



DE MORGANNWG | SOUTH GLAMORGAN

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South Glamorgan Community Health Council  
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## **Weekly Briefing**

The South Glamorgan Community Health Council (CHC) is the independent watchdog of NHS services across the Cardiff and Vale of Glamorgan.

South Glamorgan CHC seeks to work with the NHS and inspection and regulatory bodies. We provide an important link between those who plan and deliver NHS services, those who inspect and regulate it, and those who use it.

### **Surveys**

We are currently running online surveys to gather the views of the public, our surveys can be completed via our website <https://southglamorganchc.nhs.wales/get-involved/live-surveys/> or by following the links below:

### **Online Appointments For Patients During Covid-19 Pandemic**

What do you think of the new online appointment system being used by the NHS during the Covid-19 Pandemic? Have you had any experience of using online appointments in healthcare during the Covid-19 Pandemic? Would you be happy to attend an online appointment in the future? The South Glamorgan CHC is running a survey to gather the views of patients in relation to the use of virtual appointments by NHS Services during the Covid-19 Pandemic.

<https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrg-4HYkB1T5GiaScd4WQf7JUMUE3OE1CMVRISThEVktRVVgxOUNPTVROSy4u>

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Ffôn/Tel: 029 20750112

Prif Swyddog / Chief Officer: Mr Stephen Allen, O.St.J MSc: MIHM

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## **Your Experience of The NHS**

Have you accessed any NHS Services recently? Visited your GP? Stayed on a hospital ward? Or have any experiences of any other NHS service you want to share?

Please complete our survey. We will use your feedback to provide recommendations to the Health Board to make improvements, if necessary, for patients across Cardiff & Vale.

<https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrg-4HYkB1T5GiaScd4WQf7JUQIFNUIhSMjFOTEVIU1k4TVdTNVMyRDVRRy4u>

## **Sensory Loss Survey**

The South Glamorgan CHC wants to hear from patients who have sensory loss across Cardiff & Vale, about their experiences in accessing NHS healthcare. Please complete our survey:

<https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrg-4HYkB1T5GiaScd4WQf7JUMUNBWRMMktVM0pJVfZVEdNUIFHQzQ0WS4u>

## **LGBTQ+ Healthcare Survey**

At the South Glamorgan Community Health Council, we would like to understand the experience of people who identify as LGBTQ+ when they come into contact with healthcare services, and provide recommendations to the health board to make improvements, if necessary. Please follow the link to complete our survey. All responses will be anonymous and the results used to feed back to the NHS which will help improve services for the LGBTQ+ community.

<https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrg-4HYkB1T5GiaScd4WQf7JUOVkyS1o4S0wyS0JFRTRVQUVITUVMQVE2Mi4u>

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## **Covid-19 Vaccination Rollout Survey**

What are your views on the Covid-19 Vaccination Programme in Cardiff & Vale? The South Glamorgan CHC is running a short online survey to gather your views on the Covid-19 Vaccination rollout within Cardiff & Vale. Please complete our survey anonymously

<https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrg-4HYkB1T5GiaScd4WQf7JUNdGTUtLSjBBT1A1VTVUM0RZRIBTUeBTC4u>

## **Mental Health Service Provision In Cardiff & Vale**

Do you have experiences to share of Mental Health Services in Cardiff & Vale? The South Glamorgan CHC is running a short online survey to gather your views on the provision of Mental Health Services within Cardiff & Vale. Please complete our survey anonymously:

<https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrg-4HYkB1T5GiaScd4WQf7JUQzRaMzJTU09EV0tQMVQwNEhDTUNQSkwwNi4u>

## **NHS Care during Coronavirus Emergency**

How has your healthcare been affected during Covid-19? Make sure your voice is heard! Share your experiences both good and bad, your NHS Watchdogs want to hear from you! Please complete our survey:

[https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrsxEwXtF-8dEq\\_P7P71QiXIUMIFSRVhZVThMUUxIT0IzU0dLRExOODFBQy4u&fbclid=IwAR3ha1MxsBuoyLRFLj-S55fR1JFH1zUo73kKX0XTgjrSgoZuEZIHxsycejw8](https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrsxEwXtF-8dEq_P7P71QiXIUMIFSRVhZVThMUUxIT0IzU0dLRExOODFBQy4u&fbclid=IwAR3ha1MxsBuoyLRFLj-S55fR1JFH1zUo73kKX0XTgjrSgoZuEZIHxsycejw8)

We also welcome feedback in other ways:

Via telephone – 02920 750112

Via email – [SouthGlam.Chiefficer@waleschc.org.uk](mailto:SouthGlam.Chiefficer@waleschc.org.uk)

Via our website: [www.southglamorganchc.wales](http://www.southglamorganchc.wales)

Via our free 'Txt Local' service – text 'CAVOGCHC' to 62277 followed by your message.

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Further to our own content, we are also publishing the following on our social media channels on behalf of others:

### **CIH Housing & Tyfu Tai Cymru**

CIH Housing as part of the Tyfu Tai Cymru project is undertaking research to find out what role housing advice plays in the planning of hospital discharge, and if any particular groups of people have been treated differently.

They would also like to find out if the Covid pandemic has affected people's discharge from hospital. The findings of the research will be used to improve everyone's discharge from hospital.

To help them directly, fill in their survey

<https://www.surveymonkey.co.uk/r/PBPQLSB>

#### **Hospital discharge and housing advice research – patient fact sheet**

**Q: Who should complete the survey?**

A: People who have been discharged from hospital within the last 12 months, or someone who has sufficient knowledge of a patient's planning of/actual hospital discharge who can complete it on their behalf. Someone completing the survey on someone else's behalf must have their consent to do so.

**Q: Do I have to complete the survey?**

A: No, it is completely voluntary.

**Q: How long do I have to complete the survey?**

A: The survey will close on the 10<sup>th</sup> of May 2021.

**Q: How long will the survey take to complete?**

A: The survey will take about 10 minutes to complete.

**Q: What is the survey about?**

A: The Chartered Institute of Housing Cymru is undertaking research to find out what role housing advice plays in the planning of hospital discharge, and if any particular groups of people have been treated differently. We would also like to find out if the Covid pandemic has affected people's discharge from hospital. The findings of the research will be used to improve everyone's discharge from hospital.

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**Q: Can I be identified from the information I provide in the survey?**

A: No, the information collected cannot and will not be used to identify you. However, you have the option of providing your name and contact details for the purpose of taking part in a telephone interview, but this would never be used to identify or link you to your response. The survey is completely anonymous.

**Q: Why does the survey ask for my equalities information (things like gender, sexuality, race, religion)?**

A: We want to find out if the quality of housing advice provided to people during the planning of hospital discharge is consistent regardless of the many visible and non-visible differences that exist in people.

**Q: How will the information in my survey response be used?**

A: It will feed into a larger 5-year research programme being run by the Chartered Institute of Housing Cymru, to highlight where and how housing advice and hospital discharge are best meeting people's needs. Good practice examples and lessons learned will be shared across Wales so that services involved in hospital discharge can work together more effectively. We want to ensure that hospital discharge involves the timely provision of accurate and thorough information about housing, care, financial matters and people's individual support needs; to enable access to the right housing and help people live in that housing for as long as possible.

We hope this fact sheet answers any questions you might have.

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## **Health Inspectorate Wales (HIW)**

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### **Welsh Ambulance Service Trust Review of Patient Safety, Privacy, Dignity and Experience whilst Waiting in Ambulances during Delayed Handover**

Healthcare Inspectorate Wales (HIW) is undertaking a local review of the Welsh Ambulance Service Trust, and will consider the impact of ambulance waits outside Emergency Departments, on patient safety, privacy, dignity and overall experience during the COVID-19 pandemic.

As part of the review, we are interested in people's experiences of using the Welsh Ambulance Service. **If you, someone you care for, or a family member have had an unplanned journey to hospital in an ambulance within the last year, please complete our [patient survey](#).**

The survey can also be printed and returned to us at:

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*Freepost RTGG-UCZG-ZCSS*

*Healthcare Inspectorate Wales*

*Welsh Government*

*Rhydycar Business Park*

*Merthyr Tydfil*

*CF48 1UZ*

Alternatively you may complete the survey by phone, by calling 0300 062 8163.

Please feel free to share this survey to others, and also engage with us on [social media](#) to help us make a difference.

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**Our mailing address is:**

Healthcare Inspectorate Wales

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Merthyr Tydfil

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