent standard of care. they all go above and beyond
- All the staff Anna the ward children interaction nurse I think is amazing and also is every time we come in
- Every single member of staff has been so attentive, professional and gone over and above
- Everyone is lovely and their communication is great.
- Everyone very friendly and supportive, kind + professional for my daughters needed + Mine as a parent
- Fantastic team. All have been lovely to me and my son. Positive hospital experience. My son was happy with the toys and DVD player that was provided. Thank you!
- Felt that I was able to ask questions felt listened to details/information explained well
- How calm they kept me while child was getting put under
- I'm terrible with names, but all of the staff who has dealt with us and our son have been brilliant
- Lovely staff and kept informed.
- O can't ask for more - it has been fantastic. The Play team have been a real help with my child and I. Not only have they helped with playing but help me when bored. Also, I have felt amazingly supported as a breastfeeding Mum, always being checked on and being made sure my nutrition is good.
- Really affective nurses and doctors while being assessed on peads before going to ward
- Staff are excellent
- Staff are so nice
- Staff do a brill job



- Staff have been brilliant
- staff in the playroom was wonderful and gave me a very welcome break
- Staff were really good with my daughter
- Staff were very friendly and helpful
- The service in general is very good.
- The staff are very polite and friendly - thank you
- The two year wait with heart issue from being picked up with or to hospital so had to go private
- There was a really lovely nurse called Millie who made us feel comfortable and noticed when he was really scared
- Very friendly and helpful staff, as always
- very homely
- Very informed and responses to scans/X-rays/ct were excellent
- We were seen promptly, treated straight away, au staff very kind and friendly, no waiting time and everything was explained well.

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#### **WGH PACU**

- doctor on ward was very kind and considerate
- good experience
- Staff in PACU were extremely nice, polite and helpful
- Staff were friendly and knowledge

### **Was there anything that we could change to improve your experience?**

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#### **BGH Angharad ward**

- I felt that the surgical team who made ward rounds hadn't communicated with our consultant
- I know it's difficult because of covid but I do feel one family room and playroom could be open it's not a reflection of the ward as I know its health board policy
- Larger cubicle space and better privacy curtains
- My daughter says 'A remote control for the TV'! Really - it was exemplary care and service. Every member of staff that we encountered at Bronglais should be very proud of the work they do.
- On every door should be about me board where the parent can write about the child's likes and dislikes if they need extra, I'm to eat food or what toys they like so the parent doesn't have to repeat it constantly
- The chairs are uncomfortable to sleep in and windows were noisy - high winds. Out of the hospitals control, I am sure.
- The room we stayed in was extremely hot. We were not allowed to leave the room due to covid restriction but it was like an oven, the radiators were on and my daughter had high fevers
- We arrived on Sunday afternoon, the pharmacy and refreshments store had closed, a vending machine for refreshments and forgotten supplies would be useful
- We had minimal interaction with the play specialist.
- Wish dad could come in but understand due to covid

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#### **GGH Cilgerran Ward**

- A+E experience awful, no staff no communication and wait is too long
- A+E experience to be more respectful and understanding (the reception team)
- Allowing Dad to be here while the Dr are in the room, so we are both on the same page and can both hear first hand

- Allowing Dad to be with Mother and baby. Dad can be so much support to Mother and would be beneficial to allow him visit more often.
- Always difficult but can there be a more strict 8/9pm quiet time? My child was asleep but next bed they put a cast on a child and used a cast saw at 8:30pm? Also, kids running up and down the corridor late at night! Take children's pain more seriously- paracetamol/ibuprofen for a major bone fracture aren't really going to address the pain.
- Bay we were in was constantly walked through by ward staff and building staff. Also, night staff seen to walk through frequently in night, Christmas lights left on - too bright at night. And I am currently 3 hours wait for D.C medications - This is a waste of NHS time/money and bed for another ill child.
- Being so far from home with no family support is very difficult, having to travel over an hour to get here is also quite distressing. Services closer to home would be better
- Bigger bed! I'm 6'4".. HAHA
- bigger car park
- By closing puffin unit in WGH by forcing everyone in Pembrokeshire, Ceredigion and Carmarthenshire to all have to go to one hospital that is clearly not large enough is disgraceful, for a 4-year-old very unwell and having to wait and travel for a total of 5 hours is unexpected, why can't my child be treated near her home, we had to travel an hour to sit outside a hospital with 8 other ambulances, this was the cause of all of my and my daughters, which could have been fatal.
- Covid is affecting all of our work environments and how we react to what used to be normal activities however I feel that the ward on this occasion we're managing the restrictions exceptionally well. To the kind young night nurse, when I was awake all night repositioning my child's oxygen mask every two minutes, that coffee didn't even ask for that you brought in made all the difference. Thank you. Also thank you for how you treated my son, calmed him down, engaged with him and comforted him. These small acts are not unnoticed and make all the difference.
- didn't feel supported or listened to
- Doctors to listen to what we tell them
- Explain things better by the doctors
- Facilities for parent's current pandemic makes it difficult but access to be able to buy meals whilst staying with child, ordering facilities from canteen?
- Fast track children to PACU or have separate system for children to access health care in an emergency. Health care in Pembrokeshire for children
- food for parents and a proper working shower
- general attitudes of the healthcare worker
- Get doctors to take concerns more seriously and not ignore the health of a child to the point they are suffering and the parents blamed for it:({
- Having to travel from Milford haven to Glangwili is well over an hour away with traffic etc, as there is no longer peds services in Pembrokeshire
- help with transport
- Hywel dda have failed us, continued staffing pressure have left ward without right people
- I see the same doctor rather than a different one each time (I know this may be difficult)
- I wish there was someone here qualified to change my daughter's Suprapubic catheter it should not be up to me to be asked to change it
- I wish there was still a children's ward in Withybush it took me two hours to get to glangwili
- I wouldn't change a thing

- Improve response time at the A+E
- In my experience everything was great, just wish things were still in Withybush so I don't have to travel so far.
- It's hard to leave when you have a baby to get meals etc
- Just a little more food choice for the children like chips, mash or veg
- Length of the time to get anti-sickness medicine
- Make it closer to home, in Pembrokeshire! Appreciate not all services feasible in Pembs, but day care services would make it easier for residents of Pembs.
- Mapping system needs to be simplified bigger writing on map
- Maybe give mothers with small children who bottle feed a small kettle to be able to put hot water in themselves without having to find a member of staff all the time. Difficult in the nights (short staffed) and walking round the ward to try find someone
- Maybe more food and drinks offered to parents but was advised that they would watch my child if i needed to go to the shop
- Maybe moving rooms at 8pm in the evening from our own room to a room with a screaming child who was awake and poorly until 5am this morning. But no fault of staff.
- Mirrors in the bathrooms, other than that very happy with our stay during a stressful time for my daughter and I thank you!
- More communication in a+e
- More doctors and nurses so faster response time to requests for pain relief etc.
- More services at withybush
- Not given any food. Only given to breastfeeding mums, no care for parents, mother needs to be okay to care for child. Some doctors and nurses not empathetic, not taking mums concerns on board. I had to film my son going blue, they lied conflicting in many ways.
- Not happy about the wait time for results on blood
- Not leave the room dirty from the previous patient. And when it's pointed out that dirty and used clinical items have been found in the room, I think it should have undergone another clean as well as the apology to take confidence. Not just remove the offending items as quickly as possible without cleaning the area after.
- On arrival at A and E my daughter who is 16 was put on Cilgerran Ward, unsure if it acceptable to access Cilgerran Ward as 16 yrs old but no bed available in main hospital
- Other parent being able to visit or stay, understandably this is a covid response, but at this stage in the pandemic I think it would be reasonable for another parent to be able to support their child
- Parking a bit of an issue, not many places for parents to leave their car when they are having to stay overnight. Or in the day time
- Sally- blue uniform- child has condition sally was asked to check temp, staff reacted in a "bitchy way" staff said 'another child has priority'-said this twice and hasn't helped mother at all
- Some books for parents- once Covid is gone
- Teenagers and babies not in the same room
- the beds for parents to sleep on could be improved
- The discrimination I felt as British living in Wales. Priority was given to Welsh speakers. All staff would go out of their way to chat to Welsh speaking parents and children. But they couldn't manage a smile for my child. We are looking to move out of Wales because of how bad we were made to feel. This hospital caters Pembrokeshire, the majority which is below the landster line. Some of us don't want to be here as it's far from home. When cleaners and such are speaking Welsh with other parents it is clear as day that the conversation is about other people.

- The food and allergy options
- the signage could be clearer but it's not terrible, some greenery would be pleasant
- The waiting time in a+e as my son arrived with a real emergency at 8:30pm and has been admitted at 3am is a long time, I wish the team to be quicker
- The waiting time.
- There are no major issues, but maybe signs could be put up to remind toilet users not to dispose of female sanitary items in the toilets and instead in the bins. Another suggestion could be for the hospital policy to demand the room user sign papers stating the Presence of fans, TV remotes and thermometers and referring to them on the patient's departure to avoid further stolen property.
- toilets need cleaning
- undue delay on the scans
- Update knowledge of departments such as EEG when they're speaking to parent's and wrongly advising. Advised to eat, drink and give meds as normal knowing our son was being sedated on children's ward for EEG tests.
- Welsh survey forms should be readily available
- Would have been quicker and easier for children to be seen and treated in Withybush as we live in Pembrokeshire.
- Yes. When a child is brought from one hospital to another, the child should never have to wait 5.5 hours in A+E, then taken to a ward! Freezing cold and in pain!

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#### **GGH Emergency department**

- bigger car park
- Cold in the tents.
- toilets need cleaning
- Ward was very noisy

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#### **WGH Emergency department**

- medication in smaller bottles

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#### **GGH PACU**

- Cannot fault our care or the service. Only a delay for drugs from pharmacy when discharged
- Communication between paediatricians as lots of potential issues with many Dr having different options and thoughts and treatments
- decaf coffee needed
- For a hungry 2-year-old he didn't have enough chances to have e.g., snacks/fruit
- Larger opening times in the canteen and greater choice
- Long waiting times in between seeing the nurses and doctors
- Maybe a sensory room for children with additional needs
- More communication over what is happening on ward didn't see nurses/doctors as much as i hoped for
- Out of hours GP did not know that he could refer us to the Children's ward. Would be good is all Out of Hours GPs knew they could.
- The time required between tests
- Times. Had to wait 3 hours for Dr when told to come in at 9am but staff did apologies. Parking. Got a parking ticket when I didn't know about a slip and the parking man was very rude to me.
- toilets need cleaning
- Updated more Frequently
- Would like to be kept informed as to when things were going to happen

#### WGH PACU

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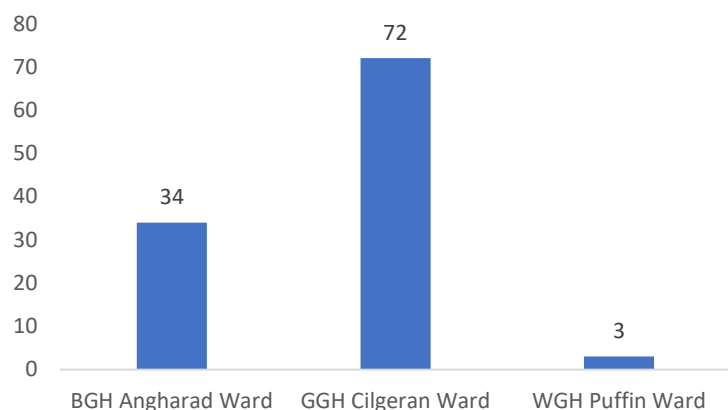
- tea/ coffee making facilities for parents



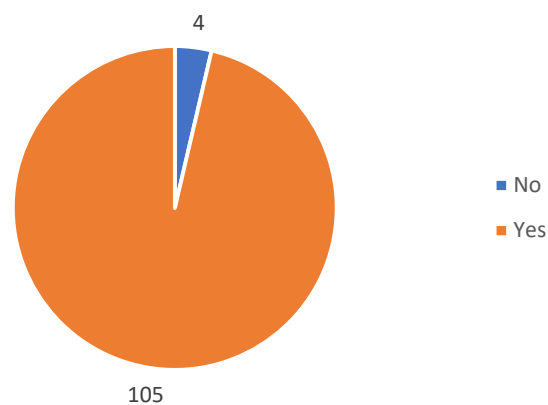
## My time in hospital – 4-11 years

2021 – 2022

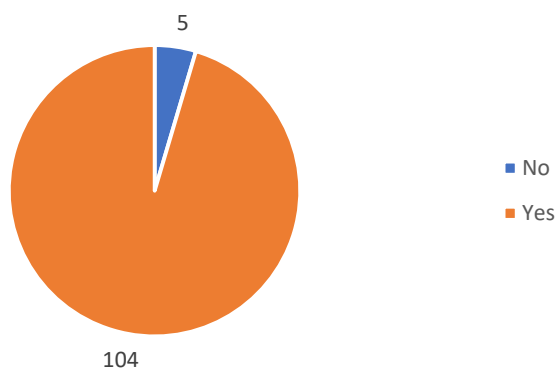
Which hospital are you staying at/visiting?



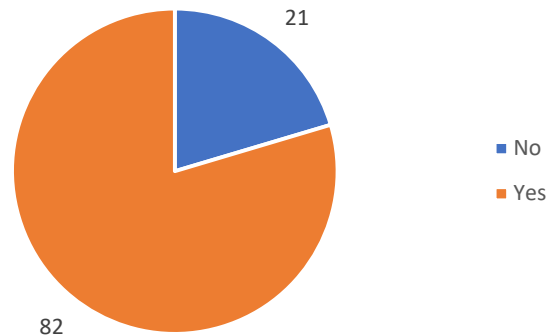
Nurses and doctors speak to me?



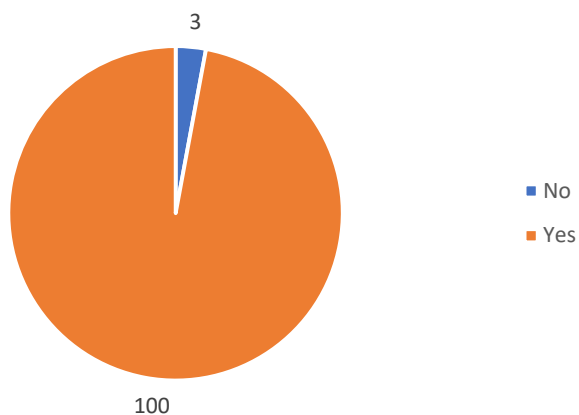
Nurses and doctors tell me what they are doing?



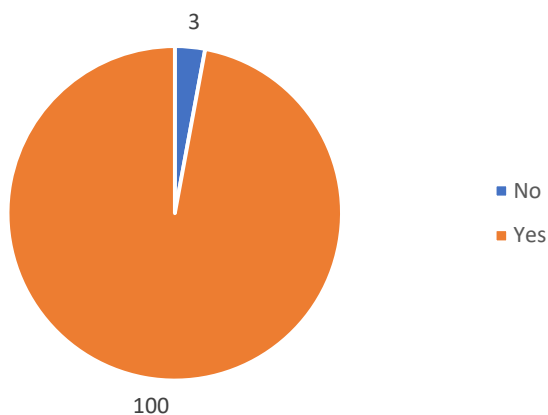
Play leaders help me play?

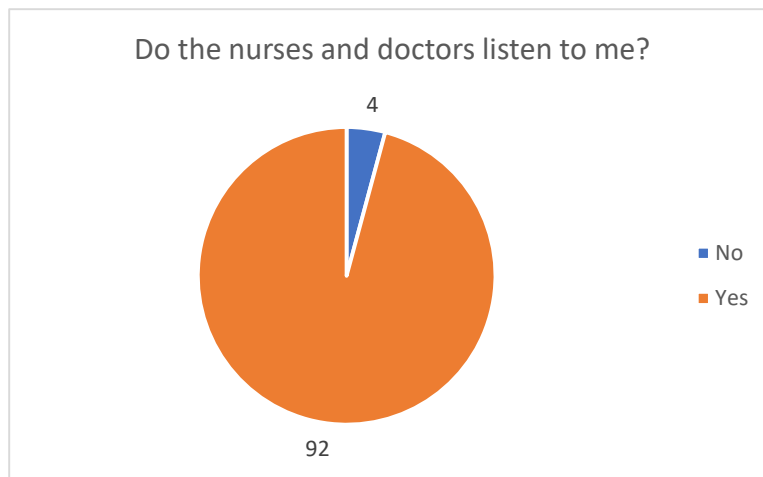


Do the nurses and doctors look after me?



Do the nurses and doctors listen to me?





## What did you like best about your stay/visit in hospital?

### BGH Angharad Ward

- Amazing staff, all so friendly and amazing. Fantastic
- Brilliant Care
- comfortable
- Dr Kumar and Mrs Sian HCA were the best
- Everyone is friendly and it is relaxing. They have a Nintendo switch
- everyone was kind to me. mommy stayed with me
- Everyone was so kind and perfect
- Everyone was very kind and friendly.
- Everything, especially having a TV and a Xbox.
- food
- How they treated me
- lego
- Looked after well
- Made me better
- My reward chart and nurses watching the fireworks with me
- Nice nurses.
- Playing and building lego ninjago and a red and blue car
- Staff Cyfeullgar
- Teddy bear
- The attention the staff gave me
- The electronic bed
- the helpful and super friendly doctors and nurses and all the games i was allowed to borrow and play with
- The nurses
- The nurses/doctors were very very nice and friendly and always funny and the food was brilliant it was like heaven
- The staff are really nice and friendly they gave me colourings and lego and let me play on the switch
- toys
- Y bwyd! (the food!)

### GGH Cilgeran Ward

- All the nurses and doctors
- all the nurses and doctors are very kind.

- All the Staff were very kind and caring.
- Arts and crafts
- bed and room
- Cake
- Comfy bed
- doctors and nurses are very good and kind
- doctors are very good and kind
- doctors help me
- Everyone was nice in this hospital
- Food.
- food
- Free food
- Friendly face
- Friendly polite staff
- Getting craft things to do
- Getting free service.
- getting to eat
- Going to get my arm fixed
- healthcare support workers and nurses are a great asset to the ward
- Lego, telly
- lots of toys and DVDs
- Mami sleeping in bed with me. And the two nurses (one in dark blue in the day and light blue in the night)
- Nice nurses
- nurses
- nurses were very nice and helpful
- Painting and colouring
- Playing with the fan
- playroom
- Rachel (playleader)
- that I can play games
- The activities from the play leader
- The bed and the food and doctors and nurses
- The cars to play with
- The doctors making me laugh
- The food
- The food and drink
- the games and nurses
- The iPad
- the playroom
- the toys and food
- They listened to me, were fun and made me better
- toys
- When you're ill they help you, love and kisses to the nurses and doctors they are all lovely, I loved the toys the play team gave me, when I first came in I was feeling unwell, now I feel better



#### **WGH Puffin Ward**

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- always listened
- iPad

### **What did you not like about your stay/visit in hospital?**

#### **BGH Angharad Ward**

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- Being a bit bored
- breaking me arm
- Getting put to sleep
- Having a sore arm
- Having my blood glucose tested as it hurts
- I felt poorly and I missed home
- It was too long
- It's far away to get to the toilet
- Medicine
- Missed my daddy and baby sister
- My arm being uncomfortable when I had tube in my arm
- Not being able to leave the room
- Operation
- Waiting at emergency room

#### **GGH Cilgeran Ward**

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- A bit boring at times, just wanted to go home.
- Being sick
- Boring
- can't go anywhere
- DVD Player
- Everything, tell children when you change their feeding schedule! Sally is not nice
- food
- Having a blood test
- Having injections and cannula
- having my blood taken
- I had to wait a long time. And I got bored.
- I missed my dad
- It can be boring at times
- missing my mummy
- MRI Scan was loud
- No parking
- No toilet in child a e tent
- noise and learning

- Noise from the other rooms
- operation
- Putting a needle into me
- Scary waiting to g to theatre
- That I'm in pain.
- the bed
- The cannula
- The Food was disgusting
- the medicine
- The pain I had.
- The prodding on my belly
- Tonsils out
- Waiting
- Waiting in A+E
- When I was ill

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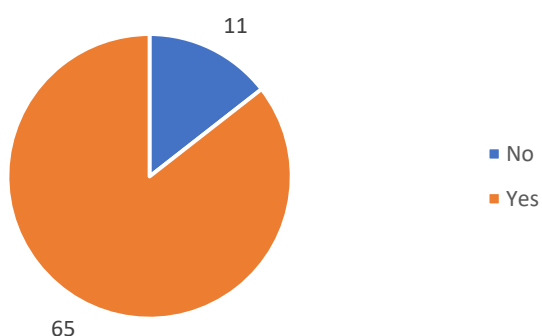
#### **WGH Puffin Ward**

- needles
- the throat

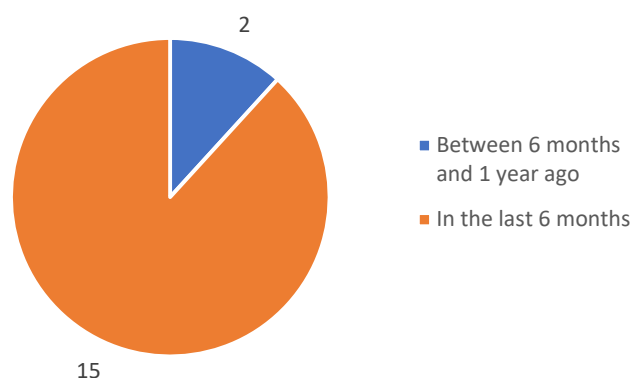


## My Experience in hospital – 11 years and over 2021 – 2022

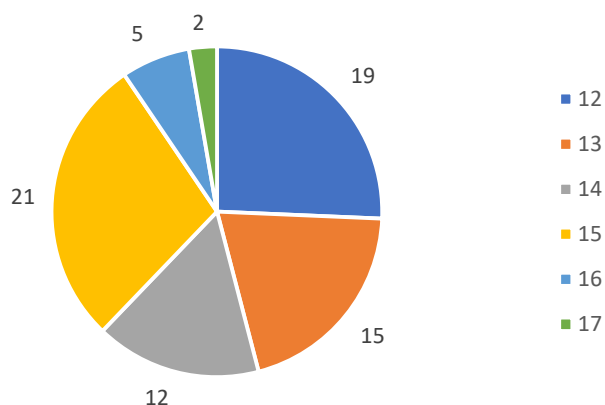
Are you Completing this form at the time of  
your stay in hospital?



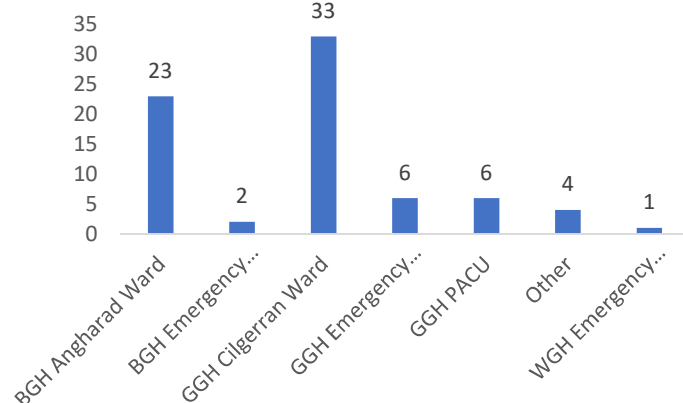
If No, when did you last come to hospital?



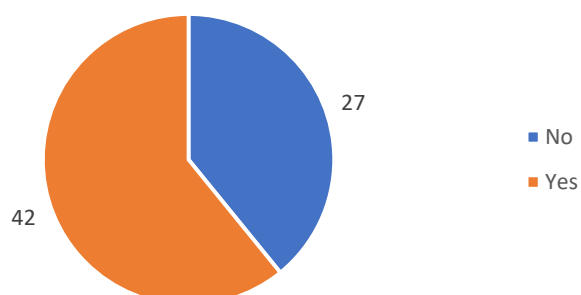
How old are you?



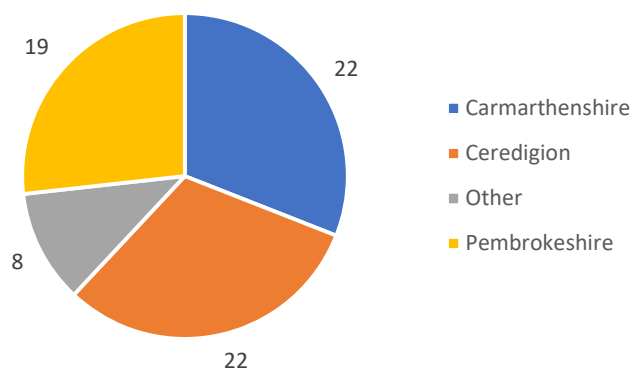
Ward Unit



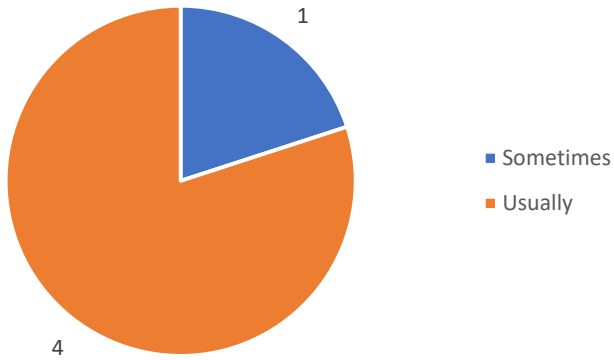
Do you have open access to the children's  
ward?



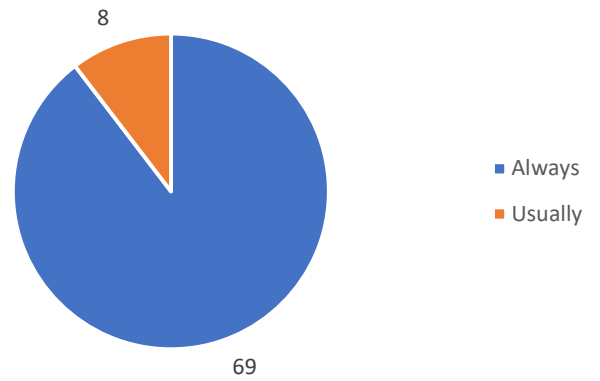
Do you live in:



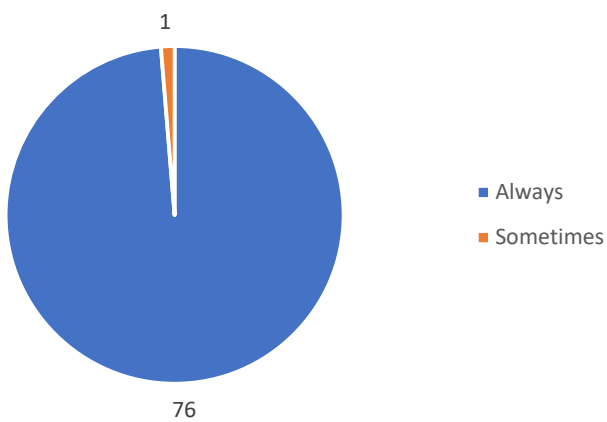
Have you felt welcome on the ward?



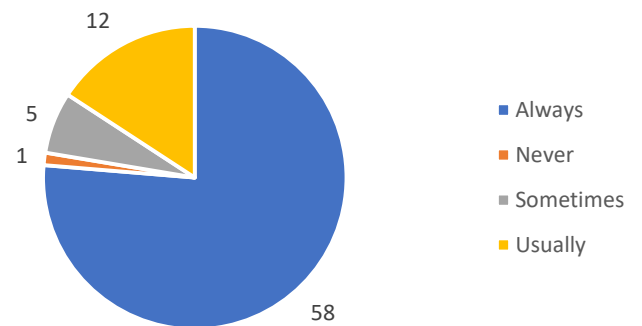
Have you had enough privacy whilst you have been with us?



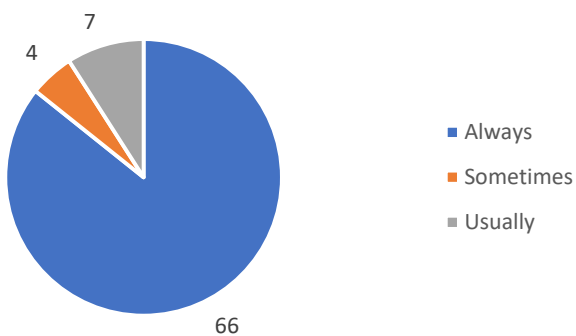
Do we treat you with respect?



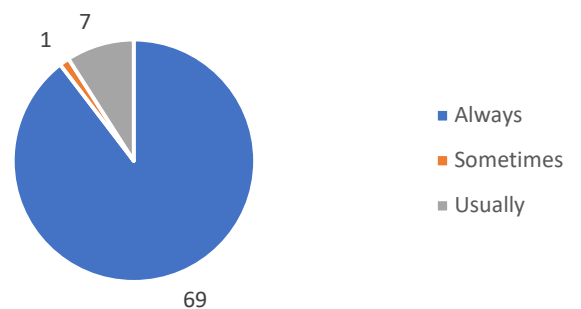
Have you been involved in making decisions about your care and well-being?



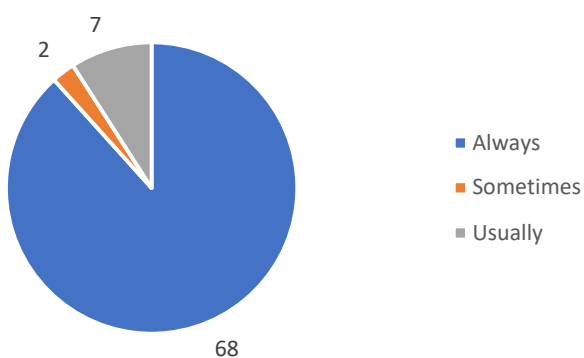
Are your opinions listened to?



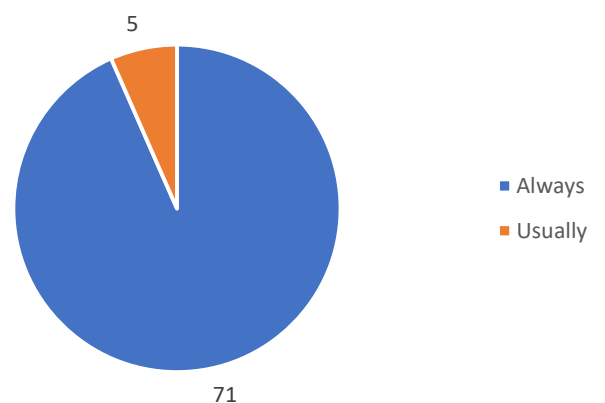
Do you feel you have been treated as an individual?



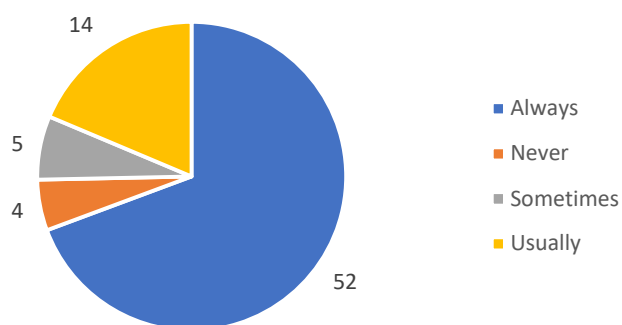
Have staff helped you to understand what is happening to you?



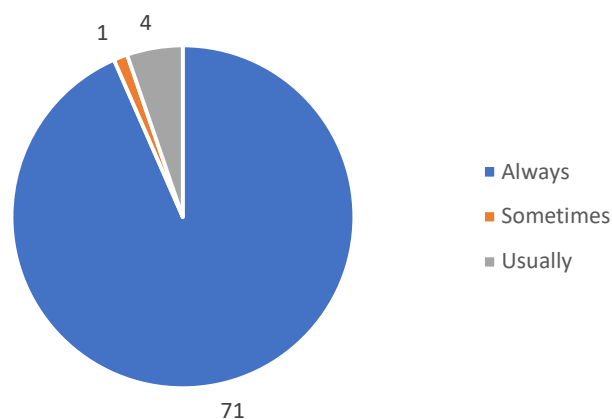
Do you feel secure in the hospital?



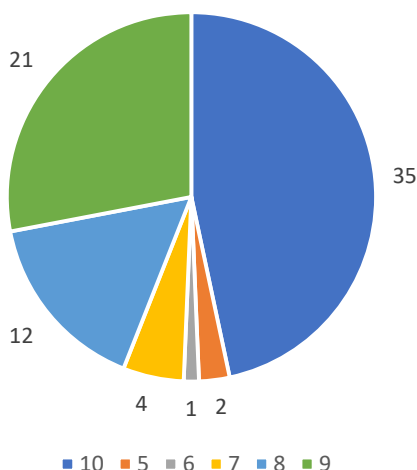
Are you able to access age appropriate facilities, e.g. Play facilities and learning?



How clean was the ward area?



Using a scale of 0 - 10 where 0 is bad and 10 is very good, how good was your experience of this ward/unit?



## What has been good about your stay?

### BGH Angharad Ward

- All the staff at Angharad ward have been amazing caring
- being offered help and supported while alone
- every member of staff are helpful and kind
- Everything
- Felt looked after and respected very well
- food and nurses
- Funny doctors, nice nurses, comfy beds and tv
- Me getting better
- Nice nurses and doctors.
- Staff has been very kind and helpful always asking if im okay
- The care was great, and the staff welcoming.
- The food and lovely people who work here.
- The nurses and doctors are nice
- The nurses and the doctors were very kind and listened to me

- The staff- nurses- Sian + Ffion
- The welcome and the staff
- Well looked after.

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#### **BGH Emergency department**

- All the staff were just truly amazing and the facilities were fantastic also providing food for me as mum was very helpful to stop me having to go to town and leave my son when he wasn't feeling well

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#### **GGH Cilgerran Ward**

- Nice staff, was always checking up on me when I didn't feel 100%
- Adjustable bed
- Care + Safety
- Comfortable beds, warm room Dr's and nurses explaining everything as it happens
- Comfy bed and being looked after well
- Food
- Sleep
- Free wifi
- Laughing and joking around with staff
- Friendly staff
- Help to get better
- I made a friend
- I was fixed quickly
- nothing
- Nothing really
- politeness of staff
- Privacy
- Staff are nice
- Staff are very nice and friendly
- The doctors told me everything they were going to do
- The food, the staff have been kind.
- The kindness and respect from the staff
- The mental support. The nurses and other staff. The atmosphere and environment. Basically, all aspects. Thank you to everyone and especially: Faye, Natalie, Emma, Lian.
- The nurses and doctors were kind and made me feel comfortable
- The nurses have made me feel welcome here and at ease, everyone is very friendly. (The VR headset was amazing:))
- The quality of assistance I've received
- The staff are all amazing
- The staff have been friendly
- The way I've been treated
- They have been helpful and listening when something has gone wrong
- They treat me well and have made me feel comfortable, making me feel like home
- Was made to feel welcome

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#### **GGH Emergency department**

- Been made to feel at ease and the tea
- Dad was able to stay with me. All the staff working very well to support every aspect of my stay
- The staff are welcoming

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#### **GGH PACU**

- Drinks and friendly staff
- Everybody was VERY friendly.
- have always felt comfortable to speak my mind and ask questions when needed. Personally I don't think there are any improvements needed.
- I HAVE BEEN LOOKED AFTER WELL
- The nurses helped me to understand on what was happening
- The toys, playing with them

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#### **Other**

- I have felt very welcome and the staff are very helpful
- We were looked after very well. Nothing was too much trouble. All nurses and the doctor were very good and explained everything.

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#### **WGH Emergency department**

- welcoming and kind staff

### **What could be better for future stays for all children and young people?**

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#### **BGH Angharad Ward**

- The sleep
- fluffy blanket
- Larger cubicle space  
Better curtains

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#### **BGH Emergency department**

- Sometimes we found it rather difficult to understand what the doctors were saying this is maybe something that could be worked on

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#### **GGH Cilgerran Ward**

- It would be nice to have some windows somewhere:)
- nothing
- More stuff to do for teenagers
- Having better TVs with remote
- Maybe something to occupy everyone like a TV per bed.
- more activities for my age
- If there was a Slush Puppy Machine
- The food could be a bit nicer
- More activities to keep the children occupied
- TV  
Books
- Maybe more definitive appointment times.

**GGH Emergency department**

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- More games for PS4

**GGH PACU**

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- Maybe more toys
- Not waiting in A&E for hours. Having children's services/paeds in Pembrokeshire











**Other**

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- Keeping services at Withybush for children and families



# Key milestones

Milestones	September 2021	March - May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022
Board supported the extension of the temporary service arrangements until the review has been concluded								
Review commenced: <ul style="list-style-type: none"> <li>Review and mapping of all changes 2014- present date</li> <li>Data audit and collation</li> <li>Decision making and governance structures established</li> <li>Stakeholder mapping</li> </ul>								
Equality Impact Assessment								
Approve approach and detailed plan by Consultation Institute								
Scope and key deliverables approved by the Executive Steering Group								
Request Board approval for overall approach to review and options appraisal								
Issues paper developed								
Early engagement								
Patient surveys: FFT - Friends & Family Test and All Wales Paediatric survey								
Consider views and refine issues paper								

# Key milestones

Milestones	September 2021	March - May 2022	June 2022	July 2022	August 2022	September 2022	October 2022	November 2022
Issues paper presented to Board for information								
Develop list of options through a series of workshops								
Output report development and sense checking								
Output report presented and following discussion with CHC, make a recommendation to HDdUHB Public Board regarding potential for further engagement or consultation								