
Aneurin Bevan Community Health Council

Engagement Report

Winter Patient Experiences in the Emergency Department and Minor Injury Units

March 2023



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Introduction & background

Aneurin Bevan Community Health Council (ABCHC) is an independent statutory organisation who represent the interests of people in Gwent. We aim to encourage people to be actively involved in decisions affecting the delivery of healthcare.

We hear from people in many ways such as, online surveys, local engagement events, direct contact to our offices, our complaints advocacy, and enquiries service, and through face-to-face visits to NHS sites in the Gwent area.

As part of our annual plan, we wanted to understand people's experiences when attending the Emergency Department (ED) at the Grange University Hospital or a Minor Injuries Units (MIUs) which are located at Nevill Hall, Royal Gwent, Ysbyty Aneurin Bevan, and Ysbyty Ystrad Fawr Hospitals. This is because during the winter period, the Aneurin Bevan University Health Board experience high pressures at the Emergency Department and in the Minor Injuries Units, which can influence people's experiences.

We previously carried out this project during January to March 2022. The report for this project can be viewed on our website¹

This year's project was live for 6 weeks and we gave the Health Board a weekly overview of the feedback we received from people. This gave the Health Board an opportunity to review feedback and make necessary improvements.

When we completed this project last year, due to Coronavirus restrictions, CHC volunteer members were unable to visit the departments. However, this year they were able to attend the MIUs and the ED to gain face-to-face feedback, which is invaluable to us.

Throughout this report we use the following abbreviations or short forms, so we have listed them for ease:

MIUs	=	Minor Injury Units
ED	=	Emergency Department
GUH	=	The Grange University Hospital

¹ <https://aneurinbevanchc.nhs.wales/>

YYF	=	Ysbyty Ystrad Fawr
NHH	=	Nevil Hall Hospital
RGH	=	Royal Gwent Hospital
YAB	=	Ysbyty Aneurin Bevan

Our survey was live from January to February 2023.

What we did

To carry out this project, we created an online survey for people to tell us about their experience when attending an MIU or ED. The following items were created and sent to all MIUs and the ED to display:

- Survey packs were created which contained a survey, CHC leaflet, an antibacterial pen, and a freepost envelope for ease of sending a completed survey back to our offices.
- Posters that displayed information about our survey and when our CHC volunteer members were going to attend the MIUs and the ED to gather face-to-face feedback. The poster included a QR code for people to scan and access the survey online.
- Business cards were created which contained the QR code. The business card enabled people to "pick up" a card and scan the QR code using their phone, which would take them to our online survey, to be completed at a time most convenient for them.

We would like to express thanks to the Health Board for continuing to support this project and for agreeing to receive survey packs, posters, and business cards to display in their departments.

Our CHC volunteer members attended the Emergency Department and all Minor Injury Units across this 6-week period. This was a vital part of the project as we wanted to gain face-to-face feedback because it is invaluable to us.

Members attended the ED and MIUs on Monday mornings and Thursday evenings for 6 weeks:

Location	Number of CHC visits
GUH (ED)	10
NHH (MIU)	10
RGH (MIU)	12
YYF (MIU)	10
YAB (MIU)	10

During each visit, members completed our survey with people in the departments who were willing to give feedback.

It was important that our CHC volunteer members visited the ED and MIUs for this project. This is because when members were in the departments, observations were made that may have not been highlighted in a survey response. Any observations made, were addressed to the Health Board to inform them and in some instances, act on issues of concern.



Feedback we received

In total, we received 399 responses from patients, family members, and carers or friends of people who attended a hospital. This is a significant response level.

Responses received:

Location	Number of Responses
GUH (ED)	105
NHH (MIU)	31
RGH (MIU)	62
YYF (MIU)	124
YAB (MIU)	77

Hospital arrival

The Grange University Hospital (ED)

Of 105 people who attended the Emergency Department at the Grange University Hospital during this period, 17 people had previously attended another hospital, before being redirected to GUH for medical attention:

Nevill Hall Hospital: 5

Royal Gwent: 6

Ysbyty Ystrad Fawr: 5

Ysbyty Aneurin Bevan: 1

26 people told us they had contacted their GP before attending the ED, 22 people contacted NHS 111/Out of Hours and 21 people told us they contacted another health professional before attending the ED such as, dialling 999 and opticians.

26 people told us they did not contact a health professional before attending the ED.

Nevill Hall Hospital (MIU)

Four people who attended the MIU at Nevill Hall Hospital told us that they had previously visited another hospital before being sent to NHH for medical attention. Three people had originally attended the ED and one person had attended Ysbyty Aneurin Bevan (MIU).

Eight people told us they contacted their GP for advice before attending the unit and four people told us they contacted NHS 111/Out of Hours.

Most people told us that they did not contact a health professional before attending this unit.

Royal Gwent Hospital (MIU)

Five people told us they had previously attended another hospital before being redirected to this unit for medical treatment. Three people had originally attended the Emergency Department at GUH. Two people gave no further information.

Most people did not contact a health professional for advice before attending this unit. Those who did, contacted their GP, NHS 111/Out of Hours, Dentist or Physiotherapist.

Ysbyty Ystrad Fawr (MIU)

Two people attended the Grange University Hospital and Royal Gwent Hospital before being redirected to this unit for medical treatment.

21 people told us they contacted their GP for advice before attending this unit and seven people contacted NHS 111/Out of Hours. Others contacted their pharmacist, or Physiotherapist. However, most people did not contact a health professional before attending.

Ysbyty Aneurin Bevan (MIU)

Only 22 people who attended this unit contacted their GP before attending. Two people told us they contacted their Optician or Dentist before attending. Others did not seek advice from a health professional.

It seems to be a common theme that most people who attended an MIU during this period did not contact a health professional for advice before attending.

Travel and time in the departments

We asked people how they travelled to hospital:

Transport type	Number of people
Car	297
Ambulance	32
Taxi	7
Taxi provided by NHS	6
Relative/Friend/Neighbour	50
Other (Bus, walking)	11
Not answered	7

Please note that some respondents selected more than one option

The Grange University Hospital (ED)

People who told us they travelled to hospital by ambulance, attended the Emergency Department at the Grange University Hospital.

44% of the 32 people who travelled to hospital by ambulance told us they had to wait for a long period of time in the vehicle. On average these people waited 8 hours. However, one person told us they did not have to wait on the back of the ambulance and were taken in "*straight away*". They also told us it was "*Very quick – wonderful*".

Comments from people who travelled by ambulance:

"Came straight in from ambulance - came 3 days ago"

"Blue lighted - they were brilliant"

"Ambulance filthy dirty and also floor muddy"

"Call out ambulance 6 hours wait"

"While I waited, I was taken back and forth by the ambulance men for treatment"

"The wait was not the ambulances' fault. The ambulance service was very good."

"They were very nice to me."

Most people who arrived at the ED by other transport such as car, taxi, taxi provided by the NHS or by a friend/relative/neighbour told us they waited between two minutes and up to 2 hours for their initial assessment. Although, one person told us they waited 9.5 hours.

Following an initial assessment, 25 people had to wait up to 3 hours for a consultation (medical treatment). Four people received their consultation *"immediately"* after their initial assessment. However, 15 people had to wait for a long time, with some people waiting over 12 hours. One person told us they had been waiting 19 hours to receive their consultation.

Most people who attended the Emergency Department during the 6-week period were discharged or admitted to another ward between one and up to six hours. Seven people told us they waited between 8-12 hours.

Comments:

"Came by car because of the long wait for an ambulance"

"I was in a waiting room for 5 mins from Taxi. Came in here quickly."

Nevill Hall Hospital (MIU)

It was encouraging to read that most people who attended the MIU at this hospital waited less than one hour for an initial assessment. One person told us they had to wait 2 hours.

Similar figures were shown when most people told us they waited under one hour for their consultation (medical treatment).

Sixteen people told us they had to wait between one hour and up to 2 hours to be discharged or admitted to another ward. Three people waited between 2-4 hours.

Comments:

"No problems"

"Parking ok - blue badge"

"All ok but limited parking at MIU"

"No problem - parking easy"

"Easy hospital to get to"

Royal Gwent Hospital (MIU)

Seven people waited up to 2 hours for their initial assessment when arriving at this MIU. Most people waited under one hour. However, one person told us that they had to wait 5 hours.

It was encouraging to read that most people waited under one hour for their consultation (medical treatment). Although, 10 people told us they waited up to 3 hours. Two people told us they experienced very long waits, one person told us they waited 6 hours, and another told us they waited 24 hours.

Comments:

"The security people on the gate helped me to find parking - very understanding of my mobility issues"

"I use a drive from wheelchair vehicle. Carpark very tall but assistant extra helpful"

"Steep hill to St Woolos"

"Nowhere to park"

Ysbyty Ystrad Fawr (MIU)

It was positive to read that 92 people waited under one hour for their initial assessment at MIU YYF. Seven people waited over one hour and up to 4 hours.

Of the 124 people who attended this MIU, seven of them waited up to 2 hours to receive a consultation after their initial assessment.

47 people waited between 1-2 hours to be discharged, 26 people waited over 2 hours and up to 6 hours. Two people told us they had to wait between 6 hours and up to 12, before being discharged.

Comments:

"Travel is local with easy access"

"Although YYF is further than the RGH the road link from Cwmbran is excellent and the parking stress free, and the wait less."

"Needs bigger car park"

"Parking was a little hard - not many child spaces"

"No parking"

"Very well signposted on the road"

"Parking was a nightmare"

"Hard to find MIU once parked"

"Parking is an issue nowhere to park"

"If you don't drive it can be hard to get transport to the hospital"

"10 mins wait for parking space"

"The parking availability is not good. We were trying to park for 30 mins before getting into hospital"

"Parking difficult at present due to building works but could park without problem this time"

Ysbyty Aneurin Bevan (MIU)

It was encouraging to read that nearly everyone who attended YAB waited up to one hour for their initial assessment. Only one person had to wait 2 hours.

After receiving their initial assessment, only two people waited for 2 hours for their consultation (medical treatment), everyone else waited less than one hour.

When people had received medical treatment in this MIU, 36 people told us they waited up to one hour before being discharged or admitted to another ward. Six people waited between two and four hours, and one person waited six hours.

Comments:

"Easy to park"

"Had no choice but to use bus"

Comfort

Overall, most people felt that during their time in the department in all hospitals:

- They had access to refreshments
- The toilet facilities were suitable for their needs
- They were comfortable

85% of people told us that they waited on a chair whilst in the department but 9% of people told us they waited on a bed in a cubicle.

A small number of people did not feel this way. For example, 18 people who attended the ED at the Grange University Hospital did not feel comfortable during their time in the department and on average 8 people across all sites told us they did not have access to refreshments.

Comments:

"Bed very comfortable. Patients own meds on top of her bag at front of bay next to pedal bin" – GUH

"No pillow- brought in own throw. Stomach complaint placed in chair. Uncomfortable sleeping in a chair. Busy area people talking all night" – GUH

"Sat in A&E for 13 hours, during this time was not offered a drink or food - staff should make relatives give up their chairs for patients" – GUH

"Waiting in the waiting room on a chair seemed inappropriate. Lack of comfort in chair – painful" – GUH

"The department was extremely busy. The waiting area was full. However, half of the chairs were taken by non-patients who were with patients" – GUH

"All been good. Food good. Food cold as doctor here. Brought tea and coffee." – GUH

"Dept too warm. Toilets didn't work" – NHH

"Comfortable" – NHH

Communication

When people attend a Minor Injury Unit or the Emergency Department, they can sometimes feel stressed or anxious. It's important that people feel informed of any treatment plan, waits in the department, feel listened to, and have their privacy and dignity respected. Therefore, we asked people to tell us about these experiences when they attended.

When reviewing the responses, on average 96% of people felt:

- Staff were attentive, caring, and courteous towards them
- They had been treated with dignity and had enough privacy during their time in the department
- They felt they had been listened to
- Doctors/Nurses were discreet when discussing their treatment

Even though there was such positive feedback, 20% of people told us they were not kept informed about their wait/treatment. 244 people told us they were not aware of any delays in them leaving the department.

One person who attended the ED at GUH told us that they sat in a chair in the department, and they were *"sharing a 1-person cubicle with 2 other patients, there is no privacy"*

Seven people told us they were not able to communicate in their chosen language but gave no further comment.

One person who attended the Minor Injuries Unit at YYF expressed their frustration over the lack of communication in the department. This person rang the unit before attending and explained the reason they would be attending. They also explained the reason to reception staff upon arriving. However, after waiting over an hour in the unit, this person was informed they could not be treated for their ailment.

Comments:

"Widget pack would be easier for people with autism. Also access to people who sign as masks disable lip reading" – NHH

"Major issue with system asking people to make decisions where to go on triage" – NHH

"Felt the Dr was too busy to listen to my partner's medical history, felt concerns were not considered" – RGH

"Complete lack of communication in my mother's care. No response from any staff when asked" – RGH

"I have not been told how long I will stay here for" – GUH

"Very little communication, no idea of how long I was going to be there – concerned I could have been left overnight, my medication was at home" – GUH

"They ask if I'm ok when they pass in front of me – very good" – GUH

"Very helpful" – YAB

"Very considerate and adapted to my mother who has dementia" – YAB

"I felt the staff were kind, caring and listened to me. Made my son feel at ease." – YAB

"No privacy at main reception as anyone waiting for triage can hear your explanation of injury etc to receptionists" – YYF

"Had to share injury with reception and didn't feel private" – YYF

"Greeted in both languages was very good as my son attends a Welsh school" – YYF



Overall satisfaction

We asked people to rate the following from “very poor” to “very good”:

All MIUs and ED	Very good	Good	Ok	Poor	Very poor
Their visit to the department	197	96	44	8	8
The length of time they had to wait	127	78	81	25	27
The treatment they received	194	81	36	6	6
The helpfulness and friendliness of staff	249	62	26	3	6
The comfort levels in the department	156	99	56	23	14

It was reassuring to read that most people rated the above experiences as either “*very good*” or “*good*”.

When analysing the responses further, it seemed that most people who rated the length of time they had to wait as “*poor*” or “*very poor*”, were those who attended the ED at the Grange University Hospital. This was the same for the comfort levels in the department.

It was noted that during the Christmas period at YYF, (Christmas day, boxing day) the restaurant was closed for visitors as well as staff.



Comments

We asked, *"Is there anything that has been very good or anything that could improve your experience in the department?"*

The Grange University Hospital (ED):

"At the present time, I don't believe that anything can be done to improve the experience because the hospital seems to be constantly at its capacity with no room to manoeuvre"

"Waiting times could be improved"

"Too hectic in A&E, found the amount of people distressing"

"No suggestions as experience [has] been very good"

"Staff are very good"

"3 hours wait for oxygen, no explanation given"

"Staff excellent"

"The doctor we have seen is very informative and caring"

"Toilets are situated – more privacy required"

"Lack of pillows"

"My husband visited this department with my mother about 10 months ago and the whole experience was not good. The department seems vastly improved since then. All the staff were great this time around. The stay for me was very comfortable."

"The reception tannoy calls are also repeated in the quiet treatment areas – kept me awake"

"Nurses and Doctors have been brilliant – can't fault them"

"The staff have been brilliant, waiting times are really awful"

"It's a bit concerning to be told that there is no facility for emergency ultrasound scan"

"Under the current circumstances in the NHS I found the care very good. Doctors and nurses are excellent in looking after my mother who is 99 years old"

"Such long waiting times. No facility for seizure recovery"

"Wait time could be improved, communication about wait time/test results could be better"

"Give them [staff] a pay rise, they are great all the time"

"All staff have been amazing, so busy there. The department needs to be extended, everyone was on top of each other, patients laying on the floor, trying to get to triage through wheelchairs. Reception desk maybe needs to be set back slightly, extra seating not metal type bus seats as they are now"



Nevill Hall Hospital (MIU):

"Poor navigation around the hospital for those who have a visual impairment"

"They have done everything I expected them to"

"Everything is as it should be – wait times are better than expected"

"Very friendly staff and clear communication"

"The nurse was very lovely – very helpful"

"It is understandable in these hard times that the staff are under stress, but this service is shocking. I work in a hospital, and the way the time is wasted with staff is unacceptable. Your waiting times should be halved with a steady flow of work."

"Made my son feel welcome as he's not very fond of hospitals"

Royal Gwent Hospital (MIU):

"Excellent receptionists"

"Hot food"

"Communication, had problems finding out Nurse or Dr responsible for care"

"By getting more staff"

Ysbyty Ystrad Fawr (MIU):

"Amazing staff"

"Staff are very friendly"

"No – all good"

"Music in waiting rooms would help a lot"

"More investment of money needed. No fault of department – we want to save our NHS"

"Very good communication by reception staff"

"Parking is a problem"

"The staff were very helpful and polite and always treated me and others with the utmost respect"

"The signs to the Minor Injury Unit had MAU and Local Assessment Unit – just confusing and had to ask"

"Another patient was waiting a very long time – she became progressively more ill the longer she waited – it was quite distressing"

"Could have been improved if the reception staff had explained that they couldn't help when I had told them what the problem was!"

Ysbyty Aneurin Bevan (MIU):

"Everything has been done to help"

"The unit is a god send, staff are wonderful, easy place to get to and park"

"None – staff are amazing"

"During the visit I needed a drink at the time 11:40 both café and shop were closed. Water dispenser in the main area was not accessible due to being blocked by a recycling bin and there were no cups anyway"

"Staff were really good and reassuring"

"I wish this hospital could be our main hospital instead of going to NHH or the Grange"

"Maybe some sort of loudspeaker as you can't hear the nurses from minor injuries when they call your name. especially with masks on – I couldn't hear anything"

"TV on in the waiting area – or music would be good"

"More things to help distract young children as there is currently nothing"

We asked, *"If you have already visited this department within the last 12 months, have you noticed any improvement since your last visit, or is there anything that still needs to be improved?"*

Some people who had visited YAB within the last 12 months felt that their waiting time had been improved.

One person who attended NHH told us *"Always been good here. Waiting times vary but accepting of this"*.

People who had attended the Grange previously, told us they didn't feel there was any difference in their visit. One person told us they were *"worried if I have to go there again"*. Others felt that the issues with long waits remain. However, one person told us that their husband had visited the department 10 months ago, and their visit was *"not good"*. Since then, they have revisited the ED and they told us that the *"department seems vastly improved - all staff were great this time around"*

A person who attended the MIU at the Royal Gwent Hospital told us that they had more long waits than short waits at this department over the past year. However, one person told us that the unit has improved being *"much more efficient"*

Observations

As mentioned previously, throughout this 6-week project, our CHC volunteer members attended the MIUs and ED on a Monday morning and a Thursday evening.

When members were in the departments and filling in surveys with people who were willing to engage with us, observations were sometimes raised and sent to the CHC offices for us to make note of, and in some instances make the Health Board aware.

It was noted by a CHC volunteer member that they were unable to locate the site maps for the hospitals when they were due to carry out a visit. This issue was raised with the Communications Team in the Health Board and in response uploaded all site maps to the Aneurin Bevan University Health Boards website.

The Grange University Hospital (ED)

During visits to the ED there were a few occasions where members raised privacy and dignity issues regarding people who were wearing hospital gowns. It was noted that hospital gowns were not tied up correctly, exposing the people wearing them and that hospital gowns were not the correct sizes for people. These issues were raised with the relevant staff in the Health Board, and we received assurances that it would be looked into to ensure it does not happen again.

It was noted by members on numerous visits that the waiting area was overcrowded, and in some instances, people had to stand or sit on the floor. There was also a comment made about the smell in the waiting area being "*unpleasant*".

Nevill Hall Hospital (MIU)

During a visit, staff in this department told members about their concerns: people often attended the MIU when they needed treatment at another facility. These people then had to be referred to another hospital for appropriate care. There were examples of people who attended the unit but should have attended or been directed elsewhere:

- Seriously unwell adults, including those with chest pains
- Unwell children
- Maternity cases.

Toilets in the department were noted as easily accessible although for someone who may only have the use of one hand, or use crutches, the doors were not automatic, so easy access was difficult.

During one visit, members noted that there were no dedicated toilets for men. There is one facility with signs for women and one baby changing/disabled toilet. Members witnessed some people in the unit becoming confused over which toilet to use.

Royal Gwent Hospital (MIU)

It was brought to members' attention by staff in this MIU that cars are parking in the ambulance bays, which can cause problems as they should always be kept clear. This issue seems to increase during the evening.

Ysbyty Ystrad Fawr (MIU)

Members noted that the lifts located at the main entrance of the hospital were both out of order during their visit to the unit on Monday 13th February. Members were told that one of the lifts has been out of order for approximately 9 months. When members visited again later that week, one lift had been fixed. However, it was noted that the other lift that remained out of order has been waiting for a part to be delivered for a long time. This caused inconvenience to staff, patients and visitors who need to access the lifts frequently.

When issues were being raised with staff in the Health Board, they were very quick to respond and, in some instances, issues were acted upon quickly.

Conclusion

The CHC continues to recognise the whole-system challenges and pressures that health services are experiencing. It is clear from the feedback we received during this project that the friendliness, helpfulness, and hard work of staff does not go unnoticed by those who use NHS services. One person told us *"NHS staff are angels and underappreciated"*. Also, when our CHC volunteer members visited all departments, it was noted how friendly and helpful staff were.

In comparison to last year's report, it is obvious that there have been changes made by the Health Board which has improved patient satisfaction at the ED at the Grange University Hospital. For example, the Grange University Hospital now have a Same Day Emergency Care Unit (SDEC) so that GPs can refer people directly for same-day treatments. This reduces the number of people having to attend the ED or wait in the Surgical Assessment Unit and reducing pressure on the department.

The Health Board have continued their public campaign to encourage people to use the correct health service when needing medical attention. Although, when reviewing responses for this project, many people are still not sure or are unaware of the option to contact NHS 111 before attending a hospital.

In common with last year's findings, people are still experiencing long waits and people's discomfort whilst waiting on chairs in the ED department, remains.

The insufficient space in the waiting area of the Emergency Department is still an issue. As mentioned previously, it was observed by CHC members on occasions that people were stood in the waiting area, and even sat on the floor.

The parking facilities at Ysbyty Ystrad Fawr has been highlighted as an issue by some people who attended the MIU.

These findings highlight where improvement is needed.

Recommendations

- 1)** The CHC would be pleased if the positive feedback in this report regarding the continued praise for staff in the hospitals for their friendliness, helpfulness, and hard work could be shared with staff. This also includes ambulance staff.
- 2)** The CHC recognises and appreciates the public campaign to make people aware of what to do if they need medical attention. However, the feedback received from this survey shows that people are still not sure of, or are unaware of, the option to contact 111 or another health professional before attending a hospital. The CHC asks that the Health Board consider recirculating the information to the residents of Gwent or consider higher profile media campaigns to reinforce the message.
- 3)** The Health Board is asked: to consider feedback in relation to the parking issues people faced when attended Ysbyty Ystrad Fawr.
- 4)** To ensure where appropriate that people are told how long they can expect to wait in the department and keep them updated throughout their time there.
- 5)** To ensure that people can communicate in their chosen language.
- 6)** The CHC would be pleased if feedback in relation to people's comfort whilst waiting in the departments could be considered.
- 7)** The CHC would be pleased if the Health Board could consider people's feedback in relation to the lack of capacity in the waiting area at the Emergency Department at GUH.

- 8) All staff are asked to ensure that people's privacy and dignity are always respected. The Health Board is asked to consider people's feedback particularly about the lack of privacy at Ysbyty Ystrad Fawr when registering at the reception desk of the MIU and the appropriate sizing and coverage of hospital gowns.
- 9) The Health Board is asked to review the feedback regarding the broken lifts at YYF.
- 10) To ensure that people do not park inappropriately at RGH to ensure ambulances are always able to park in the bays.

Thanks

The CHC would like to thank everyone who took the time to share their views with us, we hope the feedback influences healthcare services to recognise and value what they do well and to enable them to act where they need to, as quickly as they can, to make things better.

We would also like to thank the Aneurin Bevan University Health Board for their continued support for this project over the years, and valuing the feedback gathered from patients and others.

The Health Board kindly agreed to receive our survey packs, business cards and posters to display in the departments, which no doubt increased our response rate. When observations were sent to staff in the Health Board a response was always received addressing issues and informing us of what actions had been put in place to ensure issues did not arise again.

As usual, our CHC volunteer members were a vital part of this project, by visiting the Emergency Department and all Minor Injury Units over the 6-weeks. Without our members, we would not have been able to gain people's face-to-face feedback along with any observations that were made whilst in the departments. So we thank them for their time, effort and dedication.

About the Community Health Councils (CHCs)

CHCs are the independent watchdog of the National Health Service (NHS) within Wales. CHCs encourage and support people to have a voice in the design and delivery of NHS services.

CHCs work with the NHS, inspection, and regulatory bodies. CHCs provide an important link between those who plan and deliver NHS services, those who inspect and regulate it and those who use it.

CHCs receive feedback from the public in many ways. We regularly visit NHS services to hear from people while they were receiving care and treatment. CHCs also hear from people at local community events, and through community representatives and groups.

Since the coronavirus pandemic, CHCs have focused on engaging with people in more ways.

This includes surveys, apps, videoconferencing, and social media to hear from people directly about their views and experiences of NHS services as well as through community groups.

There are 7 CHCs in Wales. Each one represents the “patient and public” voice in a different part of Wales.



Contact details



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CIC Aneurin Bevan CHC

Equality and Diversity Survey Results

Preferred Language								
English			Other			Not answered		
187			3					
Gender								
Woman/ Girl		Man/Boy	Non- binary		Prefer not to say	Other		Not answ ered
186		119			2			
Do you consider yourself to be a trans person?								
Yes		No			Prefer not to say		Not answered	
3		280			2			
Sexual Orientation								
Asexu al	Bisex ual	Gay	Le sb ia n	Heterose xual/ Straight	Pans exua l	Prefer not to say	Oth er	Not answ ered
10	1	2	5	250	2	11		
Month and Year of birth								
Jan 1924- 2004	Feb 1931- 2009	Mar 1939- 1995	Apr 1927- 2010	May 1941- 2010	Jun 1933- 1995	Jul 1954 - 2008	Aug 1937 - 2010	
19	19	10	19	15	18	24	20	
Sept 1944- 2015	Oct 1936- 1997	Nov 1936- 2011	Dec 1941- 2009		Not answ ered			

14	24	17	21				
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Ethnicity				
Asian or Asian British:				
Bangla deshi	Chine se	Indian	Pakistani	Other
	1		1	1
Black or Black British:				
African		Caribbean		Other
White:				
Welsh/English /Scottish/Nort hern Irish/British		Gypsy of Irish Traveller	Irish	Other
286		2		1
Other Ethnic group:				
Arab		Prefer not to say		Other
1		0		0

Religion or belief				
Buddhism	Christianity	Hinduism	Islam	Judaism
2	109	2	2	
Sikhism	Atheism	No Religion	Prefer not to say	Other religion or belief
		136	6	5

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Do you consider yourself to have a disability?

Yes	No	Prefer not to say	Not answered
	212	37	

Do you look after, or give any help or support to a family member, friend, or neighbour because of a long-term physical disability, learning difficulty, mental ill-health or problems related to old age?

Yes	No	Prefer not to say	Not answered
74	211	8	

Are you currently pregnant or have you been pregnant in the last year?

Yes	No	Not answered	Prefer not to say
5	282		2

Equality Impact Assessment

Please complete the following table to state whether the following groups will be adversely, positively, differentially affected by the policy/activity or that it will have no affect at all

Impact	None	Negative	Positive	Comments
Protected Characteristics				
Age	x			
Disability	x			All CHC surveys are available in a different format upon request.
Sex	X			
Race	X			
Religion/Beliefs	X			
Sexual Orientation	X			
Gender reassignment	X			
Marriage and civil partnership	X			
Pregnancy and maternity	x			

Other characteristics to consider				
Welsh Language			x	Reports & Surveys published bilingually
Other Languages		x		Reports & Surveys can be published in required language on request
Human Rights	x			
Poverty level	x			
Persons with dependents	x			
Rural residence	x			
Gypsy and traveller communities	x			
Digitally vulnerable	x			

Risk Assessment

<p>Are there any risks arising from the implementation of this policy?</p> <p>N/A</p>
<p>What measures are in place to manage or remove these risks?</p> <p>N/A</p>
<p>Welsh Language</p> <p>This document/policy has been assessed in line with our Welsh language requirements for standards:</p> <ul style="list-style-type: none"> i) 37,38 ii) 69,70,71 <p>In coming to our impact determination, we sought advice/reviewed the evidence of/considered:</p> <p>All CHC public facing documents are available in Welsh & English.</p>

The CHC undertakes an Equality Impact Assessment for all public documents and identify them as positive for Welsh translations.

Outcome

Positive impact –

Standards 37, 38 – All public documents are produced and published bilingually in Welsh and English.

Standards 69-71 - We undertake Equality Impact Assessments for all public documents and identify them as positive for Welsh translations

Negative Impact – None

Accessible formats

This report is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us.

You can download it from our website or ask for a copy by contacting our office.