

Patients Voice News Bulletin

Issue 41
Spring 2021

We are here for you!

As we enter the second year of the COVID-19 pandemic our office building, Raglan House, is now following COVID-Secure guidance supplied by Welsh Government and is safe for staff and members to attend with business as usual.

All staff are now operating via the blended approach to working which is a mix of working from home and the office and are continuing to support patients and the public. All scheduled Committee meetings are being conducted via Microsoft Teams with some staff and members now opting to attend via the office. All of our scheduled meetings, some of which are open to the public, can be found on our website page [here](#).

Fond Farewell

At the end of May 2021 we were very sad to say a fond farewell to Mrs Angela Mutlow. Angela has been with the Aneurin Bevan Community Health Council for 16 years, the last 5 years as our Chief Officer. Although it is sad for the Aneurin Bevan Community Health Council, Angela is not leaving completely as she is taking up a new role at the Board of Community Health Councils. We all wish Angela the very best in her new role.

Congratulations

Congratulations to Miss Jemma McHale who has recently been appointed as our new Chief Officer. We also wish Jemma all the very best in her new role.

Useful guidance from Welsh Government:

- **Coronavirus restrictions: what you can and cannot do** <https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do#how-the-rules-will-change-on-17-may>
- **Workplace guidance:** <https://gov.wales/offices-and-contact-centres-coronavirus-workplace-guidance-html>



AGM (Annual General Meeting) April 2021

The Aneurin Bevan Community Health Council held it's AGM (Annual General Meeting) in April 2021 and offers congratulations to Cllr. Alan Davies and Mrs Lesley Thomas on being elected for a second year as Chair and Vice Chair of Council.



Donations 2021!

Following our very successful appeal for toiletries etc. for our local hospitals in January 2021 – the appeal is now **closed**

A massive thank you to all who contributed!



Annual Plan 2021-2022

The 2021-2022 Aneurin Bevan Community Health Council Annual Plan is now launched! Our plan reflects the thematic interests and issues brought to us by people in the community or community representatives, and also reflects activity that we had hoped to undertake in the previous year, but were unable to due to the understandable restrictions put in place to help manage the pandemic. Please see the full plan on our website [here!](#)



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CHC updates...

Working with the Health Board

FaceTime “Buddying” Project

Following the huge success of our “Buddying” Project earlier this year, we will be revisiting this again in July 2021. This project enables us to speak to inpatients across multiple acute and community hospitals across Gwent. Please see our video [here](#) on how this project was carried out and the impact it had on patient’s lives earlier this year.

Complex Care/Huntington’s Project

Following the outstanding success of our FaceTime “Buddying” Project, the CHC is working with the Health Board to speak to patients who access care from the Complex Care/Huntington’s teams. CHC members will be engaging with patients **in their own homes** via Face-Time. A summary report will be available soon.



The Grange University Hospital in-patient Project

This project took place in March 2021 and enabled our members to talk to patients virtually on wards at The Grange University Hospital. A full report on the project will be available in a future newsletter!



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Surveys to share your experiences and thoughts...

Virtual Appointments

We would like to thank everyone who wrote to us to share their experience of accessing virtual appointments. To date, 699 people have shared their experience with us but it's not too late for you to share your experience with us too. Please click [here](#) to access our survey!



NHS Care during the Coronavirus

Two hundred and six people shared their experiences of accessing NHS services during the COVID-19 pandemic during January, February and March 2021. Please find our public feedback briefings [here](#) to view a snap shot of the things people told us about each month. Please continue to share your experiences by completing our survey [here](#)

GP Access Survey

This survey enabled us to have a better view of what the public are experiencing in accessing their GP services. So far we have received 1,328 responses! The survey was shared far and wide and the common themes emerging are: busy phone lines, limited availability of appointments and general lack of communication. On a positive note people appreciated the pressures their GPs and staff are under during the pandemic and felt that they are doing a great job in the current circumstances. A full report will be available in a future newsletter, but you can still share your experience with us by completing our survey [here](#).

Your feedback will help make a difference!



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Surveys to share your experiences and thoughts...

Hearing Impairment Survey

If you are hard of hearing or a Deaf BSL user, please share **YOUR** experiences of accessing NHS services, good or bad.

This survey is still active so please complete it [here](#). We would like to hear from you.

The Aneurin Bevan Community Health Council hosted an engagement event with the British Deaf Association on 26 and 27 May 2021 via Zoom. Feedback WILL BE shared with the NHS and WILL HELP make a difference.



Oak Ward, County Hospital

Throughout November/December 2020 we heard from patients who were staying on Oak Ward at County Hospital, Pontypool via our survey, as no visiting was permitted at this time.

The ward supports people for rehabilitation needs before returning to their usual place of residence. Please see the full report in our next newsletter.



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CHC updates....

CHC Advocacy Service

Between 1 February 2021 and 30 April 2021, 93 new complaints and enquiries were received. We currently have 111 open cases which is a slight increase on open concerns since the last newsletter. The top enquiries theme is access to GPs via the telephone. The top concern themes are:

- ❖ GP Primary Care
- ❖ Emergency Admission/Accident and Emergency
- ❖ Welsh Ambulance service



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