

# Patients Voice News Bulletin

Issue 37  
Spring 2020

## Business as Usual

During this difficult COVID-19 crisis our office building, Raglan House, is closed in line with government instructions.

Although the office is closed, our services are open for business as usual. All staff are working from home and continuing to support patients and the public.

All scheduled Committee meetings will be conducted via Skype Business.

## Share your views

As your independent NHS watchdog, CHCs across wales want to continue to play a vital part in reflecting people's views and representing your interests in the NHS at this critical time.

### **Your feedback will help make a difference.**

We will share with the NHS what people and local communities are telling us. This is so the NHS can see what people think is working well and take action to make care better where this is needed - as quickly as it is possible to do so. Please give us your NHS feedback by taking survey here:

<https://tas.survey-me.com/take-a-survey/6mp1r>

Useful links about the Coronavirus:

Aneurin Bevan University Health Board - guidance on service changes:  
<https://abuhb.nhs.wales/coronavirus/guidance-and-changes-to-individual-healthcare-services-and-divisions/>

Welsh Government – guidance:  
<https://gov.wales/staying-home-and-away-others-guidance>





## Welcome to new staff

In January 2020, the Aneurin Bevan Community Health Council welcomed Miss Maisy Bowen to the Administration Team and also Ms Diane Phillips to the Advocacy Team.

## Farewell

Sadly in December 2019 we said a fond farewell to Mrs Deborah Russell, Complaints Advocate and also in April 2020, to Mrs Sara Newnes, our Monitoring, Scrutiny & PPE Officer. We would like to thank Deborah and Sara for their hard work over several years and wish them both every success in the future.

## Advocacy Service

From 1st January to 30th April 2020, our Advocacy Service has received 52 new concerns. This takes our current caseload to 136.

Below are the top 7 areas of health care featuring in concerns:

- Primary Care – GP
- Clinical & Support – other
- Mental Health - Adult
- Women, Children and Community – Child Health
- Surgery - Colorectal
- Women, Children and Community – Obstetrics & Gynaecology
- Medicine – Care of the Elderly

## Winter Project

The Winter Project aimed to look at key areas which have been known to have issues within emergency departments, medical and the surgical assessment unit, the survey for this project allowed patients to give general feedback about their experience whilst in the units and departments mentioned.

A total of 361 patients took part in our winter project 2020. General patient feedback tended to focus on very high praise for staff members and on times, the acknowledgement that staff were very busy but providing the best care possible. Many patients commented on their comfort levels in chairs and on trolleys when waiting for long periods

### Accessible formats

If you would like this publication in an alternative format and/or language, please contact us. Our publications are also available to download and order from our website.

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