

CHC

In Focus

YOUR LOCAL 'NHS WATCHDOG' PROVIDING PATIENTS WITH A VOICE IN CARDIFF AND THE VALE OF GLAMORGAN



Stephen Allen
Chief Officer

Welcome

The CHC is embarking on a new future following the appointment of our new CEO. In addition, we are consulting key stakeholders on developing a trading name which accurately reflects what we do to serve the public and patients across Wales.

Community Health Council Welcomes New Chief Executive



Patients in Wales need a strong voice to represent their interests, says the new Chief Executive of Community Health Councils in Wales. On 29th June 2015, Mr Tony Rucinski took up the role of Chief Executive and said: "it is more important than ever for patients to be aware of the support available to them through the community health councils."

He added: "I intend to make sure all community health councils in Wales are actively engaging with their communities, ensuring that local hospitals, GPs, pharmacists, opticians and other NHS-funded care facilities are providing the quality of health care that Welsh patients deserve."

Mr Rucinski is the former Chief Executive of the Macular Society and has held several other senior roles in the third sector (charities) and higher education. Other non-exec roles include having been Chair of RNIB Cymru, Trustee of the RNIB Group of charities and a Trustee of the Brain Injury Social Work Group.

Come and Join Us!



Pride Cymru
15th August 2015

Coopers Field, Cardiff
@ 12:00 noon

We will be undertaking a Spot Survey to see what improvements have been made to Sexual Health services since 2012.

Patient Stories



We need to hear your views on NHS Services!

Contact the CHC office to find out the various methods you can use to tell your story.



CHC Health Watch Group

Are you interested in joining? We provide a variety of speakers from the Health Service; give members of the group an opportunity to question NHS representatives on service provision. We even throw in a hot drink and biscuit. For further details, contact the CHC office (details overleaf) and speak with Mrs Heidi Cook, our Patient & Public Engagement Officer.

Monitoring of NHS Services:

General Practice:

West Quay Medical Centre, Barry

25.08.15 at 10.00am

Secondary/NHS

Trust:

Blackweir Ambulance Station, Cardiff

18.08.15 at 2.00pm

University Dental Hospital, UHW

24.08.15 at 9.30am

Lansdowne Unit – St. David's Hospital

27.08.15 at 1.00pm

Please Contact the office if you have any comments regarding these services.

CHC Independent Advocacy Service

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

The CHC provides a free and independent client-led advocacy service that covers all aspects of NHS treatment and care. We offer a flexible approach to meet the needs of our clients.

The level of support is tailored to the individuals' requirements and is provided in a friendly, confidential and professional manner, encouraging the NHS to learn from patients' experiences and to make improvements where necessary.

Our Advocacy Service produces an informative quarterly report which highlights recent activity. A copy of this report is included with this newsletter.

If you have any health care concerns you wish us to support you with, please feel free to contact us on 02920 377407 or [Email the Advocacy Team](mailto:advocacy@waleschc.org.uk). Please note that we operate an appointment only system.

Notice of CHC Council Meetings



The CHC hold bi-monthly meetings which are open to the public. If you wish to attend, please contact us using the details at the bottom of the page:

14th September 2015
Committee Room 1,
County Hall, Cardiff

9th November 2015
Corporate Suite, Civic
Offices, Barry

“CHC undertakes unannounced Visits to Mental Health Wards in Cardiff and Vale of Glamorgan”

During June 2015, The CHC undertook four unannounced, and one announced, visits to mental health facilities within Cardiff and the Vale of Glamorgan following the publication of the Ockenden Report, which raised concerns on services provided at the Tawel Fan Unit, Glan Clwyd Hospital in North Wales.

The visits were not undertaken due to any specific concerns raised locally, but as part of the CHCs statutory monitoring scrutiny role and were focussed upon the Fundamentals of Care that had been raised within the report.

During these visits CHC Members did not encounter any major areas of concern relating to lack of patient care. However, a small number of recommendations have been made relating to 3 of the 5 wards visited. The CHC have submitted the report of these visits to the Cardiff and Vale University Health Board and are awaiting a response. The report and response will be published in September Council Papers and will also be made available on our website.

Website: www.communityhealthcouncils.org.uk/cardiffandvale

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