

Llais Gwent Region

Report for Aneurin Bevan University Health Board – Public Board Meeting

January 2024



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.

National and Regional Priorities

As an organisation we have put together our national priorities until March 2024. National priorities were set as a result of common themes, shared by all seven regions in Wales.

Our national priorities are:

- 1) Getting help at your GP surgery, dentist, and pharmacy.
- 2) Your health and social care in the community, including following a hospital stay.

Regionally to make sure we have the most impact in the next 3 months we have used what people have told us and what we know from others to choose 3 main priorities in each region in Wales. In Gwent, we used the feedback we received from the public in 2023.

Our priorities in Gwent are:

- 1) Community Services (health and social services).
- 2) Mental health services.
- 3) Getting care quickly when you need it.

We will aim to speak to people in Gwent about each of our priorities so we can understand how things are working for now, and what needs to happen next.

Llais Gwent Region update

Current activities and feedback:

1. Public feedback from our Advocacy service

From the 1st of November 2023 to the 30th of December 2023, our Advocacy service has received 57 new contacts from members of the public with enquiries or formal concerns about health or social care.

- 42 of those contacts were about the NHS and 1 of those contacts was in relation to Social Care.
- 14 of the contacts were general enquiries about the NHS. Enquiries have been mixed in terms of their subject ranging from waiting times for test results, waiting times for operations, waiting times for ENT appointments, GP access and discharge/transfer from hospital.
- 23 authorisation forms were returned during this period to pursue a formal complaint. Services and the subjects of concerns have also been mixed but include Care of the Elderly, Primary Care, Fundamentals of care, Adult Mental Health Services and waiting times for surgery/appointments.

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 September 2023, we have been involved in or made representations about:

- Primary Care panels for Tredegar Health Centre, and ABUHB managed surgeries at Brynmawr, Aberbeeg, Blaenavon and Bryntirion
- A&E handovers from Ambulance crew and people's experiences when waiting in the Emergency Department.
- Stroke rehabilitation service developments

- eLGH department/unit reconfiguration proposals and public engagement process
- Service change applications from departments, pharmacies, dentists, surgeries (including boundary changes)

and we attended:

- Tredegar Health and Wellbeing Centre project board
- Patient Safety and Quality Outcomes Committee
- Outpatients Steering Group
- Outpatient Transformation Programme
- Enhanced Services Operational Group
- Sustainability Programme Board
- Gwent Local Medical Committee
- NCN Development
- Access Group
- Stroke Communications and Engagement Sub-group
- MIU Engagement group
- Arts Strategy group
- Regional Partnership Board Strategy Development (with reference to Health and Social Care Children and Young People, Older People, People with learning or physical disabilities, Mental Health, Carers)

3. Engagement in Gwent

Since April 1st we have attended events across Gwent and engaged with people in their communities.

We increased our community engagement so that people in Gwent know of our organisation should they need to contact us. We organised to attend day centres, community hubs, and supermarkets etc. within Gwent.

Since organising this, our community engagement volunteers have engaged with people in all boroughs in Gwent.

An overview of NHS feedback:

- People are extremely grateful to the NHS.
- “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.”
- Obtaining GP appointments is difficult due to the phone lines being busy in the morning.
- Issues accessing an NHS dentist.

4. Survey: Trauma & Orthopaedic – Hip and Knee

We have now launched a survey to find out people’s experiences whilst they wait for hip or knee surgery in the Gwent area. We would like to know if waiting is affecting people’s health and wellbeing as well as their lifestyle.

Survey packs have been delivered to colleagues in ABUHB who have kindly agreed to distribute and display them at the relevant sites.

The survey will be live for 2 months. This may be extended if necessary.

5. Winter Patient Experience

We have now launched our Winter Patient Experience Project. The purpose of this project is to find out people’s experiences of accessing NHS services in a Minor Injuries Unit or the Emergency Department. We will take into consideration, the current pressures the UHB are experiencing, including the winter months that bring added pressures and how this can affect patient experience.

Llais visiting volunteers are going to attend these departments to gain feedback from people face-to-face.

Weekly briefings will be sent to colleagues in the UHB to provide them with a summary of the feedback we have received from the previous week.

Llais Gwent Region would like to thank the UHB for their support for this project. All materials for this project were taken to all Minor Injuries Units and the Emergency Department.

At the end of the project, a report will be submitted to the health board for a response.

The project will be live until the end of February 2024.

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.*

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.