

## Hywel Dda Community Health Council

# August update

## Focus on local NHS services



### Urgent and out of hours healthcare

If you have urgent care needs that won't wait but are **NOT 999** emergencies, please dial [111 for NHS Direct Wales](#) for health advice and support. The number is free to call and this service is available even when your GP surgery is open.

111 is also the number you need to dial to access GP out-of-hours services across our area.

If you are deaf or hard of hearing and don't use BSL or have access to a computer, tablet or smartphone, you still contact 111 via Next Generation Text/Text Relay (previously known as Type Talk) by dialling 18001 111.

### Proposed new Hospital for Hywel Dda Health Board

Hywel Dda CHC continues to work with the Health Board during the difficult process of choosing a suitable site for the new hospital in the south of the Hywel Dda area.

The Health Board has recently completed their first phase of public engagement to identify possible sites and will be looking to further involve the public as it narrows down the long list.

We will continue to work with the Health Board to ensure that the public are given clear and helpful information to help this important discussion and make certain that everyone is listened to.

Follow us on our twitter and Facebook accounts to keep up to date with the latest information.

# Hywel Dda CHC July 2021

## facts and figures



**1061**

Total number of times users have read, retweeted, replied, followed, and/or liked our tweets.

Keep up to date with local health matter by following us on twitter



**42,000**

The total number of times our page was seen by people on Facebook.

You can help shape local NHS services, **your views matter!**

**165**

New email addresses added to our newsletter distribution list

**6**

With more groups meeting up 'virtually' we are happy to report that during the month of July spoke with 6 community groups

## Keeping in touch with our communities

We recently had the pleasure of speaking with the **Working Age Stroke Survivors group**. Purpose of the group is to offer support and provide a platform for Survivors of Working Age across south Wales to share their experiences.

Members of the group were open and willing to share their experiences of NHS services following their stroke and were keen to share these experiences by completing our national survey NHS Care during the Coronavirus Pandemic [LINK to survey](#)

**Your feedback will help make a difference.** We 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.

Want to know more about role of CHC? We are more than happy to come and speak with any community group, just get in touch.

## Update from advocacy team

During the course of the year Hywel Dda CHC advocacy team has received concerns covering areas. Some of the trends that are coming to our attention are :

- Inadequate cancer treatment
- Long waiting list delays.

Patients undergoing treatment for cancer have told us that they are often waiting for some time before having a diagnosis and feel the services provided are not supportive enough after they have been diagnosed.

Many patients have been waiting on waiting lists for treatment for up to 12 months and feel that with services now reopening would like some information on why they are yet to have been given an appointment.

Our Advocacy Team continues to support patients in raising these concerns formally.

If you need our help, don't think twice, just contact us.

## Dates for your diary

As well as being able to keep up to date of what's happening to your local NHS services by following us on Twitter, Facebook and signing up for our monthly online newsletter, you are now able to join us as 'observers' at our virtual **TEAMS** meetings.

### Upcoming meetings

Service Planning Committee	17 August 10:00 am
Pembrokeshire Committee	25 August 10:00 am
Carmarthenshire Committee	31 August 10:00 am

Why not join us and find out more about health services in your area. For a **TEAMS** invite contact the office.

## Introducing Hywel Dda Health Board's new Community Outreach team

The Community Development Outreach team (CDOT) has been given the task of engaging with communities that have been hugely affected by COVID-19 and the severe impact it has had on people from minority ethnic communities. The CDOT will be the link between the health board and our communities, support communities to work together, aim to remove any barriers to accessing services, encourage early intervention and prevention and gather lived experiences of ethnic minority individuals and groups in Pembrokeshire, Ceredigion and Carmarthenshire to improve health outcomes. Providing information that people can trust so they can make informed choices regarding their health and well-being, in a language and format they can understand

Our work will also include raising awareness and understanding of the Test Trace and Protect (TTP) process as well as encouraging uptake of the COVID-19 vaccines, including myth busting. Sharing key messages, as they emerge or change which is necessary to limit the Coronavirus outbreak: [inclusion.hdd@wales.nhs.uk](mailto:inclusion.hdd@wales.nhs.uk)



<https://hywelddachc.nhs.wales/>



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