

LLAIS GWENT IMPACT REPORT

This report tracks our quarter 1 (April 2024 - June 2024) progress on our annual plan commitments:

759

We engaged with 759 individuals across various communities within the Gwent footprint. Here's a breakdown of the number of people we spoke to in each borough:

67

BLAENAU GWENT

150

CAERPHILLY MONMOUTHSHIRE

56

166

NEWPORT

320

TORFAEN

31

We engaged with 31 partners and attended community spaces, hospitals, support groups and local events to strengthen community voice.



Emerging Themes:

- Access to GP's
- Access to NHS Dentists for both adults and children
- Access to Mental Health Services including Child and Adolescent Mental Health Services (CAMHS)
- Maternity Services
- Hospital discharges

We spoke with 138 young people who told us about their experiences of accessing health and social care services.

138



Visits

We visited a care home in Newport to get a better understanding of the services they provide for people



People's experiences:

"Neurodiverse young people being supported through the service (GP) find the high usage of phone call appointments impacts the already heightened feelings of anxiety and find it difficult to open up due to lack of face-to-face appointments"

"I haven't seen a dentist since I was 16! I'm 24 now. I haven't seen one since because I can't register with an NHS dentist and can't afford to pay private!"

"I do not know who our health visitor is - or if we even have one. The one we had at birth had left when my baby was 3 months old and replacement never provided"

Llais Local:

We attended a local Parkinson's Café in Monmouthshire to speak to people about their health and social care access. People told us the following:

- NHS/Ambulance staff do not look beyond Parkinson's when an acute illness presents itself
- There is a lack of co-ordinated care from health care professionals
- There is very little holistic care
- Carers lack awareness about social care support, what is available to them and how can they access it
- Access to mobility aids can "sometimes be difficult"
- Continuation of care issues raised. For example, not seeing the specialist consultant after diagnosis



Project:



Hip and Knee planned surgery

In April 2024, our Trauma & Orthopaedic project concluded. People told us about their experience of waiting for their planned hip or knee surgery:

48 people took the time to share their experiences

22 people were waiting between 1 – 2 years for their surgery

20 people were waiting between 3 – 4 years for their surgery

38 people said the long wait for surgery impacted their mental health and wellbeing



“Very depressed as always in pain – getting worse with no end in sight”

“No more walks with my wife, spending more time indoors”

“I have to rely on family for meals and showers”

You said, we did..

Based on the feedback we received, we've made representations to Aneurin Bevan University Health Board. The Health Board are keen to work with us to ensure that people's voices are heard and meaningful improvements, where needed are made.

We made seven representations during this time



We received 87 requests for support through our Advocacy Team, who help to make complaints when things go wrong in health and social care

87



7 We were made aware of seven service changes in health care services



Social Care Footprint

We're fortifying our social care presence by nurturing and expanding our relationships



32 Volunteers actively listened to people in communities, whilst also representing Llais



So what?

Using what people told us and our intelligence from our advocacy trends, we will plan future projects in quarter 2 (July – Sept) on the following:

Hospital Discharge:

To develop an impact survey focussed on people's experiences of being discharged into the community.

Maternity:

Increasing our understanding of what people have told us about Maternity services in Gwent.

Voice of Young People:

We will work with young people to understand their experiences of changing from child to adult services in both health and social care, to prevent young people "falling through the net"

Experiences at the Emergency Department (ED) and Medical Assessment Units (MAU):

We will create a project to understand people's experiences of accessing care at our local ED and MAU's