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We are delighted to announce that our advocate Ffion was successful in interview for a 3 month secondment to be Deputy Regional Director in Cwm Taff Llais !!!

Meet our Deputy Regional Director

Linda Joseph

My name is Linda Joseph and I'm the Deputy Regional Director of Llais Gwent Region. My role is presently concerned with Primary Care. Typically, this provider acts as the first contact and principal point of continuing care for patients within the healthcare system.

The subject areas and work are very varied – two days are never the same. For example, the Outpatient Transformation Programme is revising their approach across all outpatient services to simplify referrals, triaging, and appointments as well as lines of communication between outpatients and local surgeries. This will ultimately benefit service users and reduce waiting times for appointments.

Another area of work involves dealing with Service Changes. Applications for changes in service are submitted to Llais Gwent which outline what the change is (for example, a contract change at a GP surgery), how the change will impact registered patients, what the change will mean for the surgery, branches, and staff. Llais is represented at any meetings to discuss the service change and advises on options for dealing with the change and the engagement arrangements for patients, so that they have an opportunity to give their views on the proposed changes.

Service change applications also include changes to pharmacies, dentists, opticians, and other services. Early in 2023 there was a significant increase in applications mainly due to staff recruitment and retention challenges in Primary Care. Despite significant restructuring especially of GP surgeries, there has been no loss of service to patients, thanks to the considerable efforts of the Sustainability Board.

I represent Llais Gwent and the patient's voice on a variety of Primary Care groups in order to be able to keep up-to-date with data and trends, make representations on a range of issues and to highlight areas of concern to Llais and ABUHB:

- Gwent Local Medical Committee (GLMC)
- Outpatient Transformation Programme
- Sustainability Board
- Patient Safety and Quality Outcomes Committee
- Health and Social Care Quality and Engagement Group
- NCN Development Group (Neighbourhood Community Networks)
- Welsh Pharmaceutical Committee
- Patients and Public Assurance Group (DSSP Wales NHS App development and implementation)
- Regional Partnership Mental Health and Learning Difficulties Group



Primary Care is often the first contact patients have with health services and it is very encouraging that the patient experiences that Llais Gwent Region shares with our partners are taken seriously and acted upon, especially at a time when recruitment and retention and budget constraints are challenging.



If you would like this news bulletin in a different language or format please contact our office

This news bulletin is available in Welsh on our website.



Health Board Presentations

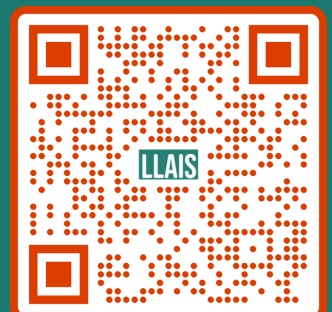
We had the following presentations delivered to both staff and volunteers:

- **ABUHB Art Strategy**
- **Regional Partnership**
- **Board Funding Processes**
- **Gwent Micro Carers**

These presentations are scheduled for August and September:

- **Provision of services and long-term plans for Chepstow Hospital**
- **ABUHB Falls Programme**
- **ABUHB Care Closer to Home**
- **ABUHB Urgent Care Pathways and Transformation**
- **WAST Ambulance service performance and activities**

For a full list of our proposed activities for our first 100 days, our plan is available to read in full [on our website](#). If you would like to receive it in an accessible format please contact the Llais team (p.8).



Your experiences could help improve NHS and social care services across Wales

CARER'S SURVEY



Are you a carer living in Gwent? As a carer, you want the best for the person you care for. But what is your experience of accessing and using health and social care services for your own needs in Gwent? Tell us your story by completing our short anonymous survey.

INFORMATION FROM SOCIAL CARE SERVICES



Are you satisfied with the way you access and receive information from social care services?

Is it suitable for your needs?

Fill out our survey to let us know your thoughts.

DO YOU USE NHS OR SOCIAL CARE SERVICES?



Then you can help make them better for everyone by telling us about your experiences - good and bad.

VOLUNTEER WITH US



We want to reach as many people as possible and being a volunteer ensures you hear about the work we're doing and know about all the opportunities to have your say in the things that matter to you.



VOLUNTEERING: A WORK OF HEART


There are lots of different ways that people can volunteer with us! Our flexible models mean volunteers can get involved in any or all of the following...

- Visits to NHS health and social care sites within Gwent
- Representing Llais at external meetings
- Receiving data about NHS health and social care services in Gwent and across Wales, including service changes and consultations
- Attending virtual visits
- Collecting online information
- Representing us at engagement events all across the area

You will...

- Receive our regular newsletter updating you on our current work
- Be contacted about any consultations running so you can give your opinion
- Be able to influence our future work priorities in our annual plan
- Be able to share your experiences both negative and positive
- Help let more people know about Llais and how to contribute to improved services

... and more!

**Find out
more!** 

 01633 838516



Where we'll be in 2023

Our volunteers will be attending various GP Surgeries throughout the month of August to speak with members of the public regarding their thoughts and opinions on the care and services they access!

We will also be available at the following engagement events:

TVA Open Doors
Newport Carers Event
Monmouth Raft Race
Usk Show

We'll be a lots more events through 2023 - keep an eye on our social media and upcoming newsletters!

Throughout the summer we will also be visiting several events across Gwent - keep your eyes peeled in upcoming issues for more information and dates for your diary!



In June and July

we attended the following

engagement events



Pontypool in the Park

We managed to
speak with
people !

37

Cwmbran's Big Event

57

Paid us a
visit at our
gazebo

Brynmawr Volunteer Event

We spoke to 21
people, gave out 4
volunteer packs and
2 advocacy packs

Staff Outreach Week

Rogerstone Library

4 people spoken to

Brynmawr Library

3 people spoken to

Newbridge Library

5 people spoken to

Cwmbran Library

9 people spoken to

Chepstow Library

16 people spoken to



Caerphilly Pride

We managed to speak with **120** people !

72 People said that NHS needs improving

68 People said that Social Service needs improving



Complaints Advocacy

If you need to raise a concern about an NHS or social care service, you can talk to us. Our trained, dedicated complaints advocacy staff will provide you with the free, independent, and confidential support you are entitled to.

They will help you raise your concern and:

- Support you to make a complaint about a service, care or treatment provided or paid for by the NHS or local authority
- Support you to make a complaint on someone else's behalf, including if someone has died
- Listen to your concerns
- Put you in touch with other organisations if we think that someone else can also help
- Answer questions about the process and explain your options
- Provide a step-by-step guide to the process and offer some tips

Get in touch with our team at Gwent Llais Region and one of our team will talk to you about your concern. If we can help you, we'll tell you how. If we can't, we'll do our best to advise who can.



Please note that we do not provide advocacy services directly to children and young people about social care services (children's services). But we can help children and young people with their concerns about NHS care.



Advocacy stats for June and July

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.

KEEP IN TOUCH



01633 838516



gwentenquiries@llaiscymru.org



www.llaiswales.org/in-your-area/gwent

