



# CHC

## *In Focus*

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



**Stephen Allen**  
Chief Officer

#### **Welcome**

The CHC continues to monitor local NHS services for the residents of Cardiff and the Vale of Glamorgan. We are actively looking for volunteer members to assist us in our work and if you have a few days a month to help please contact us. We also want to hear about your experiences in using health services so email or write to the CHC.

#### **Engaging with the CHC**

In the coming year, 2016/17, we are looking to expand upon our engagement activity and would like to hear from you, if you are aware of any opportunities for us to undertake a presentation or attend an event, raising awareness of who we are and what we do.

In 2015/16 we attended the Minority Ethnic Communities Health Fair and International Women's Day, amongst other events, where Members spoke to attendees about their experiences of local health services and explained the role of a member, in the hope of gathering interest in, and diversification of, our membership.

Examples of the groups we have presented to include Disability Awareness, Cardiff Diabetes Group, Diverse Cymru and Women Connect First. The aim of these activities is to raise awareness of the work of the CHC members and our independent Complaints Advocacy Service. Attendees at these talks were provided with details of how they can get involved in the work of the CHC.

Please contact the CHC office on 02920 377407 or email [heidi.cook@waleschc.org.uk](mailto:heidi.cook@waleschc.org.uk) if you would like more information on our engagement activities or if you are aware of an event/group we could attend.

#### **Monitoring YOUR NHS Services**

West 4 – University Hospital Llandough  
**25.04.16 at 5.00pm**

East 12 – University Hospital Llandough  
**16.05.16 at 10.00am**

Children's Assessment Unit – Children's Hospital for Wales  
**19.05.16 at 11.00am**

Neonatal Unit – University Hospital for Wales  
**31.05.16 at 10.00am**

Ward B4 – University Hospital of Wales  
**22.06.16 at 2.00pm**

**The CHC also undertake unannounced visits based on patient/advocacy concerns.**



#### ***Health Watch Group***

Are you interested in joining? We provide a variety of speakers from the Health Service; give members of the group an opportunity to question NHS representatives on service provision. We even throw in a hot drink and biscuit.

Next meeting: **07.06.16 at 6.30pm** in the Turnbull Day Room, St. David's Hospital. Presentations will be confirmed in due course.

To register your interest, please contact the CHC office (details overleaf).

## Other Current Hot Topics:

### Access to Western Vale Community Services:

The CHC has received concerns from patients about accessing some community services, especially in the Western Vale of Glamorgan.

We are currently reviewing the information we have so far and are liaising with our colleagues in the Abertawe Bro Morgannwg CHC and are keen to hear your views/experiences of using these services.

Please do contact us using the details below.

# CHC Advocacy Service

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

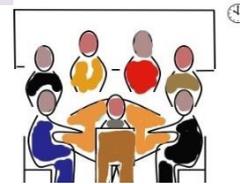
The CHC provides a free and independent client-led advocacy service that covers all aspects of NHS treatment and care. We offer a flexible approach to meet the needs of our clients.

The level of support is tailored to the individuals' 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 you wish us to support you with, please feel free to contact us on 02920 377407 or Email the Advocacy Team. Please note that we operate an appointment only system.

[CAVOG.Advocacy@waleschc.org.uk](mailto:CAVOG.Advocacy@waleschc.org.uk)

## Notice of CHC Council Meetings



The CHC hold bi-monthly meetings which are open to the public. If you wish to attend, please contact us using the details at the bottom of the page:

**9<sup>th</sup> May 2016**  
Committee Room 1,  
County Hall, Atlantic  
Wharf at 6.30pm.

**20<sup>th</sup> June 2016**  
**Annual General Meeting**  
- Committee Room 1,  
County Hall, Atlantic  
Wharf at 6.00pm.

## CHC Focussed Visits:

The CHC now undertakes 'focussed visits'. This is where we concentrate on a specific area/provision of the NHS in our area and undertake a large number of concentrated visits across a relatively short period of time, to multiple areas of the health service. All these visits are unannounced. Under this new process, we have recently submitted the following reports (summary provided) to the Cardiff and Vale UHB and Velindre NHS Trust:

### Food & Drink Audit

We undertook 30 visits to the Cardiff and Vale UHB and a further 2 to Velindre NHS Trust. As part of this audit members observed the delivery of food, discussed the recording of nutritional information with staff and undertook a satisfaction survey with patients. In total we received 180 responses from patients. A number of recommendations were made and we are currently awaiting a formal response from the two organisations involved.

### Sensory Loss Audit

We undertook a baseline assessment of the UHB and Velindre's performance against a set of pre-agreed questions, across 149 wards/departments, which will help the health service to ensure compliance with sensory loss standards. The UHBs' Sensory Loss Task & Finish Group will now oversee the implementation of an action plan to address any deficiencies identified.

\*Both reports will be published, in full, in our May Council papers. Papers available online from 03/05/2016

**Website:** [www.communityhealthcouncils.org.uk/cardiffandvale](http://www.communityhealthcouncils.org.uk/cardiffandvale)

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