

Llais Gwent Region

Report for Aneurin Bevan University Health Board – Public Board Meeting

November 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 – transition period

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)

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 to premises).
- 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 our Advocacy service

From the 1st of September to the 31st of October 2023, our Advocacy service has received 73 new contacts from members of the public with enquiries or formal concerns about health or social care.

- 57 of those contacts were about the NHS and 1 of those contacts was in relation to Social Care.
- 15 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 along with concerns relating to hospital transport and discharge/transfer from hospital.
- 37 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, 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 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
 - 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
 -
- 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 Board
 - Gwent Local Medical Committee
 - NCN Development

3. Engagement in Gwent

Since April 1st we have attended engagement events across Gwent, and in total we have spoken to over 540 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.

We have decided to increase our community engagement as it's vital that people in Gwent know of our organisation should they need to contact us. We have organised to attend day centres, community hubs, and supermarkets etc. within Gwent.

Since organising this, our community engagement volunteers have engaged with people in Torfaen and Monmouthshire. Plans have been put in place to attend community spaces in Newport, and staff will attend Libraries across Gwent.

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.”
- Obtaining GP appointments is difficult due to the phone lines being busy in the morning.

4. GP Exit Survey Polls: Malpas Brook Health Centre

On the 12th and 13th of October, our visiting volunteers attended Malpas Brook Health Centre. 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 manager 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 the surveys prior to us attending. The practice manager was very welcoming of our volunteers attending their practice to carryout surveys outside.

In total, we received 17 responses to our survey.

A briefing report will be drafted and submitted to UHB.

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

As mentioned in our previous report, we are going to launch a survey to find out people's experiences of waiting for their hip or knee surgery in the Gwent area.

We are in the process of organising surveys to be sent to the relevant sites in ABUHB.

2. Survey: Transition from Child to Adult health and social care services.

As mentioned in our previous report, 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.

We are in the final process of launching this project.

3. Winter Patient Experience Project

In December we will start to plan for our yearly 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 and people are experiencing, including the winter months that bring added pressures and how this can affect patient experience.

Llais visiting volunteers will visit 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.

We will plan to launch this project at the beginning of January 2024, and it will run for 6 weeks.

Correspondence will be shortly sent to colleagues in UHB to advise them of our intent to launch this project, with the hopes of their continued support as per previous years.

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.