

Hywel Dda Community Health Council

March update

You asked, we got you the answer

Community Health Councils (CHCs) are the independent voice of people in Wales who use NHS services. The team at Hywel Dda CHC is made up of staff and local volunteers who act as the eyes and ears of patients and the public.

During the course of the pandemic, Hywel CHC has listened to your concerns and raised these with Hywel Dda Health Board on your behalf

You asked us

a. I am in my 70s and don't drive. I will have to take 3 buses to get to Llanelli.
What can I do?

b. I've been waiting for my operation for some time now. When will the health board re-start 'normal' operations

c. I'm a parent of a teenager, is there any way for me to find out more about waiting times for orthodontic services (teeth straightening)? I have not been able to find anything on website.

ch. Can you tell me if podiatry services/ waiting times at the Health Board are now the same as they were before COVID?

We got you the answer

a. The Health Board are currently reviewing their 'invite for vaccination' letter to include further information and options available

b. Elective care – the plan is that urgent/elective care on all sites will restart on all 4 sites. Health Board need to balance the risk of covid vs risk of having limited after care.

c. The Orthodontic practices for Hywel Dda have re-opened and are currently seeing urgent patients and patients who already have braces fitted

ch. Podiatry services have continued to treat all high risk and urgent patients during the COVID pandemic. The re-opening of services has been made in line with our COVID procedures.

Hywel Dda CHC February facts and figures



328

Our top media **tweet** was regarding Mental Health during the pandemic which gave us 328 impressions. (The number of times users saw the tweet on twitter).



6611

Our **top Facebook post** was regarding Covid Vaccinations giving us a reach of 6,611 people

66

Advocacy Services:
66 new enquires requesting assistance from the Advocacy team during February

15

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

Sharing your experiences of NHS services

CHCs hear from the public in many different ways. Before the coronavirus pandemic, we regularly visited NHS services to hear from people while they were receiving care and treatment. CHCs also heard from people at local community events, and through community representatives and groups.

We are grateful to everyone who took the time to complete our surveys. By sharing your experiences of local NHS services, we have been able to gain a better understanding of the health needs of the people living within the boundary of Hywel Dda Health Board.

By working with the Board of CHC in Wales and other CHCs across Wales we are able to see the 'bigger' picture.

All CHC reports are, sent to the Minister for Health and Social Services, your Member of the Senedd, Member of Parliament, Hywel Dda Health Board, Voluntary/ community organisations and many, many more.

Below are reports on some of the work we did in 2019/2020

Coronavirus Street

The Street has over 30 residents, all affected in different ways by the pandemic. We now want to share their stories with you. Some people's stories may have similarities to you and the way that you live in your street. Are you one of these families?

Orthodontic services in Wales: Hearing about the experiences of young people

Over the past few years, CHCs across Wales increasingly heard from parents and young people about the concerns they had about orthodontic treatment. People told us that they were waiting too long for treatment and this was worrying them.

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

Read more about women's experience of pregnancy that shows much of what we heard in the earlier stages of the pandemic

These reports and others including our reports following our visits to NHS premises are available on our website for you to [read](#)

Hywel Dda Health Board

Vaccination information & Press

Written Statement: COVID-19 Vaccination Programme deployment – clarification on the definition of severe asthma for inclusion in cohort 6: <https://gov.wales/written-statement-covid-19-vaccination-programme-deployment-clarification-definition-severe-asthma>

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

Hywel Dda Health Board latest news releases: <https://hduhb.nhs.wales/>

Patient information and updates

- **Welsh Government latest guidance on COVID:** <https://gov.wales/topic/980/latest?page=1>
- **Written Statement: COVID-19 Vaccination Programme deployment – clarification on the definition of severe asthma for inclusion in cohort 6** <https://gov.wales/written-statement-covid-19-vaccination-programme-deployment-clarification-definition-severe-asthma>
- **Public Health Wales (PHW) Details for COVID-19 Patients:** [Patient information - Public Health Wales \(nhs.wales\)](https://www.nhs.uk/public-health-wales/patient-information)
- **Welsh Ambulance Service NHS Trust (WAST) Behind the headlines March 2021:** https://www.ambulance.wales.nhs.uk/Media/Documents/BTH_March%202021_ENG_FINAL.pdf



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



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