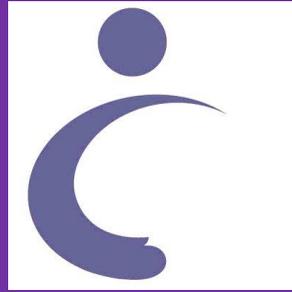
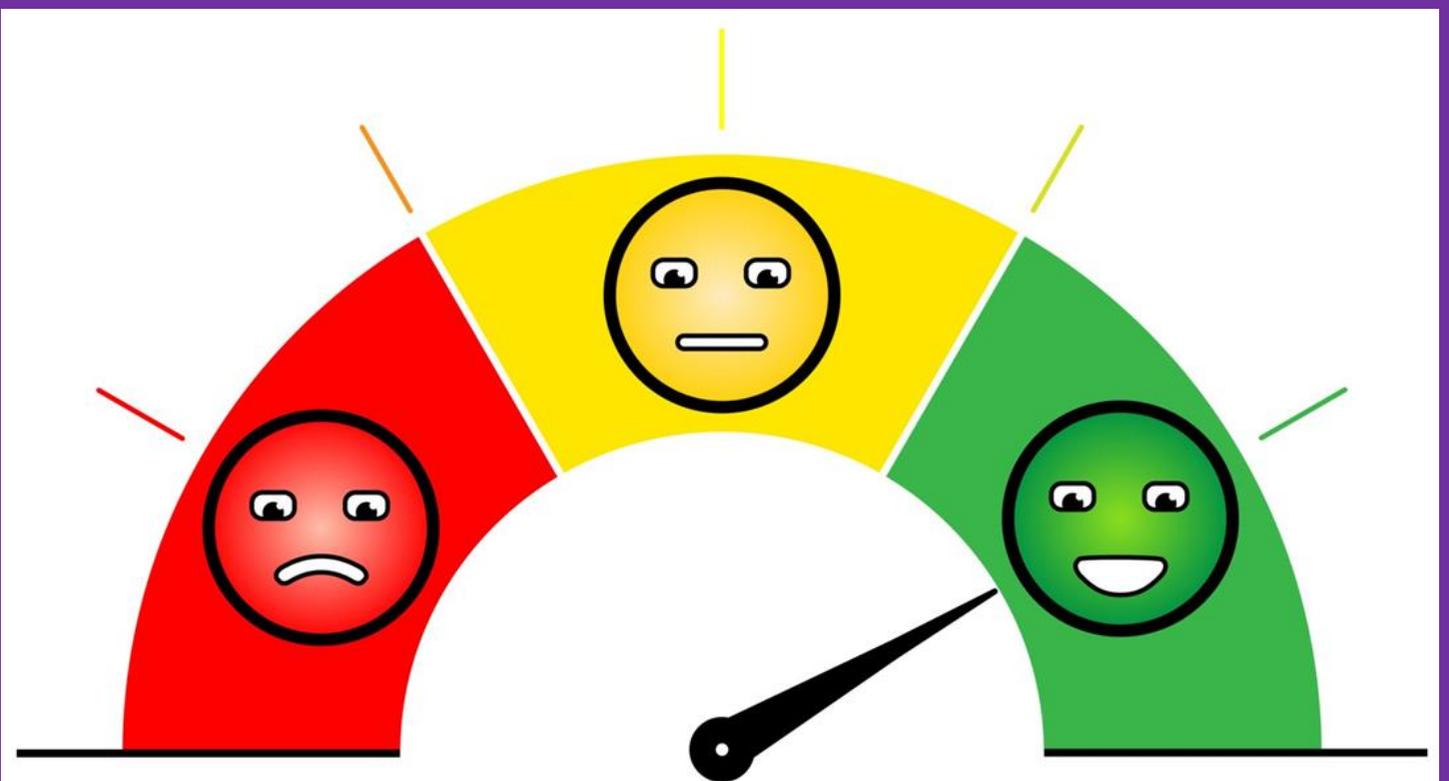


Hywel Dda CHC Newsletter

June/July 2022



Your Independent
“watchdog” of NHS services
across Ceredigion,
Carmarthenshire and
Pembrokeshire



MEET OUR VOLUNTEERS



Over the next few months we would like to introduce you to some of our fantastic volunteer members who help us carry out our work. You may well recognise some of them as being members of your local community.

We will focus on a volunteer from each of our counties of Carmarthenshire, Ceredigion and Pembrokeshire.

They are more than happy to have a chat with you and feedback your experiences of NHS services – Good or Bad! They can also signpost you to our Complaints Advocacy Service if you need some support in making a complaint about any care or treatment you have received.

You can find out who are members are from the “Our Team” section on our website:

www.hywelddachc.wales

To all our Volunteer Members we would like to say a very big thank you.



Eddie Halling **Carmarthenshire Committee**



Hello I am Eddie, I was born, raised and educated in Swansea but now live in Ammanford. I am married with two adult sons and my interests include dog walking and classic cars. I am also the author of a couple of children's books featuring the adventures of a German Shepherd police dog. Now retired I was previously employed as Head of Corporate Security at the BBC. I was also a former Detective Chief Inspector with Bedfordshire Police. I became interested in the work of Hywel Dda CHC following a visit to the Royal Welsh Show and speaking to the members of staff. After some consideration I applied for a position as a volunteer and was appointed by the Welsh Government 1 November 2019. Since June 2021 I have also been the Vice Chair of the Carmarthenshire local committee.

Patricia (Pat) Bates **Ceredigion Committee**



Hello I am Patricia, born in Liverpool & evacuated to Aberystwyth with my Mother and siblings at the onset of the second world war. My Father being a regular soldier in the 8th Army, we all settled here due to the Liverpool bombing of our home. I have always been active with sea swimming and a member of Table Tennis & Bowling leagues and much local voluntary work all my adult life. My many years in the Inland Revenue and Legal Offices dealing with & advising the general public on so many matters encouraged me to involve myself in the Community Health Council when approached in 2014. Having brought up my two sons & widowed when approaching retirement -becoming a member of the CHC was not only a great opportunity to continue helping others but also to fulfil my own need to be contributory to assisting & advising others on NHS related matters.

Lindsay Moran Pembrokeshire Committee



Hello I am Lindsay, happily married with 3 children, 3 grandchildren and 2 great grandchildren. Originally from the North of the UK I have spent the last 43 years living in beautiful Pembrokeshire. My working life has involved working for the NHS in excess of 35 years within a variety of roles as well as time spent working in the hospitality sector and probation services. Now retired I enjoy gardening and travelling extensively in our motorhome across Europe and the UK whenever the opportunity presents itself. I enjoy meeting up with and socialising with friends and my family.

I decided after a period of retirement to apply to become a member of Hywel Dda CHC as I feel passionate about equality of service being available to all users of the NHS. I felt that because of my background I have a good understanding of many of the issues being faced by patients and that I would be able to make a worthwhile contribution.

Are you looking to get more involved with your community?

Do you enjoy meeting and working with people?

Are you passionate about the way healthcare services are delivered now and how they will cope with the challenges of tomorrow?

Have you 3 – 4 days a month to spare?

We consider health issues from the public's viewpoint. We visit local services to hear from patients and those who care for and about them about their experiences.

We look at local and national NHS plans and proposals to make sure they meet the needs of local communities. We meet regularly with NHS managers and speak to people in their communities about their views and experiences of the NHS services.

CAN YOU HELP?

What's happening in my area?

Blood tests in south east Carmarthenshire - The CHC is concerned that blood test appointments can be difficult to access for people. We are speaking with Hywel Dda University Health Board around how this situation can be improved.

Tycroes branch surgery - Margaret Street GP practice in Ammanford has applied to close the branch surgery at Tycroes. The CHC has ensured that there is a robust public engagement period in place and we are encouraging people to share their views. The proposal will be considered by the Health Board after the public have had their say. The Health Board formal engagement process with the public is due to end on 24 June 2022.

YOUR CHC is taking a close interest in developments in the county that could change the way services are delivered and potentially bring them closer to home. With plans for Cross Hands, Pentre Awel, Carmarthen, Llandovery and others, we're keen to ensure that the public views are included.

Ceredigion New Ambulance Station - There is a new ambulance station located behind the Integrated Care Centre in Aberaeron. The new station will house 2 ambulances and an ambulance car. A rapid response vehicle (RRV) will also be located there. The new station manager advised that Same Day Urgent Care in Cardigan had helped in relieving some of the pressure on the ambulance service due to the way patients are triaged.

YOUR CHC will ensure that the Welsh Ambulance Service Trust (WAST) regularly attends our local committee meetings to provide updates and discuss progress and issues being encountered in your local area.

Cardigan Integrated Care Centre – The Same Day Urgent Care service which started in January is proving to be well-used, reducing unnecessary trips to A&E departments and staffed by Advanced Nurse Practitioners.

YOUR CHC continues to feed back patient experiences that have been shared with us around urgent care and other issues to the Health Board and Welsh government.

Pembrokeshire Urgent Care – As in other areas, we have heard patient concerns about the very busy Emergency Department and other hospital settings that are under pressure. In Pembrokeshire a system of "Same Day Emergency Care" (or SDEC) is to be piloted in Withybush. This is similar to other SDEC services that have started in Wales and should hopefully reduce time spent unnecessarily in A&E for people who can be assessed and treated more quickly.

YOUR CHC will seek to hear experiences from people who have used this service.

Changes and new Developments – Plans for a new hospital are well known and we know many people are really worried about the changes that this may bring. We're also aware of smaller developments that are being considered in Tenby and Fishguard. We believe it's crucial that the Health Board has further discussions with the public around what this would mean for them as ideas and plans become clearer.

YOUR CHC will ensure that further public engagement takes place on proposed plans. We believe people must have the opportunity to discuss their future NHS healthcare again with the Health Board.

If you are affected by any of the items raised in this edition or have a view please let us know. All our contact details can be found on the last page of this newsletter in your preferred language choice of Welsh or English. All of our easy to complete live surveys can be found on our website – we look forward to hearing from you.

We are off to the Royal Welsh Show! Please come and see us.

As well as all the other attractions at the show, which is held in Builth Wells between 18th – 21st July 2022, your Community Health Council will have a display stand where members of the public can meet staff and volunteers to discover for themselves the work and role of the CHC.

Hope to see you there.



Did you know?

We're pleased to confirm that our Chair Mr Mansell Bennett and Vice Chair Dr Barbara Wilson will be continuing in their roles for 2022-2023, our final year of operating as Hywel Dda Community Health Council.

From April 2023 CHCs are changing.

We have been in existence since 1974 acting as the voice of local communities in relation to their experiences and use of the NHS in Wales. From April 2023 a new independent organisation will be put in place across Wales, carrying out a very similar role but also covering social care.

We look forward to updating you with news on this exciting development as it becomes available.



Professor Medwin Hughes (pictured) has been appointed as the Chair of the new organisation. Professor Hughes said following his appointment:

'I very much value the opportunity to serve in this role and the chance to establish a new national body that focuses on what matters most to people and ensures that the views of individuals and communities are at the very centre of health and social services. I look forward to working with the many partners and people involved in engaging with citizens and delivering their care as we develop the new body.'

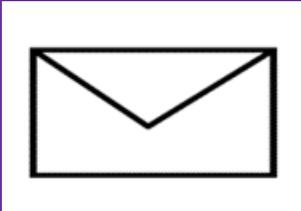
Your Views are Really Important

Your views are really important. The experiences you've had as a patient, (good or bad) help us provide real examples to NHS managers and Welsh Government. We need to let them know about problems or praise so they can learn from them. Please be assured that everything we do, we do in a completely anonymous way so you can be as open and honest as you want. Please help us to help you.

Please help us to help you.



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