

Public Feedback about NHS services during the Coronavirus pandemic

The comments in this bulletin offer a snapshot of people's feedback about NHS services. We'd like to thank everyone who wrote to us to share their experiences, which will be used to help the NHS learn from your comments.

We heard from **6** individuals in July and August who shared their views and recent experiences of NHS Services.

5

Individual shared their experiences of accessing Secondary Care.

1

Response was received in relation to Primary Care.

Useful links about the Coronavirus:

Aneurin Bevan University Health Board - guidance on service changes: <https://abuhb.nhs.wales/coronavirus>

Welsh Government – guidance: <https://gov.wales/coronavirus>



Some of the feedback received

Waited 12 hrs for Ambulance but once I got to Hospital, everything was good!! – A&E.

Was dealt with quickly and accurately – A&E.

Cannot get an appointment, constantly ringing – GP.

Arrived between 4 and 5am with my father, an 80 yr old with Lewy Body Dementia. The department could not provide either a bed or suitable seating and he had to stay in a wheelchair for the duration of his stay. This was not suitable and he was at constant risk of pitching forward especially as he slipped in and out of sleep. There was no offer of food until he had entered the department from the waiting room. After 4 hours. Still to remain in his wheelchair awaiting hospital transport to The Royal Gwent – GUH A&E.



Website:

<https://aneurinbevanhc.nhs.wales>



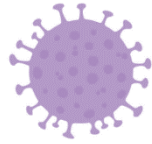
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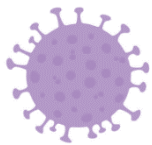
We heard from a parent who attended Accident and Emergency with her 7 month old baby who was quite poorly with a temperature and rapid breathing.

The parent stated: *"Upon arrival we didn't have to wait very long before being seen by a nurse practitioner which was great. The nurse checked my baby over and quickly diagnosed her with croup."*

The parent went on to say that her baby received medication and was monitored. All of this was done very quickly and it was very positive.

The parent then said: *"I was then told my baby needed to be discharged by a doctor and this is when it went downhill as we were left waiting in a corridor for nearly 10 hours just to be sent home."*

The parent explained that she: *"understands it's busy but this really isn't ideal especially with a baby depending on formula."*



Triage a total disaster almost as if you wait to see if after hours of waiting if you're still alive we will treat you. When past Triage, excellent service from all including in ward, however the heart machine bleeps loudly, perhaps the patient shouldn't sleep – A&E.



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Your feedback will help make a difference!

National Survey

We will share what people and local communities are telling us with the NHS. This is so the NHS can see what people think is working well and take action to improve care where it needs improvement.

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

We love hearing from you so please keep those comments coming and share your feedback on NHS care during the Coronavirus pandemic by completing the following survey <http://ow.ly/ezy50ER6ZG>
An easy read version can be found here <http://ow.ly/AFjp50zYE0p>

Please scan the QR codes to access the digital survey



Standard



Easy Read

If you would like to speak to a member of our team about your experience, please phone us on **01633 838516**

Alternatively, you can text **WALESCHC COVID** to **62277** with your views about NHS care during the pandemic.

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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