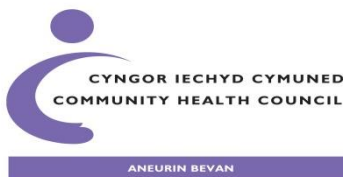


Aneurin Bevan Community Health Council

Patients Voice News Bulletin



Special points of interest:

- **Advocacy**
- **Engagement**
- **Visits**

Advocacy

The Complaints Advocacy service for formal concerns received 71 new contacts between July and September. 45 of those contacts did not return a consent form to continue and 26 moved forward to make a formal complaint to the NHS. The 5 main specialities formally complained about were:

- Primary Care – General Practice
- Adult Mental Health Services
- Surgery – Trauma & Orthopaedics
- Acute Medical Assessment Unit
- Emergency Medicine

During the same period, our informal enquiries service (informal assistance to resolve less complex concerns) received 56 new contacts. 9 of these went on to make a formal complaint indicating the enquiries service supported 47 clients to resolve minor issues quickly and therefore avoiding a formal complaint. The 5 main specialities for enquiries were:

- Primary Care – General Practice
- Surgery – Gastroenterology
- Adult Mental Health Services
- Surgery – Trauma & Orthopaedics
- Medicine – Care of the Elderly

Engagement

The main focus of our engagement over the summer, apart from obtaining public feedback on health care experiences, was to deliver key messages regarding the White Paper consultation “Services Fit for the Future” and to discuss the views of the public so that we could present them to Welsh Government.

We visited Penallta House, Caerphilly in July, returned to Pontypool market in August and in September attended the Health Board’s Health Fair at St Cadoc’s.

In total we received over 200 responses to the White Paper consultation.



Judith Pritchard and Katie Dyer at Penallta House

Visits

Members undertook a number of unannounced hospital visits during the Summer, with the following outcomes:

Royal Gwent Hospital:

Ward C4 West – There was high patient satisfaction even though there was no day room and no entertainment facilities at that time. The Health Board has since provided radios in all bays. Meal time provision was an issue with patients not receiving the meals they had ordered.

Ward D4 West – This ward moved shortly after the visit and therefore many of the recommendations were no longer valid. However, there were a number of works and facilities issues that needed to be addressed prior to being re-occupied which the Health Board has since attended to.

Ward D4 East – Patient experience issues were highlighted with regards to comfort levels and stimulation.

Nevill Hall Hospital:

4/1 Monnow Ward – This ward had recently been refurbished to a high standard and patient satisfaction was very high, with compliments about staff and comfort levels

4/2 Crickhowell Ward – Although this ward was being refurbished at the time of the visit patients revealed high levels of comfort and satisfaction. Meal times were well organised and patients received appropriate support.

3/3 Duffryn Ward – There was high patient satisfaction with compliments about the staff and care given even though it was felt the ward was short staffed. Meal times were well organised.

St Woolos Hospital:

Sycamore Ward – Patients in this dementia ward were happy in their environment which was comfortable and calm and provided plenty of activities. Staff provided a high standard of care.

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

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.

 www.patienthelp.wales.nhs.uk/aneurinbevan 