

Glan Clwyd Emergency Quadrant (EQ)



Bilingual Infopoint solution:

- Improved patient environment
- Transport
- Signage
- Access to services
- Communication.

Work has begun on a brand new era for emergency treatment at a North Wales Hospital. The current Emergency Department at Glan Clwyd Hospital will remain open until it is appropriate to hand over to the new site.

An increase in size over the existing site means GP Out of Hours service, the main ED, the medical assessment unit and the surgical assessment can come together under one roof.

Mike Leighton, Lead Voice and Data Engineer at Betsi Cadwaladr University Health Board, contacted Infopoint five months before the new EQ was due to open. He needed a taxi freephone and help-point to go alongside the payphone in the area designated for public phones.

Mike sent architects' drawings to Infopoint's Design Manager, Mike Talbot, who suggested an Infopoint 6, with a bespoke size double backboard to include the payphone and hood would be an ideal solution. Unit and backboard content needed to be bilingual.

Taxis
 Traveline Wales
 Concerns Team
 NHS Direct
 Switchboard
 All Wales Domestic Abuse Helpline

The Infopoint help-point is provided free to the Trust and calls to all services featured on the unit are paid for by Infopoint