

Transforming Endoscopy Services in Aneurin Bevan University Health Board



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1. Background:

This project aimed to develop digital resources to support Endoscopy Teams in ABUHB and improve the patient experience.

Two work streams were identified:

1. Develop internal webpages for HB staff to standardise work across our Endoscopy Units.
2. Develop a comprehensive patient-facing internet platform.

2. Aims and Objectives:

Develop intranet resources including:

- Clinical policies
- Governance and audit policies
- SOPs for all aspects of endoscopy service work

Provide staff with links to guidelines and information resources related to endoscopy.

Develop patient-friendly resources for the ABUHB internet pages.

3. Approach:

A core group was established to develop intranet content with input from the wider team.

The Clinical Psychology team were involved to develop easy-read and psychologically supportive patient information.

Evaluation metrics included patient and staff feedback, web analytics, and achievement of Joint Advisory Group (JAG) accreditation: a nationally recognised standard of excellence in Endoscopy.

4. Outcomes:

A unique and comprehensive Intranet resource was created, incorporating multiple content domains relevant to the Endoscopy Services in ABUHB.

All policies, guidelines and SOPs were completed and submitted for approval in relevant forums.

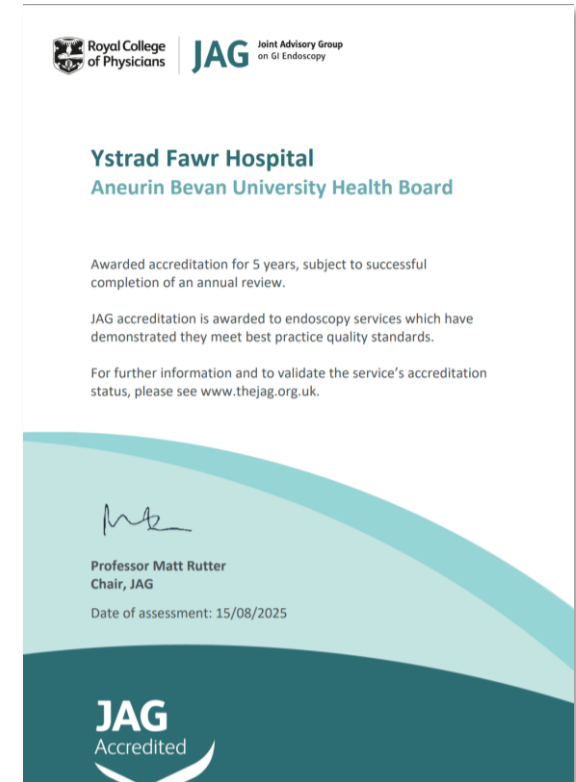
Work is still ongoing to develop content for the internet pages, including bilingual easy-read patient information and walk-through videos.

5. Impact:

Ysbyty Ystrad Fawr was awarded JAG Accreditation in September 2025.

The intranet platform is utilised regularly according to analytics. JAG commended the platform.

Standardised working has had dramatic benefits with improved endoscopy list efficiency.



6. Next Steps:

We will continue to develop our digital resources. This is a continually evolving project.

Work is underway to share our innovations via the National Endoscopy Programme (NEP), and Welsh Association of Gastroenterology and Endoscopy (WAGE) to support other units with JAG accreditation.

Much of our work is transferable nationally. All-Wales evaluation methods, such as the National Endoscopy Patient Experience Survey, are being developed.

A digital consent process is being introduced with an aim to tightly integrate our digital platform and reduce printing costs.

Contributors:

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- **Kelly Milford**, Nurse Lead
- **Sarah Wilson**, Directorate Manager
- **Matt Evans**, Endoscopy Services Manager
- **Dan Loder**, Clinical Endoscopist
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- **Babette Llanos**, Senior Nurse
- **Dee Cokeley**, Patient Representative
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