

Aneurin Bevan Community Health Council

Patients Voice News Bulletin



Happy New Year

At the Community Health Council we would like to wish everybody a Happy New Year. We have lots of plans for the year ahead and look forward to finding out what people across Gwent think about their health services.



National A&E Project

In January each of the 7 Community Health Councils will visit A&E departments in their local area to obtain a snapshot of the patient experience. Surveys will be carried out during the visits and anyone who has been to an A&E department recently can give their feedback to this project by visiting the following website:

<https://svy.at/bwgqr>

Congratulations

We would like to take this opportunity to say a big congratulations to Mr Edward Watts. Edward, a member of the Community Health Council for the past 8 years, was included in the Queen's New Year's honours list where he received an MBE. Edward has also been made Deputy Lord Lieutenant of Newport. Congratulations Edward!



Mr Edward Watts MBE

Recruitment

The Welsh Government Public Appointment of CHC Members recruitment ended on 22nd January. We are hoping to fill 17 vacancies through this process but will also be appointing co-opted members throughout the year. For anyone interested in joining the Community Health Council, please contact Angela Mutlow on:

01633 838516 or

angela.mutlow@waleschc.org.uk

Retirement

Just before the Christmas break we said a fond farewell to Angela Peake, our Senior Administration Assistant. After many years of working for the Community Health Council, Angie decided to retire to Malta, where we wish her the very best.

CHC Activity

Since October we have carried out numerous visits to speak with patients on wards. In October we visited the Royal Gwent Hospital, Nevill Hall Hospital and Ysbyty Aneurin Bevan. Throughout November we visited mental health wards across Gwent, and in December our members were busy visiting all wards in the acute and community hospitals to check whether they have enough linen and whether the quality is good enough for patients.

Advocacy

The Complaints Advocacy service received 36 formal complaints against the NHS. The 4 main specialities formally complained about were:

- Primary Care – General Practice
- Surgery – Trauma & Orthopaedics
- Surgery - Gastroenterology
- Accident and Emergency

During the same period, our informal enquiries service (informal assistance to resolve less complex concerns) received 33 new contacts. 2 of these went on to make a formal complaint indicating the enquiries service supported 31 clients to resolve minor issues quickly and therefore avoiding a formal complaint. The 4 main specialities for enquiries were:

- Primary Care – General Practice
- Adult Mental Health Services
- Surgery – Trauma & Orthopaedics
- Medicine – Neurosciences

Instagram

We have recently launched our Instagram account and can be followed at ***bevanchc***.



Health Board Staff Awards

During December the Aneurin Bevan University Health Board held their annual Staff Recognition Awards ceremony. This was a fantastic event that highlighted some amazing people and projects. Our Deputy Chief Officer, Jemma McHale, attended to present the CHC award to the Engagement Team who continuously engage with patients and the public to gain feedback and share information.



AGM update

The date of the Community Health Council Annual General Meeting has been changed to 13 April. The AGM and Full Council meeting will be held at The Parkway Hotel from 9:30am. Members of the public are welcome to attend.

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