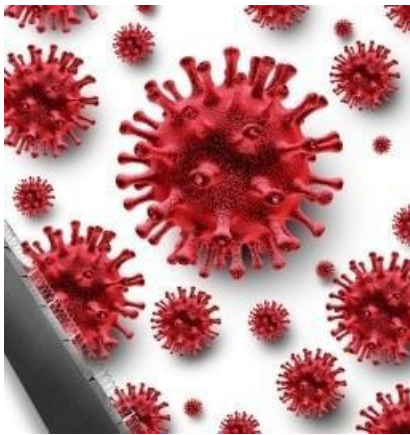


## Stakeholder Briefing December 2020

Welcome to our Stakeholder Briefing from South Glamorgan Community Health Council.



### COVID 19 Update

The CHC has been in constant contact with both the Cardiff & Vale University Health Board and Velindre University NHS Trust and are actively engaged in discussions in feedback issues faced by the public and patients in accessing services during this unprecedented period. The CHC continues to participate in Quality & Safety, Board and other meetings with Senior Members of the NHS.

In addition South Glamorgan CHC is working closely with our CHC colleagues across Wales to identify key themes and concerns raised by the public. We want to hear from the public about their experiences and have launched a number of surveys which can be accessed on website.

We meet on a weekly basis with Welsh Government officials to discuss what matters to the public and patient at this time. Highlighted below are some of the issues we have raised with the NHS and Welsh Government.

- Access to NHS Dentistry - **Report produced following CHC secret shopper exercise**
- Lack of official documentation to exempt someone from wearing masks due to medical reasons – **A new downloadable card was made available shortly after this was raised**

- Provided feedback on the Track and Trace system
- Provided feedback on obtaining a COVID test
- Provided feedback on the Vaccination centres
- Concerns over patient parking and lack of Social Distancing at Hospital sites – **Reports produced and shared with the NHS**
- Issues with social distancing on public transport – **this was shared with our Local Authority Representatives**

We have ramped up our social media activity on Facebook and Twitter to spread information and key messages. We have also revamped our website to direct people to the most up to date information available. Our new website boasts a vibrant design with improved navigation, which we believe will help you find the information you need more quickly. Please take a look at our new website: [www.southglamorganchc.wales](http://www.southglamorganchc.wales)



## CHC Complaints Advocacy Service

Despite working remotely our advocacy service continues to operate we have dealt with in excess of **95 new enquires**, some of which have been taken up as new cases and these individuals are currently being supported by our advocates.

Some themes of the types of calls relate to:

- Concerns regarding Mental Health services
- Concerns regarding incorrect diagnosis
- Covid-19 testing
- Attitude of staff members
- Delayed medical treatment
- Obtaining repeat prescriptions
- Expressions of thanks for the work of NHS
- End of Life care due to restrictions

- Cataract Surgery delays
- Accessing GP and Out of Hours
- Cancelled Operations
- Concerns regarding CAV 24/7 and 111 Service



## Engagement with our Communities

We have continued to operate and carry out our engagement through different methods, such as social media, our website and through our members and networks. We have:

- Sent over 100 bilingual flyers to foodbanks and other groups
- Disseminated bilingual posters to Cardiff and Vale University Health Board which will be put onto their website
- Members in their local area went around key venues to display CHC posters on how to contact us.
- We have held our Executive Committee using Zoom
- We have held our Local Committee meetings using Zoom
- We have launched our own You Tube channel "South Glamorgan Community Health Council- You Tube". You can access it [here](#).
- We launched our first Webinar for our Annual General meeting
- Participated in the National CHC survey asking the views of our local communities during COVID-19
- Launched an online survey asking for the views and experiences of our local community for the new 'phone first' CAV 24/7 service
- Launched an online survey on the provision of information during the Coronavirus pandemic
- Nationally participated and sponsored a Pride Cymru event as part of Pride Cymru Big Online Week

- Fed back local key issues to Welsh Government relating to COVID-19

The CHC are actively looking how we can engage and hear from our local communities on things that matter to them.



## CHC Scrutiny

We are still not carrying out scrutiny visits to NHS premises for the indefinite future as a safety measure to prevent the spread of Covid-19 and to keep our volunteer members safe.

We have undertaken a number of unannounced visits to the car parks and access points to Hospitals but have not entered the premises.

Since the inception of the 'phone first' CAV 24/7 service, some of our members had managed to carry out visits to the Emergency Department at University Hospital for Wales. (Please note that the visits took place before the local lockdown in Cardiff) The purpose of the engagement visits was to gather patient feedback about the new phone first survey and signpost patients to our online survey through the use of posters. We were able to have valuable conversations, share our feedback from the CAV 24/7 survey and the public with Welsh Government and Cardiff & Vale University Health Board.

Due to the situation we stopped all visits to NHS premises as a precaution of any possible spreading of COVID-19 and to keep our volunteer members safe. Whilst this very important aspect of our work to hear directly from those receiving care we are currently reviewing how we can resume this in the current climate via virtual visiting.

The CHC has been scrutinising the NHS (Cardiff & Vale UHB and Velindre UNHS Trust) on its service changes made to ensure significant capacity. Our Service Planning committee is

held in public and recordings of the meetings are available on our You Tube channel and website.

We are having constructive talks with these organisations as feedback received has indicated that the public and patients appear to really welcome some of the changes made such as appointment anywhere and virtual clinics, in addition to some re-locations of services appear to be welcomed. The CHC are very keen to hear from the wider public about their views regarding these changes and what they would want to continue on a permanent basis.

We also need to consider how we engage with communities whilst being aware of the social distancing requirements on major service changes which may be planned in the future as we learn to live with COVID-19 in our communities.

If you are aware of any issues please get in touch.



## CHC Meetings

We have a duty to meet in public as we are using video conferencing software we would ask if anyone wishes to view our meetings we will, where possible, facilitate this. Our meetings will be recorded and available to watch on our 'you tube' channel / website shortly after the meeting has finished. Agenda and Papers for these meetings are normally published on our website 7 days prior to the meeting.

These meetings will be recorded and posted on our South Glamorgan Community Health Council You Tube channel and available on our website shortly after the meeting.

We are currently organising meetings with Members of the Senedd for January 2021 in order to update you on our activities.



## Christmas & New Year arrangements

The Office will be closed between Christmas Eve 24 December 2020 until January 4 2021.

We will be checking our email periodically during this period. May we take this opportunity to wish you a Merry Christmas and Happy New Year.

## Contact Us

Should you wish to contact the CHC please note below our contact details

By Telephone: 029 20 750112

By Text: CAVOGCHC to 62277 along with your message (it's free)

Post: South Glamorgan CHC, Pro Copy Business Centre (Rear), Parc Ty Glas, Llanishen. Cardiff. CF14 5DU

Email: [SouthGlam.chiefofficer@waleschc.org.uk](mailto:SouthGlam.chiefofficer@waleschc.org.uk)

Website: [www.southglamorganchc.wales](http://www.southglamorganchc.wales)