

# **HYWEL DDA COMMUNITY HEALTH COUNCIL**



## **What do we do?**

**We are your local “NHS Watchdog” providing patients with a voice in Carmarthenshire, Ceredigion and Pembrokeshire.**

- Consider health issues from the public’s viewpoint
- Visit local services to hear from patients and those who care for and about them about their experiences
- Look at local and national NHS plans and proposals to make sure they meet the needs of local communities
- Meet regularly with NHS managers
- Speak to people in their communities about their views and experiences of NHS services
- Provide a free, confidential and independent complaints advocacy service for people who want support to raise a concern

# What have we been doing for you?

Despite the challenges that Covid-19 threw at us, Hywel Dda CHC staff and volunteer members have continued throughout to work hard representing patients and the public from across Carmarthenshire, Ceredigion and Pembrokeshire. We know it has been difficult for everyone and we continue to raise your concerns with the Health Board on a regular basis through our meetings and our surveys that have been completed by you – the people most affected.

We have been asking people their views on services such as Mental Health care and access to Orthodontics. Our reports are available here to view on our website:

[www.hywelddachc.wales](http://www.hywelddachc.wales)

Our Maternity survey has now closed. We had an absolutely fantastic response to it from people across our three counties. Many thanks for sharing your experiences and stories with us. As a result of the high number of responses received we agreed to feedback to the Health Board on a regular basis throughout the survey. We did this so they could identify any problems that could be put right straight away. We will let you know when the full report along with the Health Board's response is available to read.



We are developing some focus groups for mothers & expectant mothers to meet up virtually. Please get in touch if this is something you would be interested in getting involved in. We would love to hear from you!

## What can we do for you? Advocacy Support



Our Complaints Advocacy Service is here to support you if you are not satisfied with any aspect of NHS care that you have received and wish to make a complaint.

## Our complaints advocacy service can:

- 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
- Provide you with a trained complaints advocate, an experienced worker who can help you raise your concern and support you through the process.

Email: **Complaints.Advocacy2@waleschc.org.uk**

## OUR SURVEYS

**Your views matter and your feedback really does help make a difference!**

We will share with the NHS what people and local communities are telling us. This is so it can see what people think is working well and take action to make care better where this is needed - as quickly as it is possible to do so.

Our surveys are designed so that you can tell us about your experience of care and/or treatment (good or bad!). You can tell us in in your own words and remain completely anonymous. We are listening so please use the links below to access our live surveys and begin telling us:

General Survey: <http://ow.ly/ezsy50ER6ZG>

GP Access Survey: <http://ow.ly/Vwrv50FTVUX>



# We are listening to your concerns about access to GPs

Trouble contacting your GP for an appointment? We have listened and are now carrying out some detailed work around your views on GP access.

Our survey will be available to complete on-line from 6 September 2021 and hard copy surveys will be available for you to pick up within the GP surgeries if you have an appointment.



We will also leave our surveys in a number of local libraries for you to pick up. Our fantastic volunteer members will also be distributing them within their local communities.

GP Access online survey link is here: <http://ow.ly/Vwrv50FTVUX>



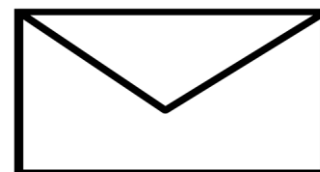
### Email us:

hyweldda@waleschc.org.uk



### Telephone us:

01646 697610



### Write to us:

Suite 5, 1st Floor,  
Ty Myrddin,  
Carmarthen,  
SA31 1LP

## Why not join us at our upcoming meetings

### Contact us for a TEAMS invite to join.

- |                               |             |
|-------------------------------|-------------|
| Carmarthen Local Committee    | 30 November |
| Ceredigion Local Committee    | 7 October   |
| Pembrokeshire Local Committee | 24 November |



[www.hywelddachc.wales](http://www.hywelddachc.wales)



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