

Aneurin Bevan Community Health Council

Patients Voice News Bulletin



Special points of interest:

- 7 New Members Recruited
- CHC Awareness Campaign well received
- Staff changes at CHC office
- CHC visits to 2 NHH wards high-light good practice

New Members

The membership recruitment initiative has gone very well. We have taken on 7 new members; one Local Authority member Cllr Mrs Mandy Owen, and 6 co-opted members, Mr Peter Allan, Mrs Jenny Barrell, Mrs Peggy Cumbers, Mrs Ann Hurley, Mrs Felicity Jay and Ms Sara Newnes. Their training has already started and they should be ready to take part in CHC visits soon.

Welsh Government Public Appointment interviews will also be taking place this month.



CHC Awareness

We recently undertook a CHC awareness campaign in some of our local hospitals. In general this was well received by staff, patients and visitors, with a number of people showing an interest in becoming a CHC Volunteer Member.

The main issue received was the lack of parking at the Royal Gwent and Nevill Hall hospitals.

Another CHC awareness campaign is planned for November.



Staffing

Congratulations to Miss Claire Starmore on her promotion to Business Manager.

ABCHC will also be interviewing shortly for a new role of PPE/ Monitoring and Scrutiny Management Officer.

Staff recently took part in an offsite team building session. Great fun was had working closely together to solve various puzzles.



Unannounced visit to Nevill Hall Hospital

In June the CHC undertook an unannounced visit at Nevill Hall Hospital to the Respiratory ward (Llanellen 4/4), together with Members from Powys CHC.



The CHC's inspection of this ward has shown that patient satisfaction with care and staff approach is good, with excellent support offered during mealtimes to sit comfortably, promote hand hygiene and assist with eating and drinking where necessary. Some patients commented that staff were "wonderful" and "attentive".

In Llanellen ward, some highlighted points include;

- Some patients felt staff "could do with more help" around busy times, but were still happy with their care. Some individuals raised isolated issues that have been put to the Health Board for comment and actioning.
- The Protected Mealtimes policy—some medical staff continued with ward rounds during lunch time.
- Some hoists were found stored in the disabled access bathroom.
- Clinical waste bins were found unlocked.
- Daily water provision—some patients stated that their water jugs were changed twice daily or on request as opposed to the recommended three times daily or on request.

The CHC team concluded their environment review of Llanellen ward and felt the ward was calm, welcoming and staff were happy to talk to the CHC. The CHC team felt that staff showed a good rapport with patients and all beds were made and patients' bed areas were kept tidy.

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