

Hywel Dda Community Health Council

What's news

Planning, designing and developing local health services by Mansell Bennett Chair of Hywel Dda CHC



The past year has affected each one of us in a way we could never have imagined. During these periods of lockdown, we have had time to reflect on what is important to our families, our communities and to ourselves.

The year ahead will be a very important one for health and care service users in the area covered by Hywel Dda University Health Board (the Health Board). There have been significant changes made as to how we use and access our health services. The CHC will be heavily involved as the statutory patient voice in the planning, designing and developing local health services as we come off lockdown.

Looking back over the concerns people have brought to our attention, both before and during the pandemic, include accessing their local GP services; orthodontic treatment (correction of teeth by braces); mental health support and communication (most recently around COVID19 vaccination) as well as waiting too long for planned treatment especially in some services.

Going forward, we will continue to work with the Health Board and others as they involve and engage our communities in discussions about how NHS services should be designed and delivered to meet peoples' needs.

To help us understand **your needs** so that we can accurately represent **your voice** to the Health Board and Welsh Government, tell us about your experiences, good or bad. What works and what may not work so well.

By taking a few minutes to complete our survey, we will be able to gain a better understanding of people's experience of NHS services and what matters most. We will not ask you to share any personal information.

Survey :

https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrsxEwXtF-8dEq_P7P71QiXIUNFFRWUNUM1hNM01XTFdRWkFMUKYyVExWRi4u

Thank you

Hywel Dda CHC January facts and figures

5834



Our top tweet was about the covid-10 vaccination programme which gave us 5,834 impressions.

(The number of times users saw the tweet on twitter).



Our top post was regarding COVID 19 Vaccinations giving us a reach of 8091 people.

8091

51

Advocacy Services: New enquires requesting assistance from the Advocacy team during the month of January

Advocacy Services:

Number of information on the 'NHS complaints process / how we can help' packs sent out in month of January

14

Community Health Council is interested to hear of your experiences of NHS services during the pandemic by completing our online survey

Your feedback will help make a difference :

https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjigkCoVkM8ntyPrsxEwXtF-8dEq_P7P71QiXIUMIFSRVhZVThMUUxIT0IzU0dLRExOODFBQy4u

We will share with the NHS what people and local communities are telling us. We will not ask you to share any personal information.

Hywel Dda Health Board Vaccination information & Press releases

Hywel Dda University Health **Board's COVID-19 vaccination programme** is on schedule to offer a vaccine to everyone in priority groups 1 to 4 by Monday 15 February.

If you are in priority groups 1 to 4 and you haven't been contacted about your vaccine appointment, we need you to get in touch :

- If you are aged 75 to 79, are shielding, or work in frontline health, social care or an adult care home, please phone **0300 303 8322** or email COVIDenquiries.hdd@wales.nhs.uk to book your vaccine.
- If you are aged 80 years or older or are aged 70 to 74, please contact your GP practice directly.

Note : Phone lines are open Monday- to Friday between 9am to 5pm

Information on Priority groups is available from Welsh Government website : <https://gov.wales/covid-19-vaccine-priority-groups#section-62116>

For local up to date information, visit Hywel Dda Health Board <https://hduhb.nhs.wales/healthcare/covid-19-information/>

HEALTH BOARD PRESS RELEASES:

1. Thank you for the support – COVID-19 vaccine support [Read Here](#)
2. For details on All Wales COVID-19 Wellbeing Survey [Read Here](#)
3. Statement Director of Public Health at Hywel Dda University Health Board on patients receiving chemo/or radiotherapy are being disadvantaged: "No systemic anticancer treatments, such as chemotherapy, immunotherapy etc, have been suspended within Hywel Dda UHB due to COVID-19 and all four chemotherapy units in the health board are delivering chemotherapy to patients.

Public Health Hywel Dda UHB contact details [Read here](#)

Patient information and updates

- **Welsh Government latest guidance on COVID:**
<https://gov.wales/topic/980/latest>
- **Welsh Government Alert level 4: frequently asked questions**
<https://gov.wales/alert-level-4-frequently-asked-questions>
- **Public Health Wales (PHW) Details for COVID-19 Patients:**
[Patient information - Public Health Wales \(nhs.wales\)](#)
- **Welsh Ambulance Service NHS Trust (WAST) Behind the headlines January 2021:**
https://www.ambulance.wales.nhs.uk/Media/Documents/BTH_January%202021_ENG_v1.pdf
- **Hywel Dda Health Board – ChatHealth launches in three counties :** Hywel Dda University Health Board’s youth liaison team, in collaboration with school nursing teams, have launched a new service to support young people aged 11-19
<https://hduhb.nhs.wales/news/press-releases/chathealth-launches-in-three-counties/>

Any young people in need of advice, guidance or support, should contact the relevant number below based on where they live. The service is confidential and anonymous:

- Carmarthenshire - 07507 327126
- Ceredigion - 07480 635948
- Pembrokeshire - 07507 327088



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



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