

Hywel Dda Community Health Council

What's news

Message from Mansell Bennett Chair of Hywel Dda CHC



How each and every one of us live our lives has changed following the outbreak of the COVID-19 pandemic, not only how we live but how we work. Hywel Dda CHC, like so many other organisations, has had to rethink how we carry out our work in collecting and understanding your experiences of local NHS services so that we can properly represent your views to the Health Board.

Throughout this challenging time we have done our best to keep you aware of changes to NHS services by constantly developing our email database and social media reach into our communities. Our complaints advocacy team continue to help and support patients in raising concerns about the services they have received; meetings with colleagues, Hywel Dda Health Board and partner organisations are now done by video / telephone conferencing so that we can respect social distancing.

Over the past few months, we have heard from people who want to know when their NHS services will be 'back to normal', and when they can expect to find out what happens next with their care and treatment.

Now, more than at any other time it is important that you do not lose your voice on how the changes to NHS services have affected you and your family, you can do this by sharing your experiences with us by taking part in our surveys.

Staff and members of Hywel Dda CHC will continue to work tirelessly on behalf of the residents of Carmarthen, Ceredigion and Pembrokeshire to ensure the best possible outcome for our communities. Stay safe and healthy.

Find out more about the work we do and how we work on your behalf, why not follow us on Twitter, Facebook and our website for copies of our visiting reports, surveys, committee meeting minutes and more.

Share your feedback on NHS care during the Coronavirus emergency with us

We've had a fantastic response to our survey so far; huge thanks to everyone who has taken the time to respond to our online national survey.

We know how difficult it has been 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.

There is still time for you, your family and friends to take part in our survey, it'll only take a few minutes of your time.

[Use our 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.

All CHC reports are available on our websites and are routinely sent to Welsh Government and Members of the Senedd.

Welsh Government Updates



While **dental practices** in Wales are open, routine non-urgent dental treatment, including orthodontics, has been suspended for the time being.

Dentists continue to triage (decide best treatment) patients and provide advice remotely, including prescribing prescriptions.

Welsh Government have issued [guidance on how dental teams should work from 23 March 2020 during the coronavirus pandemic](#).

You are able to request this information in a variety of formats from:

<https://gov.wales/dental-care-during-covid-19-pandemic-guidance-teams>

Visit [Hywel Dda Health Board website](#) on how to access services in your area:

- [Urgent dental care](#)
- [Finding a dentist for routine care](#)
- [Community dental services](#)
- [Dental home visits](#)

Items of interest



Latest news from **Healthcare Inspectorate Wales (HIW)**

[Read on to find out what HIW](#) have been up to recently.



Connect Pembrokeshire platform – is a way of

connecting individual citizens both within and across communities to enable them to share time and skills.

For further information please send an email to :

lee.hind@pavs.org.uk

Support for serving Armed Forces personnel and their families

Welsh Government have updated their Guide for serving personnel and their families on help for them, including health, education and employment :

<https://gov.wales/support-serving-armed-forces-personnel-and-their-families>

Hywel Dda NHS staff say 'Diolch'



NHS staff from across Carmarthenshire, Pembrokeshire and Ceredigion have come together to say "Diolch" to the community for their support during the COVID-19 pandemic.

[NHS Staff 'Diolch' video](#)
(worth a watch)

Community Health Council (CHC)

We are sad to report the passing of one of our members, Mr Phillip Jones.

Although Phillip was a relative newcomer to the Community Health Council, during the brief time he was a member he fully embraced the role of our organisation.

His ready smile, empathy and knowledge will be a great loss to the CHC and to all who knew and worked with him.

Our thoughts are with the family at this sad time.



www.communityhealthcouncils.org.uk/hyweldda



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