

## Hywel Dda Community Health Council

# What's news



## Help us to help you

Message from Chair Mansell Bennett



**Hywel Dda Community Health Council** (CHC) is your independent patient watchdog helping to make sure individuals and local communities have a voice in their NHS in Carmarthenshire, Ceredigion and Pembrokeshire.

Our Annual Report 2019/2020 and Covid-Nation Street report which looked at what the public told us about their experiences this year and what we have done so far, are available for you to read on our website : <https://hywelddachc.nhs.wales/>

Covid-19 has made 2020 a very challenging year in so many ways. It has impacted on NHS services for all. This is why we are **asking you** where and on what do you think we should be focusing **our work plan** for 2021 and why.

It is only by sharing your experiences and ideas with us that we will truly be able to understand your concerns and represent you to the best of our abilities.

Help us to help you by completing our online survey: [https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrsxEwXtF-8dEq\\_P7P71QiXIUNFFRWUNUM1hNM01XTFdRWkFMUKYyVExWRi4u](https://forms.office.com/Pages/ResponsePage.aspx?id=uChWuyjjgkCoVkM8ntyPrsxEwXtF-8dEq_P7P71QiXIUNFFRWUNUM1hNM01XTFdRWkFMUKYyVExWRi4u) **by January 15th 2021**. Alternatively, you can request a paper copy by e-mailing [hyweldda@waleschc.org.uk](mailto:hyweldda@waleschc.org.uk) or phone us on **01646 697 610**.

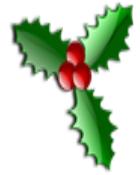
Our survey is anonymous and any information you share with us cannot be traced back to you. How we use the information you provide us is explained in our privacy policy.

<https://hywelddachc.nhs.wales/use-of-site/privacy-policy/>

On behalf of the staff and members of the Community Health Council, I wish you Season's greetings and a safe and healthy New Year.



# Hywel Dda CHC November facts and figures



583



Our **top tweet** was about Covid- Nation Street



Our **top post** was regarding lack of services during the pandemic giving us a reach of 3,122 people.

3122

3

## Live surveys :

- Planning for 2021
- Your experiences of Mental Health services
- Share your feedback on NHS care during the Coronavirus emergency

You have one statutory independent patient watchdog, representing your voice on NHS services.

**We're listening, talk to us.**

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## Hywel Dda CHC Meetings :

<https://hywelddachc.nhs.wales/about-us/our-meetings/schedule-of-meetings/>

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.

### Here's how :

- Check our [website](#) for the schedule of meetings, agendas and minutes of any previous meetings (all agendas and minutes are available in both Welsh and English)
- [Email](#) or phone the office **01646 697 610** and ask for the TEAMS joining instructions and link to be emailed to you. Suggest that you do this a week or so before the meeting date

Please note that CHC Meetings are 'meetings in public' and not public meetings; however, this does not mean that you can't raise your concerns or share your views with us; on our website you will find the form 'your views matter'.

## November reports from Hywel Dda CHC

**Feeling forgotten :** <https://hywelddachc.nhs.wales/files/reports/national-reports/feeling-forgotten-waiting-for-care-and-treatment-during-the-coronavirus-pandemic-pdf/>

**No 4 Coronavirus Street – do know someone like 'Sylvia' ?**  
<https://hywelddachc.nhs.wales/files/reports/national-reports/feeling-forgotten-waiting-for-care-and-treatment-during-the-coronavirus-pandemic-pdf/>

**No 5 Coronavirus Street – Could Jenny be a neighbour of yours?**  
<https://hywelddachc.nhs.wales/what-we-have-to-say/coronavirus-national-street/no-5-coronavirus-street/>

### 2019/2020 Annual Report:

<https://hywelddachc.nhs.wales/files/reports/annual-reports/hywel-dda-chc-annual-report-2019-2020-pdf/>

## Patient information and updates



### Welsh Ambulance Service NHS Trust (WAST) Behind the headlines

[https://www.ambulance.wales.nhs.uk/Media/Documents/BTH\\_November%202020\\_ENG\\_FINAL.pdf](https://www.ambulance.wales.nhs.uk/Media/Documents/BTH_November%202020_ENG_FINAL.pdf)

### Carmarthenshire County Council - Toybox Appeal

[https://newsroom.carmarthenshire.gov.wales/2020/11/coronavirus/toybox-appeal/#.X8o\\_00lxc2w](https://newsroom.carmarthenshire.gov.wales/2020/11/coronavirus/toybox-appeal/#.X8o_00lxc2w)

### Ceredigion County Council – Health and Wellbeing over Christmas

<https://www.ceredigion.gov.uk/resident/health-and-wellbeing/health-and-wellbeing-over-winter/>

### Pembrokeshire County Council Christmas - Advice for People who were Shielding

<https://www.pembrokeshire.gov.uk/newsroom/christmas-advice-for-people-who-were-shielding>

**Welsh Government - Coronavirus information leaflet: keeping Wales safe this winter** <https://gov.wales/coronavirus-information-leaflet-keeping-wales-safe-winter> (also available in easy read and large print)



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



01646 697 610



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