



Your Powys Voice

Issue 2
March 2020

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A Message from the Chair of Powys CHC

In 2017, Welsh Government published a White Paper consultation document - "Services fit for the future" - proposing a "Citizen Voice Body" to replace the Board of CHCs and the 7 CHCs in Wales with a remit to work across health and social care. Whilst a Bill to bring this proposal into reality is still awaited, extensive work continues with Welsh Government to ensure that important and valuable aspects of the work of the CHC movement are taken forward into any new organisation. During this period it has been "business as usual" at Powys CHC. I am immensely proud that we continue to represent the interests of people and communities across the county through visits to NHS premises, extensive engagement with the public, responding to service change proposals and enabling people to raise their concerns. After 3 years as Chair, my term of office ends at the AGM in May. My role would have been much more difficult but for the support and advice of many colleagues - members and staff— to whom I am immensely grateful. I have been impressed by the commitment of all.

I wish the organisation well as it moves forward and know that it will continue to work to ensure that the voices of all people across the County are heard.

Frances Hunt, Chair of CHC



Just for fun

1. Which Welsh comedian used to march around the stage holding a giant leek?
2. The first line of the Welsh National Anthem translates as?
3. Name the highest mountain in Wales

Answers on page 4



Left to Right: Frances Hunt and Andrea Blayney (Deputy Chief Officer, Powys CHC) together with Hughie the Pollice horse at Berriew Show, September 2018

* This document is also available in Welsh

Out and about in Powys

We have been looking back fondly at the fun we had last year engaging with the residents of Powys and bringing back their valuable feedback to the office.

We have also formed good working relationships with engagement teams from other organisations. We joined the engagement officers from Shrewsbury & Telford Hospital NHS Trust (SATH) at three events and we have been invited to take our stand to Royal Shrewsbury Hospital Outpatients Department on 28th February. We have been making new contacts with community workers in Newtown, Machynlleth, Brecon and Ystradgynlais areas.

We attended the Powys Dementia Network in January. These events are organised by [Powys Association of Voluntary Organisations \(PAVO\)](#) and [Dementia Matters in Powys](#) and are held every six months. The aim of the Network is to bring together those living with dementia and their carers and organisations which provide services for these people. It is so powerful to hear people speak at these events about their personal experience of living with dementia.

We are currently planning our public engagement for 2020. **Look out for us at public spaces near you!**

In recent months, we have given a presentation on the work of the CHC to the administration and reception staff who work in GP practices. If you are part of an organisation or a group that would like to hear more about the work of the CHC and would welcome a talk or presentation, please get in touch.

National Reports

[Time to go home? The impact of delays when people are well enough to leave hospital](#) – In the report people describe how a delay in leaving hospital has affected them or those who care for them. The stories people shared act as a powerful reminder to those responsible for planning and delivering NHS services of the need to work together with other services.



Community engagement at Newtown Market

Left to right: Kate Ballinger and Poppy Horrocks (Shrewsbury & Telford NHS Trust), Naren Keeble (Powys CHC)

[NHS eye care services in Wales: What improvements have health boards made?](#) – This report sets out the progress by NHS bodies to improve eye care services across Wales. Some of the actions already taken by health boards have clear benefits for people, eg the introduction of community led services means people can get appointments closer to home. However, more needs to be done.

Both reports are available on our website.



Are you Living with Dementia?

We would like to know what you think about services for people living with Dementia. Please complete our survey by using the links below or contact Andrea Blayney to request a paper copy:

Dementia Survey for Relatives or Carers

svy.at/qx81r

Scan the QR code with your phone



Dementia Survey for Patients

svy.at/z98nr

Scan the QR code with your phone



Advocacy Service

The Community Health Council (CHC) Complaints Advocacy Service can help you to use the NHS concerns process "Putting things right".

Our Complaints Advocacy Service is **free**, **independent** and **confidential**.

Our complaints advocacy service works within the NHS complaints regulations.

So far this year we have supported 44 Powys Residents through the NHS Concerns process.

We have also helped 100 Powys Residents with enquiries - 19 of which were escalated to a complaint.

If you would like to discuss any concerns you have about NHS treatment you have received within the past 12 months you can contact us on: **01874 610646**

Meet the team



Sonia Thomas
Complaints Advocate



Diane Phillips
Advocacy Support Officer



Nadine Johnson
Advocacy Support Officer

Member Spotlight - Jackie Charlton, County Councillor, Llangattock



As a newly elected County Councillor in 2017 I was delighted to be offered the opportunity to become a member of the Powys Community Health Council. Having had extensive experience in health care over the last 15 years at strategic level it was an opportunity not to be missed to influence care at the people level on the Community Health Council. I am profoundly deaf and have an Assistance Dog called Lucie to raise awareness of my disability. She has become an ambassador for hearing loss for the CHC in Powys and undertakes visits with me and attends meetings too.



Where to Find Us

Please follow us on Facebook [@PowysCHC](#) and Twitter [@powys_chc](#) for details of our whereabouts.



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

Are you interested in becoming a Volunteer?



We are looking for new members to join Powys CHC. For more information or details on how to become a volunteer please contact our Business Manager, Mr Kirsten Jones.

Telephone **01874 624206** or

Email: Kirsten.jones@waleschc.org.uk

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