



Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care

LLAIS GWENT REGION – REPORT FOR ANEURIN

BEVAN UNIVERSITY HEALTH BOARD

PUBLIC BOARD MEETING

JULY 2024



To inform Aneurin Bevan University Health Board of current issues of concern, and positive observations, or public feedback being addressed by Llais Gwent Region in relation to the planning and delivery of health services.

Accessible formats

This report is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us.

You can download it from our website or ask for a copy by contacting our office.

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ABOUT LLAIS



We believe in a healthier Wales where people get the health and social care services, they need in a way that works best for them.

We are here to understand your views and experiences of health and social care, and to make sure decision-makers use your feedback to shape your services.

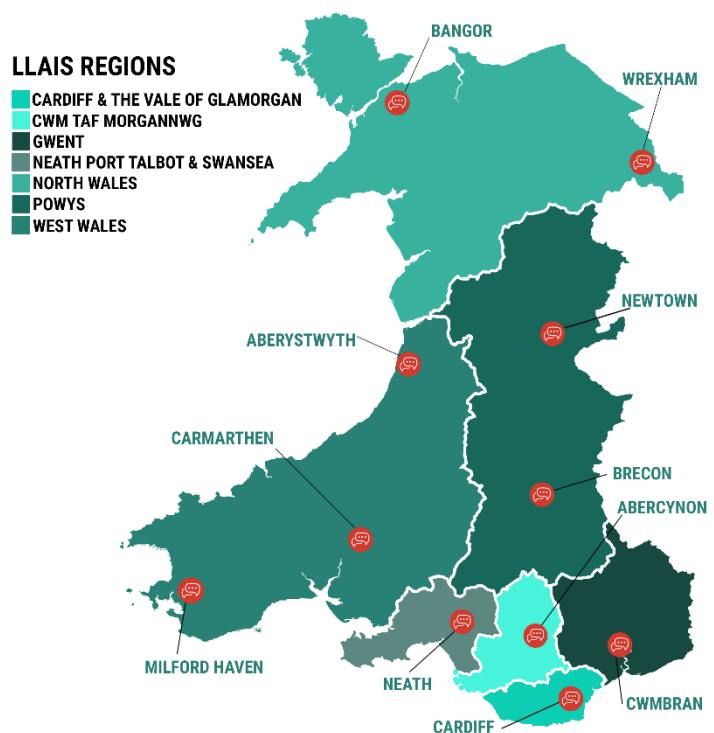
We seek out both good and bad stories so we understand what works well and how services may need to get better. And we look to particularly talk to those whose voices are not often heard.

We also talk to people about their views and experiences by holding events in your local communities or visiting you wherever you're receiving your health or social care service.

We also work with community and interested groups and in line with national initiatives to gather people's views.

And when things go wrong, we support you to make complaints.

There are 7 Llais Regions in Wales. Each one represents the "patient and public" voice in different parts of Wales.





The purpose of this report is to inform Aneurin Bevan University Health Board of current issues of concern and positive observations, or public feedback being addressed by Llais Gwent Region in relation to the planning and delivery of health services.

Llais continues to work in respect of engaging with the population, scrutinising, and offering independent challenge to the NHS and social care, to monitor and consider routine and urgent service changes. We also continue to provide independent Complaints Advocacy Service.

A NATIONAL CONVERSATION: LLAIS STRATEGIC PLAN 2024-2027



We now have our first national strategic plan. This plan has been created using what we have been told by the people of Wales, by our staff and volunteers and other bodies and groups we work with.

When this plan was being created, we thought about our legal duties and responsibilities such as the Quality and Engagement Act 2020, Equality Act 2010, The Well-being of Future Generations Act 2015, The Welsh Language Standards 2016, The Socio-Economic Duty, the Public Sector Duty, and national plans and commitments such as the LGBTQ+ and the Anti-racist Wales Action Plan, as well as our remit letter.

Building on what we have learned in our first year, we have grouped things into five main priorities:¹

- 1)** Drive a national conversation about the future of health and social care services
- 2)** Push for services that meet everyone's needs.
- 3)** Work together better.
- 4)** Help people and services to use technology in ways that work for them.
- 5)** Grow and improve as an organisation.

¹ <https://www.llaiswales.org/about-us/national-conversation-llais-strategic-plan-2024-2027>



Current activities and feedback:

1. Public feedback from our Advocacy services

From the 9th of May to 28th of June 2024, our Advocacy service has received 53 new contacts from members of the public. 11 of these were enquiries and 42 were concerns about health or social care.

- Two enquiries were in relation to social care services and nine were in relation to NHS services.
- 40 of the new concerns were in relation to NHS services and two were in relation to social care services. The new concerns spanned GP, Secondary Care, Midwifery and Social Workers.

2. Representations that we have made or been involved in

We have a duty to make representations to health and social care services on behalf of our population when services may change or when we hear about health and social care performance matters that impact on people's experiences (positively or negatively). We might make these representations via formal letter, in emails or by attending planned service groups/meetings hosted by our health and social care partners.

Since May 2024, we have been involved in or made representations about:

- Emergency Department handovers from ambulance crew and people's experiences of waiting in the Emergency Department.
- Stroke rehabilitation service developments – ongoing conversations with the Planning Team following post urgent service change.
- We will continue to engage with the Planning Team around further patient engagement for the longer-term provision in relation to eLGH department/unit reconfiguration proposals.
- Aneurin Bevan Health Boards 'A conversation for a healthy future' - We have supported our population to engage in early conversations to shape discussions and have their voices heard around ABUHB's 10-year plan. We are keen to contribute and support our population to have further opportunities to feed into the final plan over the coming weeks and months.

3. Engagement in Gwent (April – June)

In April to June, we engaged with 540 people in community spaces, hospital settings, local events, and support groups.

Whilst we engaged with the community, we continued to raise the profile of Llais, as well as talking to people about our three regional priorities:

- 1) Community Services (health and social services)
- 2) Mental Health Services
- 3) Getting care quickly when you need it.

Key issues identified in Gwent:

- Access to GP appointments
- Access to Child and Adolescent Mental Health Services (CAMHS)
- Access to Mental Health Services
- Access to NHS Dentists

Key emerging themes in Gwent:

- Hospital discharge – lack of care packages
- Maternity Ward at the Grange University Hospital

An impact and insight snapshot will be sent to the health board and the five local authorities in July 2024.

4. Upcoming Activities

In July we are receiving presentations delivered by the health board on the following topics:

- In response to emerging issues: Nursing recruitment, staffing levels, resources, and sustainability.
- **In relation to our mental health priority:** Adult Acute Mental Health Services (inpatients).
- In relation to our local and national priorities: WAST Ambulance service performance and activities

THANKS



We thank everyone who took the time to share their views and experiences with us about their health and social care services and also sharing their ideas with us.

FEEDBACK

We'd love to hear what you think about this publication, and any suggestions about how we could have improved it, so we can use this to make our future work better.

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