

Transforming Endoscopy Services in Aneurin Bevan University Health Board

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Aneurin Bevan University Health Board

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Background

- Our project involved developing digital resources to support Endoscopy Services in ABUHB
- Intranet
 - Standardise work of the service
 - Improve list efficiency and patient experience
 - Create legacy resource available for all HB staff
- Internet
 - Develop patient interface with all the required information about endoscopy procedures



Aims & Objectives

- Intranet
 - Standardised work to improve list efficiency and session utilisation
 - All policies and guidelines relevant to endoscopy developed and submitted for appropriate approval
 - All governance and audit policies completed
 - Achievement of JAG accreditation was one of our primary objectives
- Internet
 - Comprehensive patient resource that's easily accessible and easy to understand – supported by Clinical Psychology team

Approach

- Core group established to develop Intranet content with input from wider team
- Weekly Task & Finish Group meetings
- Clinical Psychology team involved to develop Intranet content – easy-to-read and psychologically supportive
- Evaluation metrics included



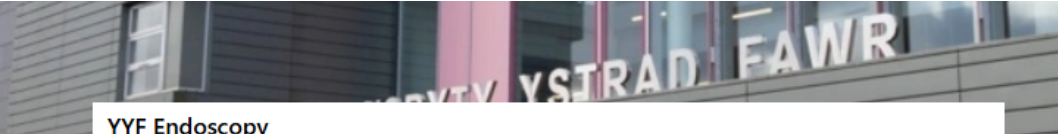
Evaluation

- JAG assessment – YYF were put forward for accreditation in August 2025
- Impact of Intranet resource
 - Usage within the HB (hits)
 - Embedded evaluation form
- Impact of standardised work
 - Improved list efficiency and session usage (dashboard)
 - Improved patient experience (survey)
- Internet patient resource
 - Usage by patients
 - Embedded feedback form

Outcomes

- Development of an unique and comprehensive intranet resource
- All policies and guidelines related to endoscopy completed and visible on Intranet (standardised work)
- Policies all submitted for relevant approvals and clear document management system with ownerships and dates for review
- Intranet content developed with Clinical Psychology – easy read patient information and video walk-throughs





YYF Endoscopy

Welcome to the intranet page for the Ysbyty Ystrad Fawr Endoscopy unit

The Endoscopy Unit at Ysbyty Ystrad Fawr is located on the second floor of the hospital in the Medical Day Case Unit next to the operating theatre suites. It has a dedicated reception and seating area, booking and changing rooms, two modern endoscopy theatres and a recovery area.

Access to the Unit is restricted with swipe badges. It has its own dedicated endoscope decontamination facility and both rooms are equipped with the latest Olympus 290 endoscopy stacks and endoscopes. There is the facility to use carbon dioxide insufflation, integral Olympus endoscope guidance system (ScopeGuide) and Entonox or conscious intravenous analgesia / sedation as required.

Staff at all levels are aware of and implement both Health Board and Departmental Policies and Guidelines (which can be accessed via the links below), to provide continuity of care to all patients during their journey from booking their appointment through to discharge, post-procedure and follow up.

We aim to ensure that the privacy and dignity of the patient is respected at all times. The Unit prides itself in delivering a high standard of care in many areas of endoscopic practice and within the portfolio of endoscopy services provided across ABUHB. We undertake diagnostic and therapeutic endoscopy within a safe environment and also deliver screening endoscopy services for Bowel Screening Wales participants in the ABUHB catchment.

The philosophy of the Unit is to adopt a multi-disciplinary team approach to care, endeavouring to understand and treat the patient as an individual so that their emotional, physical, communication, psychological and spiritual needs are met whenever possible. We provide and maintain a truthful, open and relaxed atmosphere for patients and carers with understanding and without breaching confidentiality, ensuring all patient details and notes are protected throughout the patient journey.

Endoscopy procedures are undertaken by accredited endoscopists in Gastroenterology, General Surgery, clinical (non-medical) endoscopists and GP Hospital Practitioners. We are also committed to endoscopy training and Gastroenterology or Surgical trainees and non-medical endoscopy trainees will regularly attend lists.

Telephone Numbers

Recovery (Nursing Staff): 01443 802377 (x52377)

Unit Manager: 01443 802560 (x52560)

Main Reception: 01443 802363 (x52363)

Opening Hours

Monday - Friday: 08:00 - 18:00

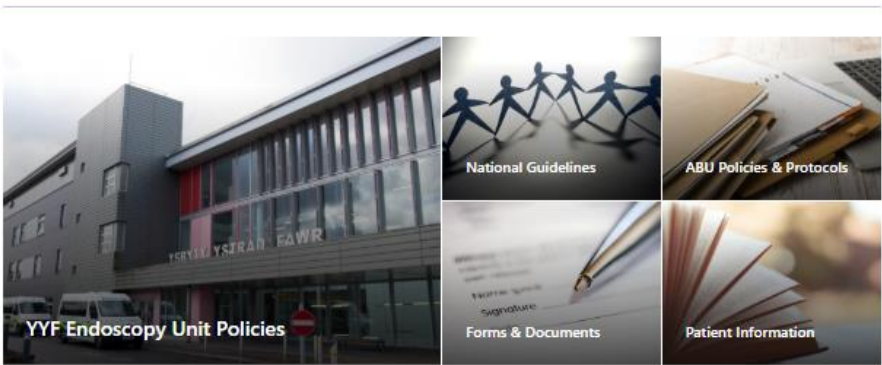
Weekend lists are undertaken on an ad-hoc basis.

Key Contacts

Unit Manager: Kelly Milford

Deputy Unit Managers: Catherine James, Katherine Griffiths, Paul Jones

Clinical Lead: Dr Rhodri Davies



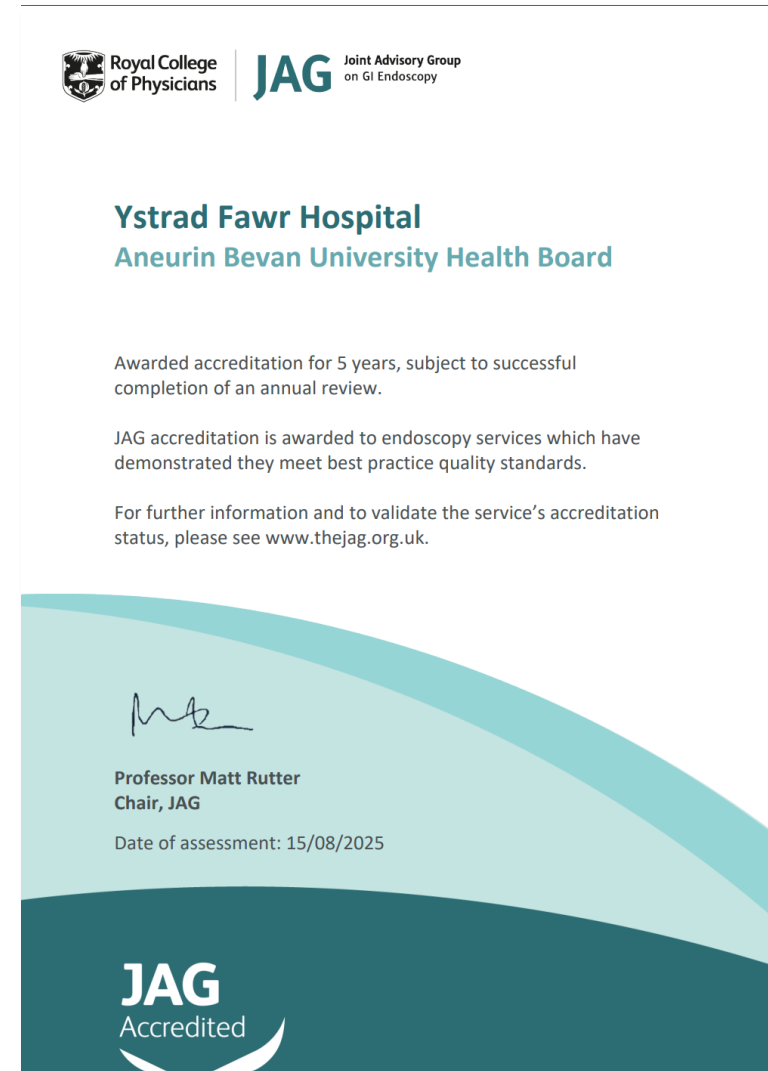
Weekly List Schedule

Sessions with dotted lines occur on alternating weeks.

| | Room 1 | Room 2 |
|--|--------|--------|
| | | |

Impact

- Ysbyty Ystrad Fawr formally awarded JAG accreditation in September 2025



JAG Feedback



Throughout the assessment there were numerous examples of innovative service developments and the use of 'lean methodology' to streamline processes.

The team are congratulated on their implementation of a gold standard intranet site developed by the leadership team, where protocols, processes, guidelines and quality data are uploaded in a contemporaneous manner and shared with all team members.

Congratulations on the excellent sharing of innovations nationally, in particular with the development of digital platforms to support endoscopy being selected as a Bevan Commission Exemplar, being shared throughout Wales, and with further innovations shared especially through Dr Davies' role as Vice-President of WAGE



Impact

- Intranet
 - Well used within the HB with number of 'hits'
 - Evaluation form feedback all positive
- Standardised work
 - Significantly improved list efficiency with vetting, scheduling, pre-assessment processes
 - Dashboard data to analyse wasted slots, reducing non-attendance
 - Work in progress to improve bowel preparation prior to colonoscopy
- Internet
 - Formally launched January 2026 – impact will be evaluated through survey and feedback form
 - Support introduction of digital consent



Next Steps

- Continued evolution of digital resources
- Promotion of this approach with other Units across Wales through the agency of NEP and WAGE
- Already, we have an approved all-Wales National Endoscopy Patient Experience Survey that will be introduced this month
- Digital consent will now be piloted in YYF with the aim of informing national roll-out

Contacts & Acknowledgements

Rhodri Davies, Clinical Lead

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Kelly Milford, Unit Manager, YYF

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Matthew Evans, Assistant Directorate Manager

matthew.evans3@wales.nhs.uk

- Management Team
 - Sarah Wilson
 - Matt Evans
 - Babette Llanos
- Clinical Endoscopists
 - Joanne Robbins
 - Daniel Loder
 - Alison Thomas
- JAG Facilitator
 - Louise Davies
- Patient Representative
 - Dee Cokeley
- Trainee Representative
 - Pedram Modarres Sadeghi
- Infection Control
 - Sam Murray
- **All 'members' of the YYF Endoscopy Team!**