



# Your Powys Voice

Issue 1  
December 2019

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### Just for fun

1. On which date is St David's Day?
2. Whose first shop was opened in Machynlleth in 1961?
3. What is the name of the small round shaped boat traditionally used on Welsh rivers?

Answers on page 4

## Intro from the Chief Officer

Welcome to the first edition of Powys Voice, the newsletter for Powys Community Health Council. We represent the views of Powys residents and act as the NHS 'watchdog' in Wales.

Our team of volunteers and staff have been busy attending events across the county, speaking to people like you. We have also been visiting NHS premises to make sure that the services provided are at the level we would expect. Our advocacy team, which provides a free service that helps people with their concerns regarding NHS care, has helped more people than in any of our previous years.

We want to build upon our successes by raising our profile even more and continuing to make sure that **Your Powys Voice** is heard.

On behalf of us all, I wish you a happy festive season and a peaceful New Year.



**Katie Blackburn, Chief Officer**



Back L to R: Katie Blackburn, Diane Phillips, Sonia Thomas, Kirsten Jones, Naren Keeble, Nadine Johnson  
Front Row L to R: Flora Buckle, Ann Gerrish, Andrea Blayney

## Out and about in Powys

Powys CHC has been active throughout the year, engaging with residents across the county and conducting monitoring and scrutiny visits to NHS services accessed by those residents.

We have been present at town markets, county shows, supermarkets and attended many community networking events, as well as attending Powys Teaching Health Board community engagement events particularly those relating to consultations.



Naren Keeble, Administration Assistant meeting the Town Crier on a visit to Hay on Wye Market

Nicola Ruck, Powys CHC Member and Andrea Blayney, Deputy Chief Officer at The Royal Welsh Show



One of our many highlights for the year was attending the Men's Shed Eishedfod. Not knowing what a Men's Shed is, we went with our pop up display to get to know more. We were met with an organisation that is helping to tackle growing concerns of social isolation, particularly in rural areas.

The positive support for Men's Sheds across Wales was clearly apparent.

Members of the Men's Sheds were keen to learn about the CHC and were more than happy to share their views on the local NHS services they have experienced. Some just wanted to chat about how the Men's Shed has helped them since joining..... we were of course more than happy to listen. For more information [www.mensshedscymru.co.uk](http://www.mensshedscymru.co.uk)

Since April, Powys CHC has visited the following NHS services:

- Machynlleth Hospital
- Ystradgynlais Hospital
- Bronllys Hospital
- Knighton Hospital
- Ladywell Surgery, Newtown
- Glan-Irfon Health & Social Care Centre
- Dyfi Valley Health – Machynlleth Health Centre
- Llanfyllin Medical Centre
- Builth Wells Medical Practice
- Llanfair Caereinion Medical Practice
- Llanidloes War Memorial Hospital
- Wylcwm Street Surgery, Knighton

For a copy of the report on any of the above visits please email [enquiries.powyschc@waleschc.org.uk](mailto:enquiries.powyschc@waleschc.org.uk)

## Do you wear braces or are you waiting for Orthodontic treatment? Let us know!

It's important that young people are able to provide views on healthcare & issues that affect them. If you wear braces or are waiting to have them fitted we would like to hear your patient experience. We want to share your experiences with Welsh Government. Our survey is here [svy.at/a9d1r](https://svy.at/a9d1r)



Scan the QR code with your phone

## Maternity Services in Wales – Share your Views

Healthcare Inspectorate Wales (HIW), in collaboration with Community Health Councils (CHCs), wants as many people as possible to share their views and experiences of maternity services in Wales by completing a short survey <https://www.smartsurvey.co.uk/s/HIWMaternity>

Scan the QR code with your phone or visit [hiw.org.uk](http://hiw.org.uk)



### Advocacy Service

By law, People who wish to complain about the care and/or treatment received from the NHS are entitled to free, independent and confidential advocacy services.

We can help you at any stage in the NHS concerns process.

The key stages are:

- Raise your concern with the NHS
- Public Service Ombudsman(PSO)

For both stages you need to raise your concern within 12 months of the events that you want to complain about or within one year of becoming aware of the issue. There may be occasions where the NHS/PSO will consider your concern outside of these timescales.

When you first contact us we will discuss your concern and what help you require. If we are unable to help we will signpost you to someone who can.

**Sonia Thomas**  
Complaints Advocate  
**Nadine Johnson / Diane Phillips**  
Advocacy Support Officers

Contact us on:  
Telephone: 01874 610646  
Email: [Enquiries.powyschc@waleschc.org.uk](mailto:Enquiries.powyschc@waleschc.org.uk)



## Member Spotlight - Nicola Ruck



I joined the CHC in 2012 when Bronglais District Hospital was threatened with loss of services and possible closure, and it has been rewarding to see the improvements that have been made thanks to community pressure and Welsh Government action. Co-operation with Hywel Dda Community Health Council has been very positive.

I find the monitoring of hospitals, pharmacies and health centres the most satisfying part of being a CHC volunteer. Health staff are keen to co-operate with the CHC, and welcome our help in getting improvements made where necessary.

I believe strongly in the principles of the NHS, and I belong to the CHC to help make sure we have as good quality health care in rural Powys as in any part of Wales.

For more information or details on how to become a volunteer please contact our Business Manager, Mr Kirsten Jones.

Email: [Kirsten.jones@waleschc.org.uk](mailto:Kirsten.jones@waleschc.org.uk) or

Telephone **01874 624206**



## Where to Find Us

Please follow us on Facebook [@PowysCHC](https://www.facebook.com/PowysCHC) and Twitter [@powys\\_chc](https://twitter.com/powys_chc) for details of our whereabouts.

If you have an event you would like us to attend, please let us know.



### Brecon Office

1st Floor, Neuadd Brycheiniog, Cambrian Way, Brecon, Powys, LD3 7HR  
Tel: 01874 624206

### Newtown Office

1st Floor, Ladywell House, Newtown, Powys, SY16 1JB  
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Website: [www.communityhealthcouncils.org.uk/powys](http://www.communityhealthcouncils.org.uk/powys)