

Aneurin Bevan Community Health Council

Patients Voice News Bulletin

Winter Project

The CHC is currently undertaking a Winter Project to obtain meaningful feedback from patients during the 'winter pressure' months and to allow the Health Board to respond proactively to any issues which may arise. The project will run from January 2019 until March 2019. To date, members have obtained feedback from some 394 patients!

Below are some of the key themes identified:

- Long waits in an ambulance
- Long waits on a trolley
- Seating not comfortable
- Lack of space
- Staff excellent, always busy
- Doctors and nurses very kind
- Poor communication
- Good feedback regarding privacy and dignity
- Good feedback regarding availability of refreshments

Homeless Project

The CHC will be commencing a homeless project within the coming weeks. The project will enable any person who is rough sleeping, homeless or at risk of becoming homeless, the opportunity to give feedback on their experience of healthcare; including barriers to accessing services, as well as what the service is like when accessed.

New Staff

The CHC welcomed a new member of staff to the Team in October 2018, Mr Luke Taylor, who joins us as an Administrative Assistant. Mr Taylor has employment background in Continuing Health Care and Pharmacy.

NHS Staff Recognition Awards

At the recent Aneurin Bevan University Health Board annual Staff Recognition Awards ceremony our Chair, George Clemow, presented Tanya Strange MBE, Divisional Community Nurse of the Health Board, with the CHC award for her part in the Ffrind i mi / Friend of mine initiative.



Ffrind i mi/Friend of mine

Ffrind i mi currently has over 80 volunteers working in Gwent hospitals and communities. Partnerships with schools have led to increased intergenerational befriending in care homes, sheltered accommodation and on hospital wards. This has demonstrated positive benefits for both children and older people.

Advocacy

During 2018 (January to December) the Complaints Advocacy Service received 267 contacts. Below are the top 5 areas of health care featuring in complaints:

- Primary Care – General Practice
- Obstetrics and Gynaecology
- Trauma and Orthopaedics
- Adult Mental Health Services
- Care of the Elderly

Annual General Meeting (AGM) 2018/2019

Our Annual General Meeting (AGM) 2018/2019 will be held on Wednesday 3rd April 2019 at The Parkway Hotel, Cwmbran Drive, Cwmbran, NP44 3UW. All members of the public are welcome to join us. The day will run from 9.30am – 4.00pm approximately.

Thanks

In approaching the end of the 2018/19 financial year, I would like to express grateful thanks to all CHC members for their dedication and support throughout the year.

Angela Mutlow, Chief Officer

Farewell

Sadly at the end of March 2019 all at the Aneurin Bevan Community Health Council will say a fond farewell to Mrs Pauline Morris, our Administration Assistant. We would like to thank Pauline for all her hard work over the past year and wish her every success for the future.

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