

# Patient's Voice News Bulletin

Issue 44, Winter 2021/22

## Blended Working

All our staff are operating via the blended approach to working, offering support to patients and the public.

All scheduled Committee meetings will continue 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 – New Staff and Members

We welcomed Miss Gabrielle Jenkins in February 2022. Gabrielle has been appointed as an Advocacy Support Officer.

We also gave a warm welcome to Mr Keith Jenkins and Ms Sue Acerman, who both joined us as Co-opted CHC members.

## Congratulations

Big congratulations to Miss Maisy Bowen on her promotion to the post of PPE/Monitoring & Scrutiny Officer recently.

### 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>



# Winter Patient Experience Project

The CHC launched the annual winter patient experience survey on Monday 10th January to run until the end of March 2022.

The Emergency Department at the Grange University Hospital and all Minor Injuries Units at the Royal Gwent, Nevill Hall and Ysbyty Ystrad Fawr were provided with large posters and information to display, to encourage people attending to share their experience with the CHC directly through an online survey and/or paper survey available from reception.

To date we have heard from **50** individuals who have shared their experience at the Emergency Department/local Minor Injuries Units.

We offered the Health Board weekly updates on people's (anonymous) experiences. Themes included:

- Comfort problems in the Grange when experiencing long waits. As the project has progressed, some people have reported shorter waiting times to be seen and treated, but still waiting times remained a concern.
- Some staff approach issues, particularly for people with challenging circumstances, but most people have told us they appreciated the actions taken by the staff and recognised the pressures on them. Most people felt they had been treated very well, with empathy and discretion by all staff they had contact with.
- At the start of the project people suggested better communication, especially about the process and where to go when entering the hospitals following the Covid triage units outside. As we heard from people in weeks 4 and 5 of the project, communication feedback appeared to have improved but some issues about this remained at the Grange University Hospital. A full report will be available soon.



# CHC Committees...

## What we've recently heard from the NHS



### Full Council Committee

**In January 2022**, we heard from the Health Board about the accelerated clustered development plan. In our area, primary care clusters are called Neighbour Care Networks (NCN) and we heard about the NHS' priority to develop these NCNs.

### Executive Committee

**In February 2022** we heard from the Health Board about their proposals for the Community Sexual Health Service redesign. Following a period of formal engagement with the community, to hear people's views, the CHC supported the revised proposals moving forward to implementation, accompanied by a clear communication campaign.

**In March 2022** we heard from the NHS on the provision of Psychological Wellbeing Practitioners (PWPs) in GP practices and the Welsh Ambulance Service's Roster Review, to improve ambulance waiting times and resource cover.

### Special Executive Committee

Also **in February 2022** we heard from the Health Board about Primary Care recovery from the pandemic and plans for the future.



#### Website:

[www.aneurinbevanchc.wales.nhs](http://www.aneurinbevanchc.wales.nhs)

#### Phone:

01633 838516

#### Email:

[enquiries.aneurinbeva.nchc@waleschc.org.uk](mailto:enquiries.aneurinbeva.nchc@waleschc.org.uk)







# Surveys to share your experiences and thoughts...

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

**461** people shared their experiences of accessing NHS services from October 21 - February 2022. This time we heard responses relating to a number of areas such as GP Surgeries, Hospitals, Ambulance and A&E wait times and receiving the Covid-19 booster vaccine. 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!](#)

## ➤ **Stroke Services**

Have you or someone you know 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. This survey is still live! Please share your experience [here](#)

## ➤ **Two New Surveys!**

### **Primary Care Mental Health**

Survey launched in March 22. We would like to understand your experience of accessing Mental Health support/advice in the Community. Please find our survey [here](#)

### **Dementia Care in the Community**

Survey going live on 1<sup>st</sup> April 22. We would like to understand the care that you receive in the Community. Please find our survey [here](#)

## ➤ **NHS 111 Helpline/Out of Hours Service Survey**

In December 2021, the CHC launched a survey via our social media platforms and website. The purpose of the survey was to obtain feedback from people accessing NHS 111 Helpline/Out of Hours Services. The survey closed at the beginning of March 2022. Please find a full report of our findings in a future newsletter.

#### **Website:**

[www.aneurinbevanchc.wales.nhs](http://www.aneurinbevanchc.wales.nhs)

#### **Phone:**

**01633 838516**

#### **Email:**

[enquiries.aneurinbeva@nchc@waleschc.org.uk](mailto:enquiries.aneurinbeva@nchc@waleschc.org.uk)





# CHC updates...

## CHC Advocacy Service

Between 1 January 2022 and 31 March 2022

**106** new complaints and enquiries were received. We currently have **144** open cases, which is a slight decrease in new cases since the last newsletter. The top enquiries theme is access to GPs via the telephone.

The top concern themes are:

- ❖ Emergency Admission /Accident and Emergency
- ❖ Care of the Elderly
- ❖ Welsh Ambulance Service



## 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  
@bevanhc



### 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.

#### Website:

[www.aneurinbevanhc.wales.nhs](http://www.aneurinbevanhc.wales.nhs)

#### Phone:

**01633 838516**

#### Email:

[enquiries.aneurinbevanhc@waleschc.org.uk](mailto:enquiries.aneurinbevanhc@waleschc.org.uk)

