

# Patient's Voice News Bulletin

Issue 43 - Autumn 2021

## Continued Support

All our staff are operating via the blended approach to working in these uncertain times, to offer continued support to patients and the public.

All scheduled Committee meetings are continuing to be conducted via Microsoft Teams, with some staff and members now opting to attend face to face via the office if appropriate. All of our scheduled meetings, some of which are open to the public, can be found on our website [here](#).

## Welcome

We are very pleased to give a warm welcome to Mr Lyndon Curnuck and Mr Matthew Crowley, both join us as Co-opted CHC members.

## Farewells

We are very sad to say a fond farewell to Mrs Lynda Wilcox, who has retired from the CHC after 15 years as an Advocacy Support Officer. We would like to thank Lynda for all her hard work and wish her a very happy retirement.

Mrs Sarah Weaver, PPE Scrutiny and Monitoring Officer and Mr Luke Absalom, Administrative Officer, have also left the CHC for pastures new.

We wish them both the very best in their new roles.

### Useful links:

The way you access NHS services has changed, here's what to expect from your GP Practice:

<https://www.youtube.com/watch?v=tJhF6cNXbOc>

Welsh Government – guidance:

<https://gov.wales/coronavirus>



# Face to Face CHC Engagement resumes at the Grange University Hospital



In August 2021, the Aneurin Bevan Community Health Council members, visited the Emergency Department at the Grange University Hospital, to hold face-to-face conversations with people who were attending the department over a 7 day period.

Our members engaged face to face with **84** people in the Emergency Department and learned about each person's experience from travel, their arrival at the department and waiting times.

A further **24** people shared their experience via our online survey.

Largely, people gave very positive feedback about the Emergency Department staff and the efforts they could see being made within the unit under difficult pressures. Other people shared experiences that were less positive, and told us about issues relating to long uncomfortable waiting times, communication needs not met and waiting space being inadequate.

We thank everyone who took the time to share their views and experiences with us.

A full report of the findings can be found [here](#).

The NHS' response to recommendations we made can also be found [here](#).



# CHC updates...

## Dementia Companions and Champions

Our CHC member volunteers were able to visit Tyleri, Ebbw and Sirhowy wards in Ysbyty Aneurin Bevan on a planned basis in September 2021.



The creation of the role for volunteers as **Dementia Companions** is a crucial part of a number of supportive initiatives the Health Board is developing and introducing. With the support of these initiatives, we were told that people are encouraged to take part in meaningful activities, and where the Companion can also be involved in general assistance to further support people's needs whilst staying in hospital.

Our visiting team were told that each of the three wards also had **Dementia Champions** in place amongst the ward staff, and that some of the ideas and opportunities suggested by the Champions had already been instigated to support people with Dementia during their time in hospital.

A full report on this visit can be found in a future newsletter!

**N.B.** Our visiting teams were subject to the Health Board's own workforce Covid risk assessment process and Lateral Flowing Testing (LFT) on the day of the planned visits to adhere to infection control guidance. PPE (Personal Protective Equipment) was also used.

# New Surveys to share your experiences and thoughts...

## ➤ NHS 111 Helpline or Out of Hours Service

Have you used the NHS 111 Helpline or Out of Hours Service? Please share your experience with us [here](#)



## ➤ Maternity Services

The Community Health Council is keen to hear feedback on maternity services in our area. Have you or a family member accessed maternity services recently or during the pandemic? Share your experience, good or bad [here](#).

## ➤ Stroke Services

Have you or someone you care for had a Stroke? The CHC would like to hear from anyone who has experienced a Stroke and required treatment and care, both in the hospital and in the community. Please complete our survey [here](#).



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# Surveys still active to share your experiences and thoughts...

## ➤ **NHS Care during the Coronavirus**

**96** people shared their experiences of accessing NHS services during August – September 2021. This time we heard responses relating to a number of areas such as GP Surgeries, Hospitals, Ambulance and A&E wait times. Please find a list of our public feedback briefings [here](#) to view a snap shot of the things people told us about each month.

How has your healthcare been affected during Covid-19? Make sure your voice is heard! Share your experiences both good and bad [here!](#)

➤ **How the deaf community access healthcare** – please see the full report [here](#). You can still share your experience by completing our survey [here](#).

➤ **GP Access** - please see the full report [here](#). You can still share your experience with us by completing our survey [here](#).

➤ **Diabetes** – We would like to hear from anyone who accesses medical appointments or receives support from the diabetic team, both in the hospital and in the community. Please share your experience with us by completing our survey [here](#).



# CHC updates...

## CHC Advocacy Service

Between 1 September 2021 and 31 December 2022

**109** new complaints and enquiries were received. We currently have **153** open cases, which is an increase again 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
- ❖ Care of the Elderly



## We are on Social Media!

### Facebook!

Visit us on Facebook [here](#)  
or search "CIC Aneurin Bevan CHC"

### Twitter!

Visit us on Twitter [here](#) or search  
@bevanchc



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