

Llais West Wales Engagement Report

July & August 2023

LLAIS

Eich llais mewn iechyd a gofal cymdeithasol | Your voice in health and social care



Llais West Wales

What we do

We're here to make sure your views and experiences are heard and used by the people who plan and deliver health and social care services.

The strong voices of the people of Wales must be at the heart of an effective, joined up health and social care system for Wales

We believe in a healthier Wales where people get the health and social care services, they need in a way that works the best for them

Welcome to the second engagement report for Llais West Wales.



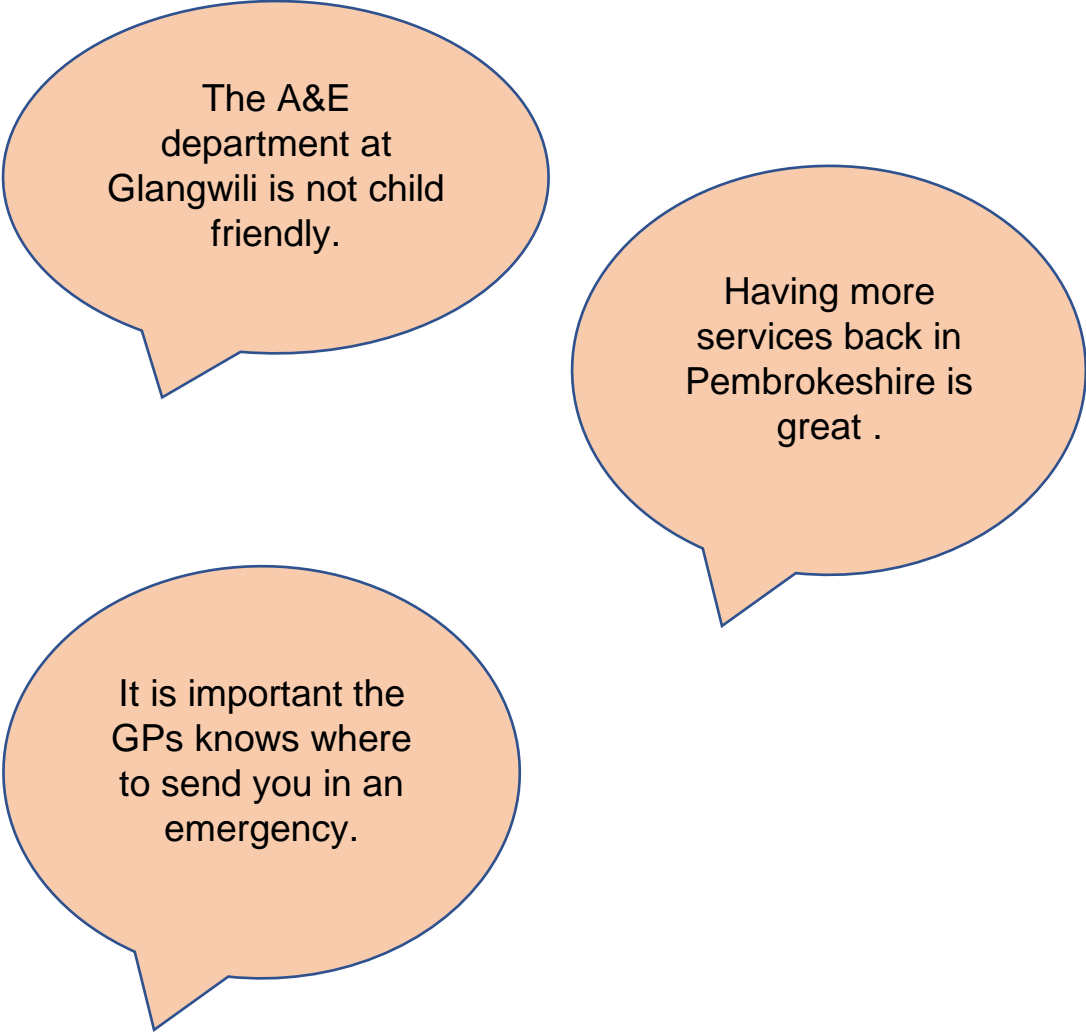
Llais staff continue to have introductory meetings with Members of the Senedd, again raising awareness of Llais and listening to their concerns and what they are hearing from their constituents about health and social care.

Hywel Dda University Health Acute Emergency Paediatric services Consultation

Llais volunteers and staff attended several Hywel Dda University Health Board public consultation events on Acute Emergency Paediatric services .

The consultation shares the three options for how urgent and emergency children and young people's care at Withybush and Glangwili hospitals could be delivered in the future. Not many members of the public came to these events.

Some of the things we heard.



The A&E
department at
Glangwili is not child
friendly.

Having more
services back in
Pembrokeshire is
great .

It is important the
GPs knows where
to send you in an
emergency.

**Llais West Wales will share our response via
our website. <https://www.llaiswales.org>**

Engaging with the Public

We have attended Borth Carnival, Aberaeron Family Fun Day and the Pembrokeshire Show to hear from the public about their NHS & Social Care Services

This is what some people told us.

Long wait for
braces dentistry

The nurses work
hard at Bronglais
but there are a lot
of nursing
vacancies that
put extra
pressure on the
staff.

Long waits in A&E
recently at
Bronglais hospital.
Went to GP with
tummy pains and
he sent us to A&E
without examining
my daughter.

My mum has
dementia and has
lived her whole life in
Aberystwyth but she
has been shipped
away out of the
county to a Nursing
home making it
difficult for the family
to visit .

Unable to make GP
appointment in advance ,
great e consultation in
Lampeter



Care homes

Staff have been visiting some care homes within Pembrokeshire, Carmarthenshire and Ceredigion introducing themselves to the care home managers and talking about Llais.


We have just completed our maternity survey

We have been interested in maternity services since the Health Board made changes to women and children's services in 2013. Our former organisation Hywel Dda Community Health Council (HDCHC) made a number of visits to maternity settings and although feedback has largely been positive, the reports have said that experiences aren't always good. Last year people told us about what it was like to give birth in Hywel Dda hospitals. We reported back to the Health Board, and they said they would make improvements based on what you said.

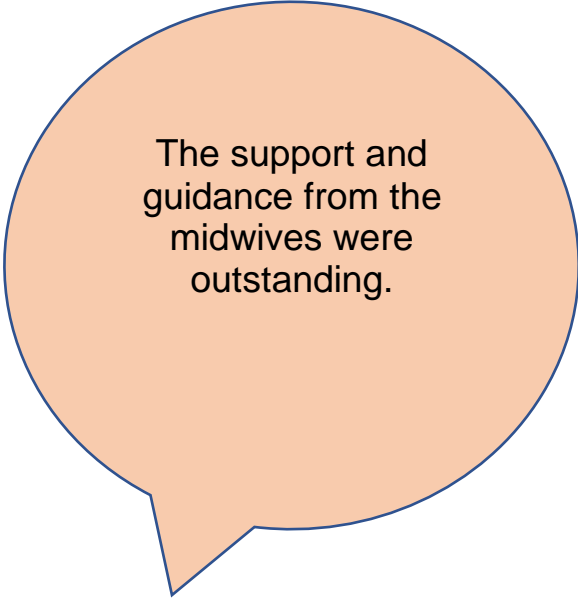
Now we are asking again about births since November 2022.



This is what we have heard about maternity services.



It was amazing, everyone that cared for me was so good everything went so well. Everyone and everything at Glangwili was amazing, my Drs surgery could do better though. Apart from that I am happy



The support and guidance from the midwives were outstanding.

Great. The birthing pool at Withybush MLU was instrumental in making my delivery calm and wonderful. The midwives were brilliant.

The speed we needed to leave the MLU. It would have been much more pleasant and helpful to recovery and bonding to be able to have a day, rather than 6 hours to be able to stay around health care for reassurance.

Excellent care from midwives
Very mixed care from consultants; one gave excellent advice, another gave advice verging on negligent, insisting I had an infection pre-40 weeks for absolutely no good reason. Second consultant, a week later, agreed this was poor guidance.

A full report will be published and shared with the public and Hywel Dda University Health Board.

Become a Llais volunteer!

Do you have an interest in Health and Social Care?

Would you like to volunteer some of your time to listen to others?

If you are interested in becoming a volunteer for us or would like a member of the Llais West Wales team to come and talk to your group or community then please contact us on:

westwalesenquiries@llaiscymru.org

Telephone 01646 697610

Together we can improve health and social care in Wales



What's coming up?

Llais West Wales Engagement team have been busy booking events where we can go out to meet people to hear their views on health and social care. We are hoping our fantastic volunteers will be able to join us in order to engage with our communities.

Great Opportunity

We have very kindly been invited to a carers event being held in Kidwelly in September and will be speaking to over 100 carers. It will provide us with a great opportunity to tell them about the work we do and to listen and capture their experiences (good and bad!) about NHS and Social Care services.

Please follow us on:

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