

June 2020

South Glamorgan CHC *Healthwatch*

**YOUR LOCAL 'NHS WATCHDOG' PROVIDING PATIENTS
WITH A VOICE IN CARDIFF AND THE VALE OF GLAMORGAN**

Welcome

Hello and welcome to our Healthwatch Newsletter. It has been a challenging time for everyone and we hope you have all stayed safe and well. It would be remiss of me not to place on record our thanks to all the key workers who worked in very difficult circumstances during the COVID 19 pandemic.

Stephen Allen, Chief Officer South Glamorgan CHC

Help us Shape NHS services Post COVID 19

NHS services have had to change due to the pandemic and we are all aware that COVID19 will be around for some time yet. The CHC has been busy overseeing the changes made and supporting people who needed help. As we move towards the next phase, it is essential that we keep the changes made that work for patients. Therefore, we want to hear from you if you have used NHS services during the past six months of what worked well and what did not, of the changes made what would you be happy to keep and what should go back to how it used to be? This is your opportunity to influence the way we receive care from your GP, Pharmacy, Mental Health, and Sexual Health to Hospital Services such as outpatients and inpatient care. Our contact details are overleaf we want to hear from you.

Monitoring YOUR NHS Services

Due to the pandemic and the requirement to follow social distancing requirements. Mixed with the pressure the NHS has endured. The CHC stood down its visiting activity across all NHS organisations.

As we move through this situation, we are planning to reintroduce our visiting programme in the next few months, when regulations allow us to do so.

Therefore, it is even more important we hear from you about your experiences, please contact us.

Have your say or get involved

Are you interested in sharing your experiences of using NHS services with others; why not send your story to us by post, email or video or even by our free text number. Visit our website to find out more or give us a call at the office. We would love to hear from you.

We meet in your locality on a bi monthly basis why not come along and get your voice heard. You may even want to volunteer with us our contact details are on the bottom of the next page.



WE NEED CO-OPTED MEMBERS!!!!



We are looking for volunteers to help us improve the way we hear from you.

We recently launched a You Tube Channel and are looking for volunteers to help us produce videos, and information to be published on this channel. We are also looking for help in increasing our social media awareness. If you could help please get in touch.

CHC Advocacy Service

Raising a concern or giving a compliment in the NHS is not always easy, who do you speak to?

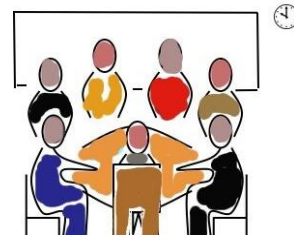
The CHC provides a free and independent client-led advocacy service that covers all aspects of NHS treatment and care. We offer a flexible approach to meet the needs of our clients.

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.

If you have any health care concerns that you wish us to support you with, please feel free to contact us on 02920 750112 or email the Advocacy Team. Please note that we operate an appointment only system.

Email:
Southglam.Advocacy@waleschc.org.uk

CHC Meetings



The CHC will be holding a virtual AGM this year we will publish details shortly on our website.

Dates of our meetings are on our website however if you want these sent please contact the CHC Office.

Activity during the COVID 19 Pandemic

During the recent lock down the CHC staff were working remotely to continue supporting people with concerns about NHS services, we also maintained contact with the NHS regarding changes made to services. Our phone lines were diverted to our mobile numbers during the past 8 weeks or so we dealt the following:

- Over 40 calls from the public requesting support or wanting information
- 5 new advocacy clients are being supported by advocates
- Virtual meetings with the NHS and others

Using technology has helped us transform the way we work and we are looking how we can build upon this by being more visible in our communities. We are your NHS watchdog therefore, would you take the time to contact us and let us know how you want us to work on your behalf. You can email me on the address below or pick up the telephone or we could meet virtually the choice is yours. We would love to hear from you.

Address ProCopy Business Centre (Rear), Parc Ty Glas, Llanishen, Cardiff, CF14 5DU

Website www.communityhealthcouncils.org.uk/southglamorgan

Phone 02920 750112 or **Text** CAVOGCHC (followed by your message) to 62277

Email SouthGlam.chiefofficer@waleschc.org.uk



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