

Hywel Dda Community Health Council

April update

Focus on Ceredigion: Elizabeth Evans Chair Ceredigion Locality



The last twelve months has dramatically impacted on our way of life including our work as a CHC. Overnight our officers were having to work from home with the added task of hooking us all up online to continue our work, albeit in a very different way.

Remote working has had its challenges but I'm so proud of team Ceredigion, because from starting with an informal coffee morning, we soon got into our stride with online meetings.

We have continued to scrutinise the ever changing temporary service changes Hywel Dda were forced to make because of the pandemic, and ensuring that we continue to represent the views of our communities - not always easy over months of national lockdowns and no site visits. We continued to have meetings with the County Director, Peter Skitt and I'm grateful for his forthrightness. The headlines of the past twelve months has got to be the amount of temporary service changes we were dealing with and ensuring vital services like breast and bowel screening re-started, and that post-natal support was forthcoming.

Our focus on mental health support services has never wavered. The highlight was without doubt the way we have continued to function very effectively as a locality, and I'm looking forward to the next coffee morning.

Hywel Dda CHC March facts and figures



1178

Our **top tweet** was about a Bevan Commission event giving us 1,178 impressions (The number of times users saw the tweet on twitter).



4090

Our **top post** was regarding A&E attendances during Covid-19 giving us a reach of 4,090 people.

27

During 2019/2020) Hywel Dda CHC members visited 27 NHS sites in the three counties, 11 within Ceredigion

8

Advocacy Services:
8 Number of information on the NHS complaints process help packs' sent in March

Hywel Dda CHC Advocacy Team

Advocacy is defined as "giving active support". This is the role of our Complaints Advocacy Service who are here to support you, if you are not happy with any part of NHS care that you have received and wish to make a complaint.

During the last 12 months, the Advocacy Team at Hywel Dda CHC has received various concerns and enquiries from the three counties.

Common themes include:

- concerns with GP Surgeries
- experiences with local hospitals
- access to NHS dentists

Feedback regarding GP Surgeries has been around the support they are providing, whether not enough or above and beyond during these difficult circumstances. Concerns have been raised with medication being reduced and patients being de-registered.

Patients living in the Ceredigion area have told us about difficulties they face when they have to attend appointments at their local hospital and have concerns during when being admitted to these hospitals.

All our complaints advocacy staff are trained. Our complaints advocates have or are working towards the National Advocacy Qualification.

We deliver our complaints advocacy service in line with national standards set by the Board of CHCs in Wales.

If you need our help, or would like to know how we can help you, please feel free to call us on **01646 697 610** so that we can send you an information pack or you can ask for one by sending us a message on our website page.

Maternity services in Wales: What CHCs have heard during the Coronavirus pandemic

We have been interested in maternity services since the Health Board made changes to women's and children's services in 2013. We have made a number of visits to maternity settings over the years and although feedback has largely been positive our reports have said that experiences aren't always good.

We now need to understand how this is affecting and has affected women and families in maternity settings during the Covid pandemic.

Will you share your experiences with us? Our survey will be out soon, follow us on facebook/twitter or call us for more information.

Your views can make a difference

It's what we do

During 2019/2020 (up until the pandemic) Hywel Dda CHC members visited 27 NHS sites in the three counties, 11 within Ceredigion, these include:

- Tregaron Hospital, Tregaron
- Crymych Health Centre, Crymych
- Dyfi Ward, Bronglais Hospital
- New Quay GP surgery, New Quay

Reports of all our visits and how we use the information to help improve your experience of NHS Care are on our website.

What are your experiences, why not tell us?



<https://hywelddachc.nhs.wales/>



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