

Patients Voice News Bulletin

Issue 42
Summer 2021

Blended Working

All staff are now operating via the blended approach to working. We have adopted a mix of working from home and the office so we are continuing to support 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. All of our scheduled meetings, some of which are open to the public, can be found on our website [here](#).

Welcome

We were very pleased to give a warm welcome to Ms Linda Joseph, who has recently joined our team as our newly appointed Deputy Chief Officer.

Co-opted Membership

Want to make a difference, learn new skills and meet new people?

We are looking for enthusiastic people to act as the eyes and ears of patients and the public and encourage others to have their say about NHS services. If you are interested in becoming a volunteer for us please contact the office on **01633 838516** for more details.



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>



Official Opening of The Grange University Hospital

We were delighted to have been invited to the official opening ceremony of the Grange University Hospital. The event took place on Friday 27th August 2021 and the opening was attended by the First Minister of Wales – Rt. Hon Mark Drakeford MS.



On this special occasion, we would like to commend the hard work of all staff involved in opening the hospital and the continued hard work of all NHS staff to date.



Return to Face to Face Engagement

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

This is the first time members have held face-to-face engagement with patients since the start of the pandemic in March 2020. A full report of the findings will be available soon.

N.B. All members undertook lateral flow Covid tests before carrying out this engagement exercise. Appropriate risk assessments were also undertaken in collaboration with the UHB.

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CHC updates...

Project Working with the Health Board

Complex Care/Huntington's Project

Following the outstanding success of our FaceTime "Buddying" Project, the CHC worked with the Health Board to speak to patients who accessed care from the Complex Care/Huntington's teams. CHC members engaged with patients **in their own homes** via Face-Time. As promised in our Spring edition, a full report can be found [here](#).



The Grange University Hospital in-patient Project

This project took place in March 2021 and enabled our members to talk to patients virtually on wards at The Grange University Hospital. As promised in our Spring newsletter, a full report on the project can be accessed [here](#).

Virtual Appointments Project

In June, we published our report after hearing from **698** people about their experiences or views regarding the use of **virtual or "remote" appointments** in healthcare. People were generally supportive of virtual appointments continuing after the pandemic, but stated that remote appointments should not replace face-to-face approaches, but complement the appointment systems where appropriate. Please see the full report of our findings [here](#). You can continue to share **your** views with us about this topic [here](#).

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Surveys to share your experiences and thoughts...

NHS Care during the Coronavirus

276 people shared their experiences of accessing NHS services during April – July 2021. Please find our public feedback briefings [here](#) to view a snap shot of the things people told us about each month. Please continue to share your experiences by completing our survey [here](#). We will share with the NHS what people and local communities are telling us. This is so the NHS can see what people think is working well and take action to improve care where this is needed - as soon as possible.



Diabetes

Are you or someone you care for Diabetic? 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. This piece of work will help us to better understand the themed concerns people shared with us about communication from the diabetes service since the start of the pandemic. Please share your experience with us by completing our survey [here](#).

GP Access Survey

Over the last twelve months we have heard from **1320** individuals who wished to share their experiences with us by completing the online survey. This survey enabled us to have a better view of what the public are experiencing in accessing their GP services. Common themes emerged from the feedback were received - difficulty making appointments, problems getting through by telephone, availability of online services, call handling staff & communication, prescriptions and test results. As promised in our Spring newsletter, please see the full report [here](#). You can also still share your experience with us by completing our survey [here](#).

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• Surveys to share your experiences and thoughts...

How the deaf community access healthcare

We heard from **45** individuals who wished to share with us their experiences of accessing NHS care. In August, we published a report detailing what those individuals had to say about a range of NHS services from Audiology to children's appointments, you can access the full report [here](#).



This survey is still active so please continue to share your feedback [here](#).

Rowan and Oak Ward, County Hospital Engagement

We carried out an initial engagement campaign at County Hospitals' Rowan Ward in October 2020 and Oak Ward in February 2021. At those times, issues were raised by people regarding staffing levels and the sharing of information about ward facilities to newly admitted patients.

During April and May 2021 we repeated the engagement campaign on both wards to monitor patient feedback and experience. As promised, in our Spring edition, please see the full report on our findings [here](#) that details some positive improvements.



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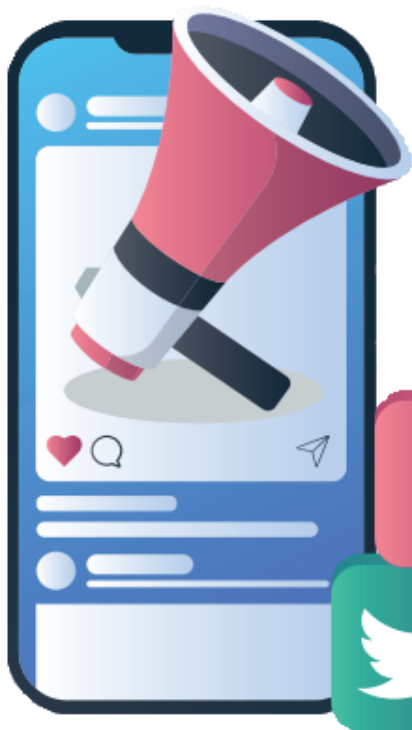
CHC updates...

CHC Advocacy Service

Between 1 May 2021 and 31 August 2021, **127** new complaints and enquiries were received. We currently have **131** open cases, which is an increase 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



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