

## Hywel Dda Community Health Council

# What's news

### **More COVID-19 vaccinations on their way to Hywel Dda areas ([HDUHB Press Release 02.01.2020](#))**

More people in the Hywel Dda area will start to be called in for COVID-19 vaccinations following the recent news that the new Oxford/AstraZeneca vaccine was approved for use by the Medicines and Healthcare Products Regulatory Agency (MHRA).

To date, Hywel Dda University Health Board (HDUHB) has delivered more than 7,000 first vaccine doses, using the Pfizer vaccine following its approval in December 2020.

In the first instance, the vaccine has for the most part, been given to care home staff, frontline NHS staff and care workers across the three counties of Carmarthenshire, Ceredigion and Pembrokeshire.

From mid-January, the health board will receive their first round of the Oxford/AstraZeneca vaccine and will continue to receive further supplies during the month of January

To begin with a small number of GP practices, will call in the over 80s for vaccination as well as continuing to vaccinate care home staff and NHS and care workers with the Pfizer vaccine supplies. By mid-January more of GP practices across the three counties will be calling patients in for the vaccine.

Health and care staff will be called up for vaccination in the 'mass centres' in Carmarthen and Cardigan.

The health board is also working on setting up more community based vaccination centres at Aberystwyth, Llanelli and Haverfordwest, as more vaccine doses are provided.

Understandably, there will be a lot of questions about the COVID-19 vaccines. Please visit <http://phw.nhs.wales/covid-19-vaccination> for more information regarding eligibility and safety of the vaccines.

Hywel Dda University Health Board (HDdUHB) <https://hduhb.nhs.wales/> will make further announcements in due course.

## Hywel Dda CHC December facts and figures

1245



Number of followers.  
This number includes both Welsh and English sites



Our top post was regarding a national survey response on G.P services

3397

17

### Advocacy Services:

New enquires requesting assistance from the Advocacy team during the month of December

Members of staff at Hywel Dda Community Health Council

**We're listening, talk to us.**

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# About our complaints advocacy staff and our service

All our complaints advocacy staff are trained and work in line with national standards set by the Board of CHCs in Wales.

## **What our complaints advocacy service can do for you:**

- Support you to make a complaint about a service, care or treatment provided or paid for by the NHS
- Support you to make a complaint on someone else's behalf, including if someone has died
- Listen to your concerns
- Signpost you to other organisations if we think that someone else can also help
- Answer questions about the NHS concerns process and explain your options
- Provide a step by step guide to the NHS concerns process and offer some tips
- Provide you with a trained complaints advocate, an experienced worker who can help you raise your concern and support you through the process.

## **When can our Complaints Advocacy Service help?**

The NHS Wales concerns process "Putting things right" is designed to help people to get their concerns heard and where possible, resolved.

It encourages people to talk to their healthcare provider who may be able to get something put right there and then. If you're not sure, you can contact us and we will help you find the right person to talk to.

Our complaints advocacy service can help you at any stage in the NHS Wales concerns process.

To contact the advocacy service please phone **01646 697610** or email [Complaints.Advocacy2@waleschc.org.uk](mailto:Complaints.Advocacy2@waleschc.org.uk)

## Patient information and updates

- **Welsh Government latest guidance on COVID:**  
<https://gov.wales/topic/980/latest>
- **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:**[https://www.ambulance.wales.nhs.uk/Media/Documents/BTH\\_December%202020\\_ENG\\_FINAL.pdf](https://www.ambulance.wales.nhs.uk/Media/Documents/BTH_December%202020_ENG_FINAL.pdf)
- **Measuring the Mountain (Welsh Gov): Doing what really matters in social care in Wales: how can we make it happen together**  
<http://www.mtm.wales/ckfinder/userfiles/files/Measuring%20the%20Mounta in%20report%20ONLINE%20CITIZENS%20JURY%20.pdf>
- **NEW – Out-of-Hours Telephone Support Service for Carers:**  
<http://www.wwamh.org.uk/new-out-of-hours-telephone-support-service-for-carers>
- **Pembs Community Connectors / Community Hub : Need Help getting online?** Phone 01437 776 301 or visit :  
<https://connectpembrokeshire.org.uk/community-connectors>
- **Ceredigion County Council: Health and Wellbeing over Winter** <https://www.ceredigion.gov.uk/resident/health-and-wellbeing/health-and-wellbeing-over-winter/>
- **Carmarthenshire County Council : Get winter ready :**  
[https://newsroom.carmarthenshire.gov.wales/2020/12/get-winter-ready/#.X\\_SBYDRxc2w](https://newsroom.carmarthenshire.gov.wales/2020/12/get-winter-ready/#.X_SBYDRxc2w)



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



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