

Patients Voice News Bulletin

Issue 40
Winter 2020

We are still here for you!

As we enter the twelfth 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 [here](#)

Annual General Meeting (AGM)

Our Annual General Meeting (AGM) 2021/2022 will be held on Wednesday 14th April 2021 via Microsoft Teams. All members of the public are welcome to join us. Please call 01633 838516 for more details.

New Staff

In December 2020 we were very pleased to welcome Mrs Sarah Weaver as our PPE Scrutiny and Monitoring Officer.

New Volunteer Member

In December 2020, we welcomed a new member, Mrs Pauline Walters. If you are interested in becoming a CHC member, please contact us.

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://gov.wales/hospital-visiting-during-coronavirus-outbreak-guidance>



Thank you!

In early January 2021 we placed an advert in various media outlets requesting donations of ladies and gentlemen's nightwear, essential toiletries and boiled sweets for patients and staff at NHS hospitals throughout Gwent.

A big **Thank You** for all of your generous donations, we were truly overwhelmed by the support for our local NHS!

Welcome deliveries have been made to all hospitals within the Aneurin Bevan area.

We are now asking for no further donations to be made for the time being.

We would like to thank everyone for their kindness!

Please keep an eye on our Facebook page for future updates!



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CHC updates...

Working with the Health Board

The FaceTime “Buddying” Project

As promised in our last newsletter please find our full report [here](#). This project enabled us to speak to 97 inpatients across multiple acute and community hospitals across Gwent. Patients expressed overwhelming gratitude for staff but many inpatients informed us that although they understood that their loved ones could not visit them they felt isolated.

Complex Care/Huntington’s Project

Following the outstanding success of our FaceTime “Buddying” Project, the CHC is working with the Health Board to speak to patients who access care from the Complex Care/Huntington’s teams. CHC members will be engaging with patients **in their own homes** via Face-Time.



The Grange University Hospital in-patient Project

This project is due to launch on 22 March 2021 and will enable our members to talk to patients virtually on wards at The Grange University Hospital. A full report on the project will be available in a future newsletter!



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Surveys to share your experiences and thoughts...

Virtual Appointments

We would like to thank everyone who wrote to us to share their experience of accessing virtual appointments. To date, 698 people have shared their experience with us but it's not too late for you to share your experience with us too, please click [here](#) to access our survey!



NHS Care during the Coronavirus

Sixty eight people shared their experiences of accessing NHS services during the COVID-19 pandemic during November and December 2020. Please find Issue 7 and 8 of the briefings [here](#) to view a snap shot of the things people told us about.

Please continue to share your experiences by completing our survey [here](#)

GP Access Survey

This survey enabled us to have a better view of what the public are experiencing in accessing their GP services. So far we have received over 1300 responses! The survey was shared far and wide and the common themes emerging are: busy phone lines, limited availability of appointments and general lack of communication. On a positive note people appreciated the pressures their GPs and staff are under during the pandemic and felt that they are doing a great job in the current circumstances. A full report will be available in a future newsletter. Please fill out our survey [here](#) to share your experience!

Your feedback will help make a difference!



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Surveys to share your experiences and thoughts...

Hearing Impairment Survey

The CHC has received feedback from members of the public about their difficulties of accessing British Sign Language (BSL) interpreters when receiving NHS care.

We would like to hear from you. Do you feel the NHS has a good understanding of your needs when you access services? Does the NHS ask you your preferred means of communication when attending a healthcare appointment?

Please complete our survey [here](#)



Oak Ward, County Hospital

Throughout November 2020 we heard from patients who were staying on Oak Ward at County Hospital, Pontypool, via our survey. A full report on the findings will be available in a future newsletter.

CHC/District Nursing

Our District Nursing survey which was carried out during October and November 2020 was a huge success with 158 surveys returned! Please see our full report [here](#)



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CHC updates....

CHC Advocacy Service

Between 1 December 2020 and 31 January 2021, 63 new complaints and enquiries were received. We currently have 107 open cases which is a decrease on open concerns since the last newsletter. The top enquiries theme is the Covid vaccination roll out. The top concern themes are:

- ❖ GP Primary Care
- ❖ Adult Mental Health
- ❖ Trauma and Orthopaedics
- ❖ Acute Care
- ❖ Welsh Ambulance service



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Bevan CHC"



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