

WINTER CARE CONVERSATION

Llais Neath Port Talbot
and Swansea



ACCESSIBLE FORMATS

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NPTandSwansea.enquiries@llaiscymru.org

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PROJECT OBJECTIVES

- Engage with public in a conversation about winter care
- Collaborate with colleagues from Health, Social Care and third sector
- Facilitate a conversation between public and colleagues from Health, Social Care and third sector
- Capture and record conversations
- Make representations to relevant organisations based on what we hear



WHAT WE DID

- Invited representatives from Health, Social Care and third sector to take part
- Secured four speakers with relevant topics
- Arranged and publicised the event well in advance
- Provided briefing and steer to speakers
- Secured support from colleagues in NPTS regional team



SPEAKERS



- Dr Clare Dieppe, Consultant Paediatrician, Emergency Medicine, and service improvement lead, Swansea Bay University Health Board
- Benjamin Collins and Alison Woodyatt, Welsh Ambulance Services NHS Trust
- Llyr Lloyd and Lynne Edwards, Immunisation Team, Swansea Bay University Health Board
- Andrea Preddy, City and County of Swansea and Sharon Jackson, Swansea Bay University Health Board, integrated leads for Homefirst and discharge planning/reablement

ATTENDANCE

- 60+ members of the public
- Unpaid carers
- People from minority groups
- African community centre
- Sight-life Swansea
- Matthews House, Hope in Swansea, (homeless)
- Dementia support
- Chinese in Wales, Older People's Lead
- Victim Support
- SCVS/NPYCVS, BAME outreach leads
- Mental health, lived experience



AGENDA

- Six Goals for Urgent and Emergency Care, Dr Clare Dieppe
- Update on transfer improvements and reduced ambulance waiting times, Ben Collins and Alison Woodyatt
- The Importance of Immunisation, Llyr Lloyd and Lynne Edwards
- Working together to help people leave hospital safely, Andrea Preddy and Sharon Jackson



FORMAT

- Round table facilitated conversations
- Speakers rotated every 15/20 minutes
- Llais notetaker at each table to capture discussion
- Open invitation for speakers and participants to contribute to video record of the day
- Open invitation to contribute to patient stories
- Total of six round table discussions



WHAT WE HEARD

- Difficulties with GP appointments
- Delays in diagnosis and lack of support in endometriosis
- Specific difficulties for unpaid carers to obtain suitable appointments with GP, reduced access, Ty'r Felin, Gorseinon surgery specifically stated
- Lack of inclusivity in emergency departments for vulnerable groups, learning disabilities, mental health issues
- Lack of joined up care between health and social care
- Lack of information accessible to all groups

WHAT WE HEARD

- We had good feedback regarding efficient and timely ECGs in Same Day Emergency Care.
- Praise for Waiting Well Service & dementia hubs on the road.
- Excellent service from breast cancer services in Swansea
- Excellent support from reablement team following stroke
- Health and social care support at home for dying spouse preferred and high quality when delivered

EMERGING THEMES

- Inclusivity and accessibility of information and services, reliance on digital, leading to a lack of awareness regarding supports that are available, significant barrier to access
- Getting appointments with GP
- Getting dental appointments
- Lack of connectivity between organisations, we all need to be more joined up
- Specific challenges in access for;
- Unpaid carers
- Those for whom English is not their first language
- Disability groups
- Vulnerable individuals with a learning disability

REPRESENTATIONS TO BE MADE

- Actions being taken to ensure access to GP appointments for unpaid carers, Health Board and Ty'r Felin Gorseinon Practice
- Actions being taken to improve accessibility of information about accessing support and services, health and social care
- Plans to improve access to endometriosis services locally



REPRESENTATIONS TO BE MADE

- What links are being made with 3rd sector organisations to help promote information regarding access to health and social care
- Specific consideration of listing information about service through Hope in Swansea, (Matthew's House)?
- How will improvements to the process of issuing death certificates be maintained, specifically for communities where expediency is required in line with culture and religion

WHAT WE LEARNT AND WHAT WE WOULD DO DIFFERENTLY

- People love a good informal chat in a relaxed atmosphere
- The world café format helps to achieve this
- Connecting with existing groups and joining them for conversations can be a more efficient way of gathering information and feedback
- Connecting providers to those receiving services in a meaningful way is appreciated and valued equally by both
- A break in the round table discussions impacts negatively on momentum, breaking for lunch made it challenging to re-engage participants
- A loud buzzer or bell would be helpful to signify the end of each round table discussion
- Use of a microphone next time
- Clearer briefing, ideally the day before, to ensure all expectations are clearly understood by all, though thankfully this did not impact on the experience of speakers or participants

EVENT FEEDBACK:

"It was well organised, good mix of service users and professionals. Really glad I attended"

"We didn't get long enough with the people on the table. If that could've been at least double what it was that would've been very useful because there were quite a few people per table"

"I thoroughly enjoyed. It was a privilege to be able to have such meaningful conversations with the guest speakers and other service users"

"My only suggestion would be to include a clearer description and agenda on the event page, so attendees know exactly what to expect before booking a place; this particularly helps neurodivergent attendees"

"We thoroughly enjoyed and learnt so much from all the talks and the discussions on the tables.... I look forward to hearing any insights you have gathered in feedback from the event"

EVENT FEEDBACK CONTINUED

"We found the opportunity to engage with service users highly rewarding and informative. Listening and engaging provided us the ability to gather further insight and intelligence that ensures we strive to improve our services and based on feedback, certainly ensure that we continue to prompt and advocate the need for partner organisations to develop and deliver an equitable vaccination service"

Llŷr Lloyd, Senior Principal Public Health Practitioner

(Immunisation and Vaccination) Swansea Bay University Health Board

"It was good to find out what is happening around Winter Care... We had the opportunity to touch base with a few key people who were there, which I will be following up on. I look forward to seeing you and the team at the next event!"

Greg Thomas, Chief Executive Officer, NPT Carers Service

I was really glad to attend the winter event you organised – good attendance, lots of views expressed, a number of carers followed up with appointments here. Very good event and well organised. Good mix of service users and professionals".

Ifor Glyn, Chief Executive Officer, Swansea Carers Centre

EVENT FEEDBACK CONTINUED

"It was a very welcoming and engaging event and really good to have the opportunity to share the work being done on the Urgent and Emergency Care Pathway directly with patient and public representatives. It was helpful for me to hear directly about the challenges individuals have had, particularly around communication and to consider how we can respond differently going forward".

Dr Clare Dieppe, Consultant Paediatric Emergency Medicine, SB UHB

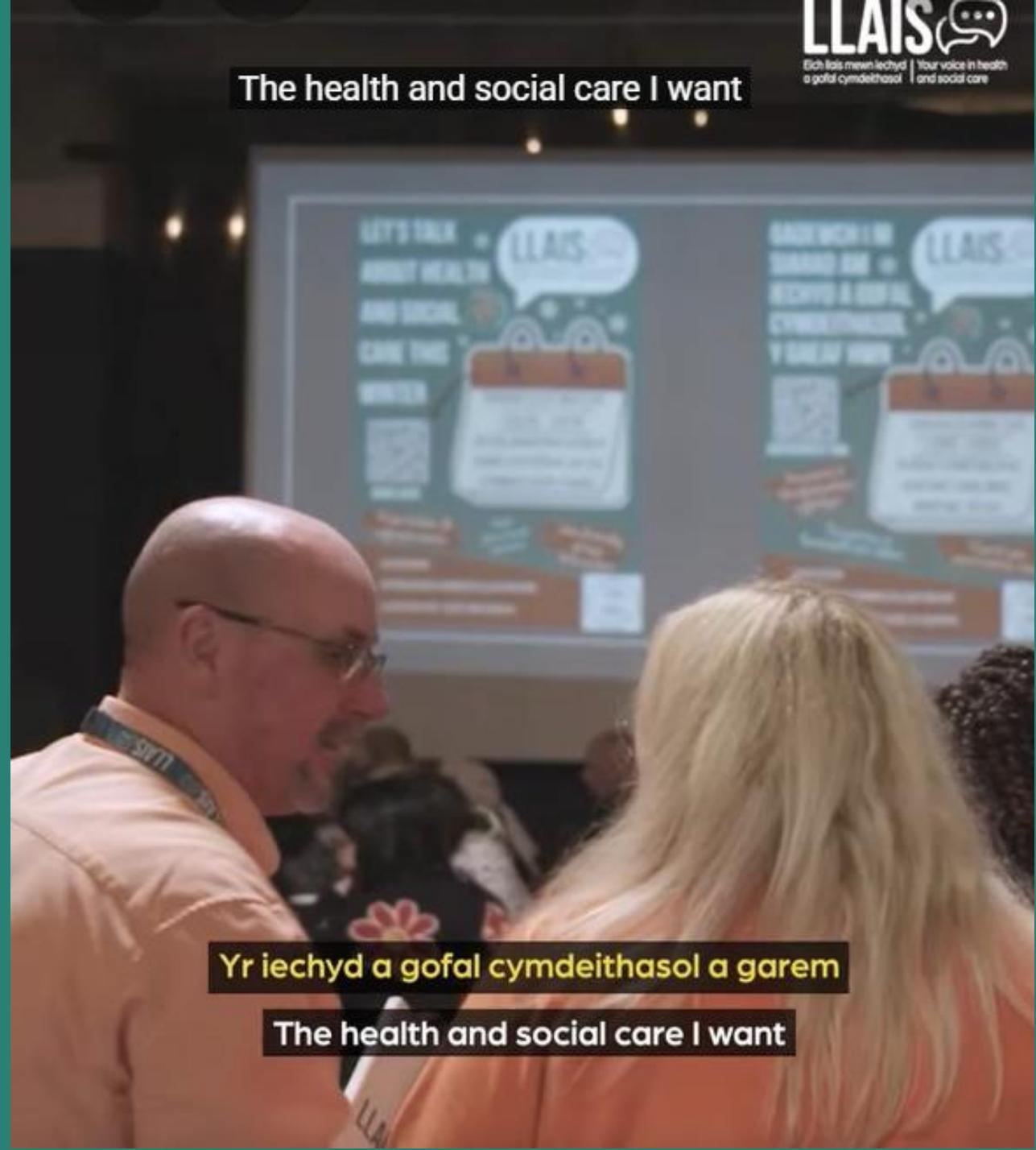
The health and social care I want

OUR WE WANT VIDEO FROM THE EVENT

[Click here to watch video](#)

Yr iechyd a gofal cymdeithasol a garem

The health and social care I want



NEXT STEPS.....

- Confirm and send representations, November
- Seek support from national team to develop slide show to infographic, combining video footage, November
- Develop spoken word report, audio or podcast, February
- Develop report in Welsh, February
- Share report with participants and speakers, February
- Publish report on website and share links in social media, February
- Extend offers to groups who contributed/attended to attend their groups to present the report, February

ACKNOWLEDGEMENTS

- Dr Clare Dieppe, Consultant Paediatrician, Emergency Medicine, and service improvement lead, Swansea Bay University Health Board
- Benjamin Collins and Alison Woodyatt, Welsh Ambulance Services NHS Trust
- Llyr Lloyd and Lynne Edwards, Immunisation Team, Swansea Bay University Health Board
- Andrea Preddy, City and County of Swansea and Sharon Jackson, Swansea Bay University Health Board, integrated leads for Homefirst and discharge planning/reablement
- Rhys and Ricky at the Collaboration Station
- African Community Centre The NPTS crew, Evelina, Victoria, Megan, Carla, Teresa, Peace and Kerensa
- Swansea Carers
- Sight-life Swansea
- Dementia hub

THANK YOU! DIOLCH!

Most of all thank you to all who gave of their time, attended and participated, sharing their views, their experiences and their voices, without your input we would have nothing to report.

Diolch yn fawr!



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