

Hywel Dda Community Health Council

What's news

Coronavirus

Novel Coronavirus (COVID-19)

REMEMBER : Stay at home if you or someone you live with have either:

- a high temperature
- a new, continuous cough

[NHS Direct Wales guidance :Coronavirus COVID-19 Symptom Checker](#)

The most current and up to date information is available on :

- [Public Health Wales \(PHW\) website issue **daily updates at 12 noon**](#)
- [Department of Health and Social Care \(DHSS\) and Public Health England \(PHE\)](#)
- [Foreign and Commonwealth Office \(FCO\)](#)
- [The Welsh Government](#)

Information for British Sign Language (**BSL**) Users is available on [PHW's website](#)

We're here to help

CHCs are working with the Welsh Government and NHS bodies locally and nationally. This is so that we can help make sure that everyone is able to find out the most up to date advice and information they need - so that people can do what they can to keep themselves and others healthy, and that those in most need can access the healthcare they need quickly.

Most of the activities of CHCs in local communities involves face-to-face contact with people. In light of the latest advice we are changing the way we engage with and provide support to people.

To share your views with us please contact us on :

hyweldda@waleschc.org.uk

office.hdd@waleschc.org.uk

01646 697610

@HywelDdaCHC

Hywel Dda University Health Board

Volunteering for Health Service Scheme

[The aim of the service](#) is to support and improve the experience of patients in our hospitals through recruiting local people to undertake the role of volunteers. This support can be something as straightforward as spending time chatting with a patient or providing support to the patient's relatives and friends, such as helping them to find the right ward at visiting times.

The majority of our volunteers act as 'patient befrienders' on our wards and 'welcome volunteers' at hospital receptions, but we do have a wide variety of other volunteer roles to suit most interests within healthcare, including children's ward volunteers, maternity volunteers, A&E volunteers, pharmacy volunteers and many others.

Volunteering with us in Hywel Dda University Health Board is a great way for you to experience what it is like in a hospital environment if you are thinking about a career in health and to gain further experience following a period of work experience with the Health Board.

It can also help you to 'give something back' for example, if you've been a patient yourself or had a relative in hospital, there are so many ways to say 'thank you'.

The service is also very keen to see our volunteers develop personally and/or professionally through their involvement and to ensure that they have a rewarding time with us; so our work in addition to improving patient experience is to improve the experience for our volunteers.

A small snap shot of roles :

Ward Befriender Volunteer

you will interact with patients who may feel lonely

Welcome Volunteers

you will assist both patients and visitors with signposting, directing and taking them to locations in the hospital when needed

Pharmacy Support Volunteer

you will support Pharmacy, Wards, Hotel Services and patients by taking patients prescription medicine from Pharmacy to the wards and undertake other activities

There are many other volunteer roles to find out more about them and where volunteers are needed please contact David Fretwell, Volunteer Manager and his team on : **01267 244401** or [Volunteering Wales](#)

Stop the presses!

PRESS RELEASE FROM BOARD OF COMMUNITY HEALTH COUNCILS 26 MARCH 2020 - CORONAVIRUS (COVID-19)

The measures announced earlier this week by the First Minister in Wales means that we are all facing drastic restrictions on our daily lives. This includes how the Board and Community Health Councils (CHCs) work across Wales.

We understand that this is a very difficult time for us all, and if you need or regularly use NHS services you may be feeling very anxious and worried. We want to continue to play our part in reflecting peoples' views and representing their interests in the NHS at this critical time.

Over the past few weeks our staff and members have worked hard to change how we do things.

All of our staff are now working from home and our offices are closed. As we are no longer able to carry out our usual face-to-face activities, many of our staff have volunteered for re-deployment to their local NHS organisation – so they can help where it is most needed at this critical time.

We are still working with the Welsh Government and NHS bodies locally and nationally.

This is so that we can help make sure that everyone is able to find out the most up to date advice and information they need - so that people do everything they can to keep themselves and others healthy, and that those in most need can access the healthcare they need quickly.

Although we are no longer hearing from people face-to-face, **we still want to hear from people about their NHS** during this emergency. You can share your views and experiences with us in lots of different ways, including telephone, e-mail, social media, SMS messaging and our website. We will continue to respond to your individual enquiries, although this may take a little longer than usual. We may not be able to raise your individual issues with NHS bodies at this time, as we understand the need for health care workers to be fully devoted to their response to Coronavirus. So, we will continue to meet our important statutory duties, just in a different way.

CHCs are, for example arranging regular 'touch point' meetings with their local NHS. This is so they may share with the NHS what people and local communities are telling them so that it may respond where and how it can to meet people's needs – particularly those in the most vulnerable situations

These arrangements will also help the NHS update CHCs on the current position and the challenges ahead.

We continue to provide a complaints advocacy service to our existing clients and people who need support to raise a new concern with the NHS. However, during this crisis we would ask for people's patience and understanding if they have been affected because the NHS has needed to make necessary changes to shift its resources to the areas of most need.

Where we are supporting you to raise a concern, we will agree with you the best way to keep in touch without face-to-face contact. We will work hard to make sure that health boards make reasonable progress in investigating concerns in a way that is proportionate.

We understand that there may be delays in investigating concerns during this emergency. We understand that staff providing front line care need to focus their efforts on responding to the emergency situation.

Where this happens, we will help to make sure NHS bodies keep people informed of the progress of their concern. We know that some people may be unable, due to the current situation to raise their concerns within the required timescales. Where this happens, we will support you by asking that NHS bodies look favourably on accepting complaints submitted after the initial 12 month deadline, by exercising their discretion.

Throughout this emergency, the NHS has, and **will continue to need to make urgent, temporary changes to the way NHS services are provided.**

Some of the changes we have been told about by local NHS bodies so far have been taken by the NHS to:

- support it to maintain a healthy workforce, including taking action to cover gaps for colleagues who are ill, self-isolating, social distancing etc.

- protect staff and patients, for example by reducing physical attendance at NHS settings
- introduce telephone and online alternatives to face-to-face contact
- redeploy staff to more critical areas of need and to address significant workforce gaps

Where this happens, we continue to work with the NHS to help make sure people know about the changes that affect them, and that the way those changes are made not only meet clinical needs but reflects what matters most to people.

We are doing this responsibly and in a way that doesn't delay the important decisions the NHS needs to make.

You can contact your local CHC or the Board of CHCs in a range of different ways, including telephone, e-mail, text, social media, website and letter. You can find out more about the activities of CHCs and the Board of CHCs, including contact details here.

<http://www.wales.nhs.uk/sitesplus/899/home>

Hywel Dda NHS COVID-19 Appeal

JustGiving™

Many have been asking the Health Board how to say thank you to NHS staff at Hywel Dda who are caring for our local communities at such exceptional times. A web page has been set up to enable you to [make a donation](#) to show your appreciation for our NHS staff who are working tirelessly to care for our communities across Carmarthenshire, Ceredigion and Pembrokeshire.

Every penny donated will be directed to support the welfare and wellbeing of NHS staff and volunteers caring for COVID-19 patients.

Covid-19 Study

UCL Behavioural Science and Health has launched a study into the psychological and social effects of Covid-19 in the UK. The results from this are vital if we are to understand the effects of the virus and social distancing measures on individuals.

The study is open to all adults in the UK. Participation involves answering a 15-minute online survey now and then answering a shorter 10-minute follow-up survey once a week whilst social isolation. **For further information visit :** www.covid19study.org

Share your feedback on NHS care during the Coronavirus emergency

Over the past few weeks, we have seen our lives, our communities and the way we carry out our daily activities change in a way we have never seen before.

We are in a global public health emergency. We know how difficult a time it is for everyone – and particularly for people who are in the most vulnerable situations.

If you are currently receiving NHS care, and if you need or regularly use NHS services you may be feeling very anxious and worried.

As your NHS Patient watchdogs CHCs across Wales want to continue to play our part in reflecting peoples' views and representing your interests in the NHS at this critical time.

Use this [survey](#) to tell us about:

Your experience of care and/or treatment - it can be good or bad

- How your care and/or treatment has been affected by this emergency, and how you feel about this.
- Any suggestions you may have on how the NHS in Wales could do things differently during this emergency.

Your feedback will help make a difference. We will share with the NHS what people and local communities are telling us. This is so it can see what people think is working well and take action to make care better where this is needed – as quickly as it is possible to do so.



www.communityhealthcouncils.org.uk/hyweldda



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@HDdCHC



hyweldda@waleschc.org.uk

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Also on our website are the details of our privacy notice