

Healthwatch

Your local 'NHS Watchdog' providing patients with a voice in Cardiff and the Vale of Glamorgan.

Your local CHC carries out the following services:

- ⇒ 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 the NHS services
- ⇒ Provide a free, confidential and independent complaints advocacy service for people who want support to raise a concern



We Need Members!

Do you have an interest in your local NHS?
Do you want to improve the NHS locally and nationally? Do you have 3-5 days free per month to become a volunteer?

We are looking for volunteers from all walks of life – to help us improve NHS Services. CHC members are local volunteers who act as the eyes and ears of patients and the public; listening to their concerns and working with the health service to improve the quality of patient care.

What We Have to Say



Reports

Our latest reports, are now available to view on our website, [here](#).

- [CHC Annual Report for 2020/21](#)
- [Covid Vaccination Rollout Programme Report](#)

Alternatively, please contact the CHC office if you would like a hard copy of any of our reports.

Meetings

Our upcoming meetings are as follows:

- 31 January 2022 —Executive Committee Meeting
- 18 February 2022—Cardiff Local Committee Meeting
- 22 February 2022—Vale Local Committee Meeting

Dates of our meetings are on our website, [here](#).

However, if you would like these sent to you, please contact the CHC office.

Due to the current Covid-19 pandemic, our meetings are being held virtually. If you would like to attend any of our meetings held in public, please contact us.



Get Help

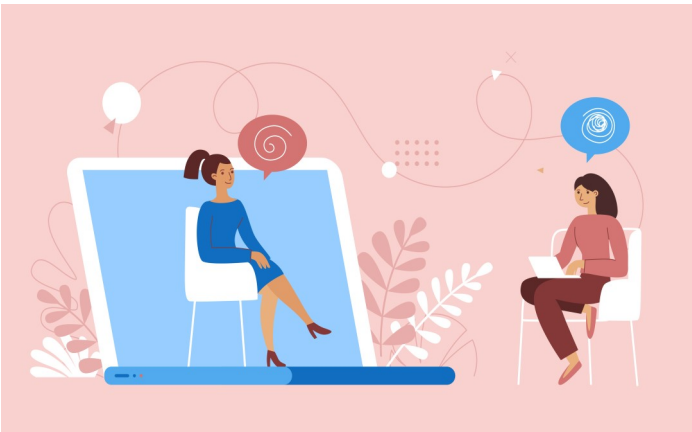
Advocacy

The CHC provides a free and independent client-led advocacy service that covers all aspects of NHS treatment and care. We offer a flexible approach to meet the needs of our clients. The level of support is tailored to the individual's requirements and is provided in a friendly, confidential and professional manner, encouraging the NHS to learn from patients experiences and to make improvements where necessary.



Our Complaints Advocates will offer support by:

- Giving you advice
- Explaining your options
- Informing you of your rights
- Assisting you with correspondence
- Supporting you in meetings
- Voicing your concerns
- Accessing your Health Records



The NHS Wales concerns process '**Putting things right**' is designed to help people to get their concerns heard and where possible, resolved.

It encourages people to talk to their healthcare provider who may be able to help get something put right there and then. If you're not sure, you can contact us and we will help you find the right person to talk to.

Our complaints advocacy service can help you at any stage in the NHS Wales concerns process.

If you have any health care concerns that you wish us to support you with, please feel free to contact us. Please note that we operate an appointment only system.



Email: SouthGlam.Advocacy@waleschc.org.uk

Improving NHS Services

Visiting

Visiting is one of the core functions of the Community Health Councils and provides us with essential information on the care patients receive, and the quality of the wards, clinics and other settings where that care is delivered. The CHC is now visiting hospitals, working with Cardiff and Vale University Health Board to ensure these visits are carried out safely and in line with current Covid-19 guidance.



Here are some of the sites that we have visited so far:

- Emergency Dental Service, St David's Hospital 18.09.21
- Emergency Department, Paediatric Casualty, UHW 09.10.2021
- Dental Secret Shopper, all Cardiff and Vale NHS Dental Practices 25.10.2021

Due to increase in Covid cases, all visits have been postponed until mid-January, to ensure the safety of patients, our CHC Members and Staff



GP Access Survey

As part of the CHC GP Scrutiny Programme, which we commenced in 2019, we visited Practices and conducted a patient satisfaction survey. We did this with a view to visit each of the Practices in Cardiff and Vale, followed by producing an overarching report covering all Practices in Cardiff and Vale.

Due to the changes introduced in the way GP services have been accessed during the pandemic, it would not be appropriate to run comparable visits and surveys to the remaining Practices that were not visited prior the pandemic.

As a result, we decided to publish a new GP Patient Satisfaction survey across all GP Practices in Cardiff and Vale, in order to gather feedback from patients on all Practices across Cardiff and Vale simultaneously.

The survey has now closed and we will be producing a Report on our findings shortly.

Improving NHS Services

Service Change

As a statutory body the 7 Community Health Councils in Wales should be notified by the NHS of all planned or urgent services changes.



Our involvement in these service change proposals are to ensure that the public and patients' views are at the heart of the changes on a local and regional level and that the impact on the service user will be as positive as possible.



Pentyrch Surgery Relocation

South Glamorgan CHC is now formally in dispute with Cardiff and Vale University Health Board regarding the proposed re-provision of Pentyrch Surgery. We are going through a mediation (Independent facilitator) process which we hope would facilitate both the CHC and Health Board in finding a satisfactory way forward on the main points. We are going into this process with a desire to find a way forward which will address the issues raised by the communities affected. The CHC role within the service change process is to act as an honest broker ensuring that the voices of communities affected, including their observations, concerns are heard whether they be in support or not of the proposals.

Albert Road Surgery, Penarth

The Health Board were made aware that the Landlords had given notice to the Practice to vacate the premises by 18th March 2022, and without a secured premises to relocate to, this has resulted the GP Practice having no alternative but to hand back their contract with the Health Board. The Health Board have advised that patients will still be able to access all GP services from Albert Road Surgery until March 2022, and will be writing to all affected patients of the practice. Once they have identified suitable arrangements the Health Board will prepare and send out communication to all patients shortly on what will happen next. The CHC will be working alongside the Health Board to keep the community updated on this.

Saltmead Medical Centre, Grangetown

The Practice have formally notified the Health Board that they will be handing back their contract and will be closing on 25th February 2022. The Health Board have advised that patients will still be able to access all GP services from Saltmead Medical Centre until February 2022, and will be writing to all affected patients of the practice. Once they have identified suitable arrangements the Health Board will prepare and send out communication to all patients shortly on what will happen next. The CHC will be working alongside the Health Board to keep the community updated on this.

Get Involved

As your NHS Patient Watchdogs, we want to continue to reflect people's views & representing your interests in the NHS at this critical time. We would like to know what you think about the NHS and your experiences. We are ready to hear your views, opinions and experiences of using your local NHS services from your GP to Hospitals across the area.



Email us:
SouthGlam.Chiefficer@waleschc.org.uk

Text us:
Text: CAVOGCHC to 62277 followed by your message.
All texts to this number are free

Call us:
02920 750112

Write to us:
ProCopy Business Centre (Rear), Parc Ty Glas, Llanishen, Cardiff CF14 5DU

Social Media!

Stay updated and interact with us across our social media platforms:

 www.facebook.com/southglamCHC

 www.twitter.com/southglamCHC

 www.instagram.com/south_glamorgan_chc/

 www.youtube.com/channel/UC8pOfcG25kuOL55XQbiJIQw



Surveys

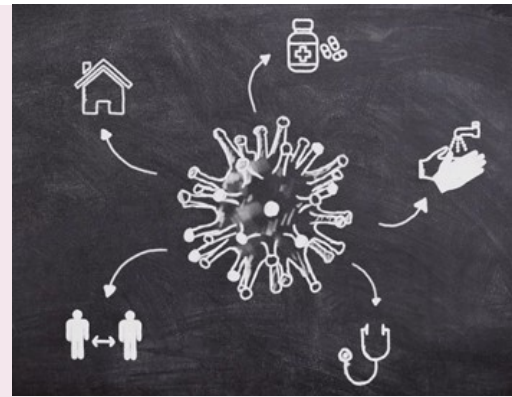
Surveys

We are currently running online surveys to gather the views of the public, our surveys can be completed via our [website](#).

Please see a list of our live surveys below:

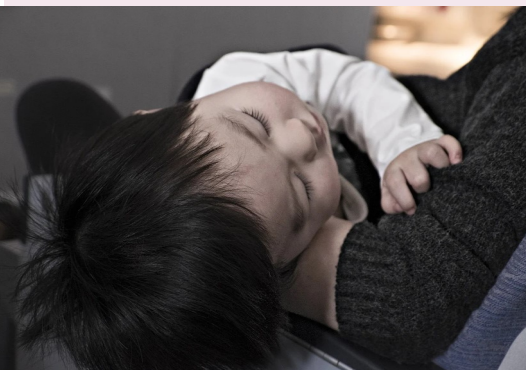
Is the NHS getting better after COVID and what has it meant for you?

Has your healthcare been affected during Covid-19? Make sure your voice is heard! Share your experiences whether they are good or bad, we want to hear from you! Please complete our survey, [here](#)



Community Paediatric Continence Service Survey

Do you or a family member have any experiences of the Community Paediatric Continence Service in Cardiff & Vale you wish to share? Please complete our survey and share your views, [here](#).



If you would like a paper copy of any of these surveys, please contact the CHC Office.

