

Llais Gwent Region

Report for Aneurin Bevan University Health Board – Public Board Meeting

September 2023



Accessible formats

This publication is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us. You can ask for a copy by contacting our office:

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About Llais

Llais is a statutory body, set up by the Welsh Government to give the people of Wales much more say in the planning and delivery of their health and social care services – locally, regionally, and nationally.

We are here to understand people's views and experiences of health and social care, and to make sure feedback is used by decision-makers to shape services.

We seek out both good and bad stories so we understand what works well and how services may need to get better. We also look to talk to those whose voices are not often heard.

There are 7 Llais Regions in Wales. We all work together to represent people's voices in relation to their health and social care needs.

Introduction

The purpose of this report is to inform Aneurin Bevan University Health Board of current issues of concern and positive observations, or public feedback being addressed by Llais Gwent Region in relation to the planning and delivery of health services.

Llais continues to work in respect of engaging with the population, scrutinising, and offering independent challenge to the NHS and social care, to monitor and consider routine and urgent service changes. We also continue to provide an independent Complaints Advocacy Service.

Llais 100-day plan

When Llais was launched on the 1st of April 2023, we published our 100-day plan, which set out our national intentions, plans and objectives for the first 100 days of the new organisation. Full details of our plan can be found on our website here: [Our 100 day plan | Llais \(llaiswales.org\)](https://llaiswales.org/our-100-day-plan)

In brief, our plan in the first 100 days included:

- Having a regional presence.
- Producing and publishing regional plans.
- Developing our Diversity, Equality & Inclusion Policy.
- Developing new digital ways of working.
- Launching a national volunteering campaign.
- Launching our marketing campaign.
- Developing how we work with others.
- Submitting CHC's UK Covid-19 inquiry work.
- Appointing to new Llais roles.
- Publishing our response to draft Code of Practice (entry).
- Partnership working with other UK citizen representative bodies.
- Engaging with the population.
- Sharing what we hear with decision makers.
- Supporting people to raise concerns.

Our regional annual plan includes legacy work handed over from Aneurin Bevan CHC, for continuity, as well as new activities and items of work informed by the public and stakeholder engagement exercise that was undertaken in January 2023. The following items in this report reflect some of the new work we are undertaking, and the CHC's legacy work. We will build on that legacy work as the new organisation develops. We are committed to continuing to represent our communities and in particular our clients who use health and social care services so that they have a voice in the design and delivery of the services they need.

Llais Gwent Region update

Current activities and feedback:

1. Public feedback from engagement events and Advocacy service

Since 1st of July our advocacy service has received 66 new contacts from members of the public with enquiries or formal concerns about health or social care.

- 46 contacts were about the NHS and 15 contacts about Social Care.
- 12 cases were general enquiries about the NHS. Enquiries have been mixed in terms of their subject and the service operation waiting times, communication issues for people who were admitted to hospital. Others who contacted us were signposted to other organisations for further support.
- Where people wished to raise more formal concerns, 54 people requested an advocacy service pack to consider a formal complaint. Since the 1st of July, 39 authorisation forms to proceed to a formal complaint have been received back. Services and the subjects of concerns have also been mixed but include Paediatrics, Care of the Elderly, Primary Care, and Trauma and Orthopaedics.

Since April 1st we have attended engagement events across Gwent, and in total we have spoken to over 500 people.

Events we have attended so far include, Newport & Barnardo's Carers event, Cwmbran's Big Event, Caerphilly Pride, Pontypool Party in the Park, Viva Fest, Brynmawr Volunteering event, Monmouthshire Raft Race, Torfaen Voluntary Alliance Opening Doors Networking Forums and The Usk Show.

NHS feedback has included:

- "More staff" needed for all services, particularly at the Emergency Department at the Grange University Hospital.
- Access to Mental Health Services.
- Planned care waiting lists being "too long."

In August, staff from our offices attended five libraries across Gwent, the aim of this was to ensure we were easily accessible to the public, should they want to come and talk to us. This proved successful and we are planning to carry out another week of library visits in November.

2. Representations that we have made or been involved in

We have a duty to make representations to health and social care services on behalf of our population when services may change or when we hear about health and social care performance matters that impact on people's experiences (positively or negatively). We might make these representations via formal letter, in emails or by attending planned service groups/meetings hosted by our health and social care partners.

Since 1st April 2023, we have been involved in or made representations about:

- Crickhowell Group Practice's application to close its branch surgery in Gilwern (Powys Teach Health Board cross boundary matter) – formal correspondence.
- Maternity Services proposals for Midwifery-led services
- Primary Care panels for Deri Branch surgery, Churchwood Medical Centre vacant practice, Lawn Medical Centre vacant practice and the Mount Surgery vacant practice, New Inn, and Goytre Branch Surgeries
- Tredegar Health and Wellbeing Centre project board
- Quality and Patient Safety Committee
- Outpatients Steering Group
- A&E handovers from Ambulance crew and people's experiences when waiting in the Emergency Department.
- Stroke rehabilitation service developments
- eLGH department/unit reconfiguration developments
- Outpatient Transformation Programme
- Enhanced Services Operational Group
- Sustainability Board

3. Survey: Accessing and receiving information from a health and/or social care service

In June we launched a survey to ask people how they access and receive information from a health and/or social care service.

We want to find out if the way people access and receive information from a health or social care service, is suitable to their needs.

Feedback for this survey will be reviewed monthly, if we receive a high influx of responses, a briefing paper will be created to give health and social care providers an update of what people are telling us.

To date, we have received 18 responses to the survey.

Key themes identified:

- Most people who have completed our survey use the Aneurin Bevan University Health Board website to find out information about an NHS service.
- Positively, so far, everyone has told us that when they receive information from an NHS service, it is in a format that is suitable for their needs.
- Majority of people were satisfied with the way they receive information.
- Some people told us if they could make changes to the information they receive, to make it easier for them to understand, they would make the information “very concise and easy to understand,” “no jargon” and “more understandable.”

The survey will be live until January 2024, a briefing paper is being drafted and will be sent to UHB and LA for their information.

4. Survey: Carers

In June we also launched a survey to find out what a carer’s experience is of accessing and using health and social care services for their own needs in Gwent.

The survey concluded in August, and we received 31 responses.

Key themes identified:

- Most people who filled in our survey were un-paid carers who might care for a partner, friend, or family member.
- People felt that the pandemic has affected their access to NHS services, this is because waiting lists for treatment are longer, which is impacting the quality of care that they give.

Summary report currently being drafted.

5. Survey: Menopause

At the beginning of July, we launched a survey to find out from people who are currently going through the menopause, if they can access the services they need.

To date, we have received 55 responses.

Key themes identified:

- Most people who told us they are currently going through the menopause, knew this by their symptoms.
- So far, people know who they can contact should they need advice about the menopause.
- Positively, people can access NHS services for their menopause symptoms when they need it.
- Majority of people are not aware of any menopause support services in their community that they can attend.

The survey will be live until October 2023.

6. Hospital visit: Ysbyty Ystrad Fawr

On the 2nd of August, our visiting volunteers attended Ysbyty Ystrad Fawr, for an unannounced visit and spoke with people staying on the following wards:

- Oakdale
- Anwyllfan
- Ty Cyfannol

As a result of these visits, briefing reports will be created and submitted to the UHB for a response.

All briefing reports are currently being drafted.

7. Visit: Ty Lafant Assessment & Treatment Unit

On the 26th of August, our visiting volunteers attended Ty Lafant Assessment & Treatment Unit, for an unannounced visit and spoke to someone staying in the unit.

As our visiting volunteers only spoke with one person during the time of their visit, a member of staff kindly took surveys from our visiting team and offered to hand the surveys out to other people in the unit, when suitable.

The office is currently waiting for any further completed surveys to be received.

A briefing summary will be produced and submitted to UHB for their information.

8. GP Exit Survey Polls: Five GP Practices in Gwent.

On the 14th of August, our visiting volunteers attended 5 GP surgeries twice, across a two-week period. The purpose of this was for our volunteers to stand outside of the practices and engage with people as they left, to ask them if they would like to give us feedback of what it is like for them to access their practice.

To carry this out, we contacted the practice managers for all five chosen practices to inform them that our visiting volunteers would be attending, and what days we planned to visit. We also sent a poster and survey packs to the practice ahead of our visits, so people had the opportunity to fill in. All practice managers were very welcoming of our volunteers attending their practice to carry out surveys outside.

The GP Practices we attended:

- St Brides Medical Centre
- Avicenna Medical Practice
- Brynmawr Medical Practice
- The Mount Surgery
- Old Station Road Surgery

We are still waiting for completed surveys to be returned to our offices, but at present, we have received 141 responses.

Briefing reports will be drafted and submitted to UHB.

9. Survey: People's access to social care services

At the end of August, we launched a survey to find out if the way people access social care services, is suitable for their needs.

To date, we have received 11 responses.

Key themes identified:

- So far, most people feel that only “few” social care services are available to them in the borough they live in.
- When people access a social care service, appointment, or assessment, they can communicate easily.

The survey will be live until November.

N.B. All surveys are launched bilingually on our social media channels and are available in alternative formats and languages upon request. We also share surveys with our external stakeholders, this is to ensure we are reaching as many people as possible.

Upcoming activities:

1. Survey: Trauma & Orthopaedic – Hip and Knee

We know that Covid-19 had an impact on people’s waits for elective surgery nationally, therefore, we want to find out people’s experiences of waiting for their hip or knee surgery in the Gwent area.

To do this we have created a survey, so people can tell us how long they have been waiting, and if this is having an impact on their physical and mental wellbeing while they wait.

As part of this project, we are hoping to send survey packs into the Hip and Knee clinics to reach people who are attending their appointment, so that they can give us their feedback should they wish to do so.

We will launch this project in September.

2. Survey: Transition from child to adult health and social care services

We will be working collaboratively with Gwent Regional Partnership Board’s and ABUHB to find out young people’s experiences of changing from child to adult services in both health and social care.

The findings of this survey will be sent to the Gwent Regional Partnership Board and ABUHB for their information.

We are hoping to launch this survey in October.

Thanks

We thank everyone who took the time to share their views and experiences with us about their health and social care services and sharing their ideas with us.

We hope the feedback people have taken the time to share influences health and social care services to recognise and value what they do well – and act where they need to as quickly as they can.

Feedback

We would love to hear what you think about this publication, and any suggestions about how we could have improved it, so we can use this to make our future work better.