

Patients Voice News Bulletin

Issue 38
Summer 2020

We are still here for you!

As we enter the seventh month of the COVID-19 pandemic our office building, Raglan House, is still closed in line with government guidelines.

Although the office is closed, **our services are open and fully functioning** with business as usual. All staff are working from home and continuing to support patients and the public. All scheduled Committee meetings are being conducted via Microsoft Teams. All of our scheduled meetings, some of which are open to the public, can be found on our website page <http://www.wales.nhs.uk/sitesplus/901/page/45208>

Working together

The CHC is working closely with the Health Board to ensure they manage the pandemic appropriately and the community understands what and when NHS services will return to normal.

If you need to find out when your health service will restart, the Health Board has launched a helpful web page detailing all the NHS service updates. Please just follow the link below.

<https://abuhb.nhs.wales/restarting-services/restarting-services/>

Useful links about Coronavirus:

- Welsh Government – Coronavirus regulations: frequently asked questions:
<https://gov.wales/staying-home-and-away-others-guidance>
- Hospital Visiting during the coronavirus virus outbreak:
<https://www.nhs.uk/using-the-nhs/nhs-services/hospitals/visiting-someone-in-hospital/>



The Grange University Hospital is Opening early!

The Grange University Hospital will officially open mid-November this year, instead of the original planned date in March 2021.

The new facility based in Llanfrechfa just outside Cwmbran, will provide emergency and urgent care, bringing together services previously provided at the Royal Gwent Hospital in Newport and Nevill Hall Hospital in Abergavenny.



Please get in touch with the Aneurin Bevan University Health Board via email: engagement.abb@wales.nhs.uk if you have any questions about the Grange University Hospital or any of their other hospitals.

The 60 acre site will have a 471 bed capacity and will feature a 24 hour emergency assessment facility, intensive care facilities, comprehensive diagnostic facilities, inpatient beds for major emergencies and complex surgery and theatres.

Every household throughout Gwent will receive a leaflet during November, which explains in more detail the changes that are happening when The Grange University Hospital opens.

You can already access the leaflet of on the Health Board's website: <https://abuhb.nhs.wales/> and selecting the "Clinical Futures" tab.



Mae eich Gwasanaethau GIG yng Ngwent yn newid
pan fydd Ysbyty Athrofaol y Faenor yn agor ar 17 Tachwedd 2020*

*Gall y dyddiad hwn newid oherwydd pwysau'r pandemig COVID-19 a phwysau eraill ar ein gwasanaethau GIG.





Your NHS services in Gwent are changing
when The Grange University Hospital opens on November 17th 2020*

*Date may be subject to change due to the COVID-19 pandemic and other pressures on our NHS services.

Cadwch llygad mas am y llyfryn gwybodaeth, neu ewch i <http://bipab.gig.cymru>
Please look out for the information booklet, or visit <https://abuhb.nhs.wales/>

Website:

www.patienthelp.wales.nhs.uk/aneurinbevan

Phone:

01633 838516

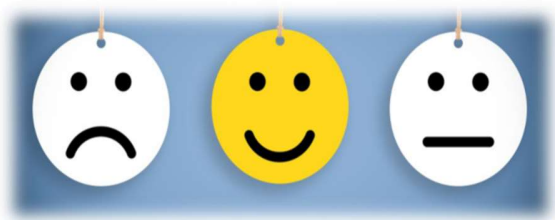
Email:

enquiries.aneurinbevan.chc@waleschc.org.uk



Surveys to share your experiences and thoughts...

Do you access District Nursing Services?



We are keen to hear people experiences of accessing Districting Nursing services in Gwent. Share your experience by completing our short survey [here](#)

NHS Care during the Coronavirus

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 make care better where this is needed - as quickly as it is possible to do so.

Please give us your NHS feedback by taking our survey [here](#)



Virtual Appointments



Covid-19 has changed the way appointments are being conducted by the NHS.

Have you recently had a virtual appointment with a healthcare professional? We would like to hear your about your experience and feedback of using this appointment method by completing our short survey [here](#)

Your feedback will help make a difference!



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CHC updates...

CHC Operational Plan 2020/2021

The CHC launched its Operational Plan 2020/2021 in March 2020 but due to Covid-19 the plan has now been redeveloped and a revised plan has been launched. Please see the revised plan [here](#)

CHC Welsh Language Standards Annual Report 2019/2020



We are pleased to offer our Welsh Language Standards Annual Report which details our work and commitment to the implementation of fully bilingual services.

Since the implementation of our Welsh Language Standards in May 2019, we are encouraged to report that we have received no formal concerns in relation to our performance with applying the standards over the last year. Please see our Report [here](#)

Virtual In-Patient Engagement

We are working closely with Health Board colleagues to enable us to speak to patients in hospital. Our members are speaking to patients on a variety of wards across all hospitals to understand their experience of accessing inpatient care throughout these difficult times. Any issues raised by patients are reported to the Health Board to be address on the same day.

August 2020 monthly Public feedback

Eighty people contacted us in August to share their views and recent experiences with NHS Services.

Please find a briefing [here](#) to view a snap shot of the things people told us about. We'd like to thank everyone who wrote to us to share their experiences, this will be used to help the NHS learn from your comments.



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CHC updates...



A warm welcome!

New staff appointment

In August 2020, the Aneurin Bevan Community Health Council welcomed Miss Maisy Bowen as an Advocacy Support Officer. Congratulations and welcome to the Advocacy Service Maisy!

New volunteer members

In October 2020, the Aneurin Bevan Community Health Council welcomed three new members:

- ✿ Mrs Lynne Lewis
- ✿ Ms Rizwana Nadeem
- ✿ Mrs Sue Campbell

CHC Advocacy Service

Between 1st May and 30th September 2020 63 new complaints were received. We currently have 134 open cases which is an increase since the last newsletter. The top 3 healthcare services featuring in those 63 concerns are General Practice, Adult Mental Health and A&E.

We are on Social Media!

Facebook!



Visit us on Facebook [here](#)
or search "CIC Aneurin
Bevan CHC"



Twitter!



Visit us on Twitter [here](#)
or search @bevanchc

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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