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June 2014  
ISSUE 1 ▶

# CHC

## *In focus*

YOUR LOCAL 'NHS WATCHDOG' SUPPORTING YOUR VOICE WITHIN THE NHS IN CARDIFF & VALE OF GLAMORGAN

Welcome to our new look Newsletter from your Community Health Council. We hope you find the information contained useful and we would welcome your comments and views as we focus in on local NHS Services.

## South Wales Programme

As some of you may be aware recently the Health Service across the five Local Health Boards consulted on their proposals for some high level tertiary services. Following this period two CHCs in the South East arrived at a different view than their Health Boards, namely Cwm Taf and Cardiff & Vale CHCs.

After some discussions with the Health Boards which included a number of hours reviewing information and patient flows. Members considered the options and based upon the additional information, formed a view that the option that they initially supported

was a "step to far" in the reconfiguration of services and it would be difficult for the public to accept moving to a four site Option for these services, whilst accepting this may well be where the reconfiguration will eventually lead to.

Therefore Members agreed to support the best fit Option 3, with a number of caveats to be implemented by the Health Board. We understand Cwm Taf CHC has also considered their position and have supported Option 3.

Further information can be found on our website.



## Healthwatch

The CHC has for a number of years established a Health watch group of individuals who have a general interest in Health Services. Meetings are held quarterly and if you are interested in attending please contact Mr Daniel Price at the CHC Office who will add you to the mailing list. You will be made very welcome and we will provide a cup of tea and a biscuit. Group members have various opportunities to question the NHS on Service provision so why not come along and influence how Services are provided.



# A.C.T on Concerns and Compliments in the NHS

*Raising a concern or giving a compliment in the NHS is not always easy, who do you speak to?*

## Other Current Hot Topics

- ◆ St David's Hospital
- ◆ Barry Hospital
- ◆ Impacts of South Wales Programme on Cardiff & Vale Services
- ◆ Review of Gerontology services (West Wing CRI)
- ◆ Waiting times

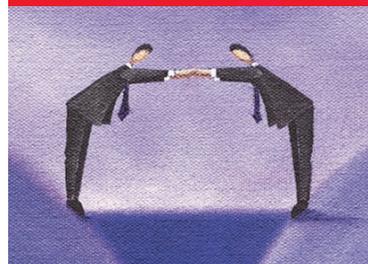
Further updates on these and other topics will be included in future

We all value the work of the NHS and the majority of the time the care you receive is of the highest quality, with caring staff and excellent outcomes for patients. However, it is acknowledged that things do go wrong from time-to-time and these issues need to be addressed in a satisfactory way. We know however that most people want their concern dealt with as soon as possible. Therefore we have established in partnership with the Health Board, a patient support service currently operating at Llandough Hospital on Tuesday and Thursday evening; between 4pm and

6pm this provides instant access to an advocate Member and also a member of the Health Board Concerns Team, who will be able to assist you. They can be located in the Information and Support Centre near the dining room in Llandough Hospital. In addition other support organisations are also available throughout the week.

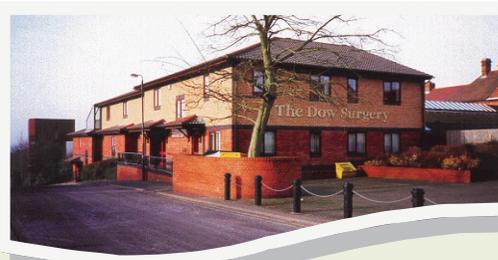
"I FOUND THE SERVICE FROM A.C.T EXTREMELY USEFUL. THEY DEALT SENSITIVELY WITH MY CONCERN AND GAVE ME ADVICE"

## NOTICE OF CHC AGM



The Annual General Meeting of the Cardiff & Vale CHC will be held at Cardiff County Hall on Monday July 14th at 6:30pm

We will update you on the work of your CHC and will be launching our Annual Report for 2013 /14 in addition our Report on General Practice Visiting



Following a three year programme of visits and patient satisfaction survey's, we will be publishing our findings based upon 67 inspections to GP practices where over 8,000 responses were received. This report contains a number of recommendations for the Health Board response. This report will be published at our AGM in July.



CCEA

Cardiff Chinese Elderly Association

The CHC undertook a project with the Cardiff Chinese Elderly Association who were experiencing difficulties in accessing Health Services. In particular, obtaining an appointment with their GP as they have to engage an interpreter. This has a wider impact on groups who have difficulties in using English. The report to the Health Board contained a number of key recommendations which will be monitored by the CHC in partnership with the CCEA community.

[www.communityhealthcouncils.org.uk/cardiffandvale](http://www.communityhealthcouncils.org.uk/cardiffandvale)

Third Floor  
Park House  
Greyfriars Road  
Cardiff CF10 3AF

Telephone: 029 20 377407

Email: [chief.officer@cavogchc.org.uk](mailto:chief.officer@cavogchc.org.uk)



CYNGOR IECHYD CYMUNED  
COMMUNITY HEALTH COUNCIL

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