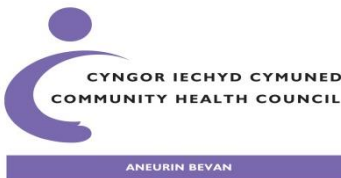


Aneurin Bevan Community Health Council

Patients Voice News Bulletin



Special points of interest:

- **“Services Fit for the Future”**
- **Events**
- **Visits**
- **Engagement**

“Services Fit for the Future”

Welsh Government recently published a consultation, *Services fit for the Future*, asking for the public’s comments to the proposal to abolish CHCs. The consultation recommends the new organisation should be based on the Scottish model which Scottish Government has already stated is not fit for purpose. We are also concerned that this proposal does not provide an effective independent voice for patients. CHC Officers and Members will be contacting their local networks to discuss the White Paper as well as encouraging everyone to respond to the consultation.

The consultation runs for 12 weeks and closes on 29th September 2017. If you require any further information, please call the office on 01633 838516.



Events



John Pearce hosting a Gwent Volunteers Table

On 28th June our Chair, John Pearce along with Chief Officer, Angela Mutlow attended an afternoon tea event organised by the Health Board to thank Gwent volunteers for all their hard work.

As part of Dementia Awareness Week, Liz Warren, Deputy Chief Officer attended the Regional Dementia Conference on 18th May in Pontypool. One presentation was on the initiative “Pimp my Zimmer”, which is a collaboration between a Nursing Home, Coleg Gwent and a local primary school to decorate zimmer-frames to encourage patients with dementia to see and use them to reduce the number of falls.

Visits

In April Members undertook day and night visits in the A&E and Medical Assessment Unit (MAU) departments at the Royal Gwent Hospital. There were two issues raised in A&E during the night visit regarding linen and patients not being informed about waiting times. The Health Board is reiterating the linen policy with staff and the tannoy system will be used more to inform patients of how long they can expect to wait. In MAU, a new patient flow system is being implemented to try to lessen noise disruption.

Members visited County Hospital in May. Patient satisfaction was extremely high in Phoenix Ward with lots of praise for the staff. Storage was an issue and a room has been identified for conversion to allow for better storage on the ward.

In the same month a visit was also undertaken to D2 East in the Royal Gwent Hospital. Numerous issues were identified which the Health Board has responded to proactively with an action plan to address all of our concerns.

From April we are carrying out follow-up visits to look at the areas of concern. These visits will be conducted in the month after the action plan completion date and will solely focus on the recommendations that we provided.

Engagement

Members and CHC staff held a very successful engagement event at Pontypool Market in May with several members of the public. We will be returning to the Market in August.

Aneurin Bevan Community Health Council
6-8 William Brown Close
Raglan House
Llantarnam Business Park
Cwmbran
NP44 3AB

Phone: 01633 838516

E-mail: enquiries.aneurinbevanchc@waleschc.org.uk

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