



Your Powys Voice

Issue 8
May 2022

INSIDE THIS ISSUE:

Hearing Your Views

| | |
|----------------------|---|
| Members Update | 3 |
| Advocacy Service | 4 |
| Member Spotlight | 4 |
| Schedule of Meetings | 6 |



Just for fun

1. Where is the National Library of Wales?
 2. Wales is home to the deepest cave in Britain, what is its name?
 3. Where is the biggest castle in Wales?
 4. Shirley Bassey sung the theme songs for which three "James Bond" films?
- Answers on page 6*

As we landed in 2022 we were all hopeful that our ability to engage face-to-face once again was not too far away. As the NHS Patient Watchdog working on behalf of Powys residents, it is our role to reflect your views and experiences about the NHS services you have accessed. It has been a difficult task relying heavily on social media as a way of engaging throughout the various lockdowns. However, the feedback we have received through our multiple surveys confirms that we have successfully managed to reach people in all corners of the county.

If you wish to look back at any of our reports following on from survey responses received, you can find them on our website — www.powyschc.nhs.wales/what-we-have-to-say/report-library. We are pleased that some of our most recent reports are now available in Easy Read format too.

Now we find ourselves in the month of May, and, like so many others, we are excited that we are finally able get out



* This document is also available in Welsh

and about across Powys so we can, once again, listen to what you have to say.



Diane Phillips, Advocacy Support Officer, getting ready to welcome visitors to the stand



Dr David Collington, Chair of Powys CHC and Sonia Thomas, Advocate, at our stand at the Smallholding and Countryside Festival

We took our stand to the Smallholding and Countryside Festival on the 21st and 22nd May at the Royal Welsh Showground in Llanellwedd.

We are also looking forward to attending the Royal Welsh Show for the full four days 18th to 21st July. It is hard to believe we were last there in 2019 but, despite a tough few years, it does seem to have flown by. Please do come and say hello to us in the purple tent who knows, we might have some wonderful ground-breaking promotional items that you cannot be without!

Currently, we are running a survey where we are trying to better understand people's views about accessing their local pharmacy. If you have visited a community pharmacy recently or attended on behalf of someone else, please fill in our survey here -

<https://forms.office.com/r/fLGkSQjxyj> .

All responses make a difference and your anonymous feedback will be used to form a report which will be shared with Powys Teaching Health Board.

We would also like to know whether the NHS is getting better living with COVID and what it means for you. We want to find out what people think is working well and what might need to improve. We continue to share feedback with the NHS so they can take action to improve care where this is needed. To access this survey [click here ow.ly/rWc950ITtFf](https://www.powys.nhs.uk/ow.ly/rWc950ITtFf).

We have been developing our Annual Plan which outlines the areas of work we wish to prioritise in 2022-23. We are also writing our Annual Report for 2021-22, which will inform people about the work we have done over the past year. Please look out for these coming up on our website very soon.

We would like to remind you that, if you wish to keep up to date with our online activities and physical whereabouts, you can do so by following us on Facebook and Twitter. Please let us know if you would like to be added to our email list and receive updates from us.

Article by: Andrea Blayney, Deputy Chief Officer



Members Update

Welcome to New Welsh Government appointment Member, Pamela Smith, from Tretower.

Farewell to Nicola Ruck, Hywel Lewis and Joanne Coleman. We would like to thank them for all their support during their time as members of Powys CHC and wish them well.



Advocacy Service

We provide a complaints advocacy service that is free, independent and confidential to help people to raise their concerns about NHS care and treatment.

April 2021- April 2022 we have:

- ◆ Provided information on a wide range of NHS matters to 73 people and groups through our enquiries service
- ◆ Provided support to 72 people who wanted to raise a concern about NHS services through our complaints advocacy service and continued to support 38 people whose concerns carried over from the previous year
- ◆ Developed a process and pathway for people to be able to provide us with their Patient Experience Stories

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**

Diane Phillips, Advocacy Support Officer and Sonia Thomas, Advocate



Member Spotlight - Jane Randall-Smith

Its been an eventful few months for me! In February I was appointed as chair of the Montgomeryshire Local Committee. I had done my homework before standing for election, but I did wonder initially what I had taken on! Meetings in March and April have made me appreciate more fully the opportunity that the CHC has to contribute to positive change for the people of Powys, both in terms of their experiences of using the NHS and in planning for future services.

Through our local committee we have the opportunity to invite speakers to our meetings to speak on current issues of interest to people in Montgomeryshire and we are planning a number of exciting meetings for the rest of this year. It's a very diverse area stretching from Machynlleth in the west to Welshpool on the border and beyond Llanfyllin in the north and this determines how people access services and we would love to have some new people on our Local Committee to make sure that we are inclusive.

So far, its been a busy couple of months and, although we are still working virtually, it has enabled me to participate in meetings that might have been difficult to get to otherwise, especially across the border in England, but I am delighted that our face-to-face engagement is restarting and I look forward to hearing directly from people about their experiences of local NHS services over the summer months.

Jane Randall-Smith - photo taken at the Award Ceremony in London, where she received an Honorary Fellowship of the RCGP



Where to Find Us

Take a look at our website:

www.communityhealthcouncils.org.uk/powys



Follow us on Facebook **@PowysCHC** and Twitter **@powys_chc**



You can help us by encouraging your friends and followers on social media to "like" and "follow" our pages and to complete our surveys.

If you would like to know more and would like someone from Powys Community Health Council to give a presentation to a group you belong to then please contact us to arrange.

Send your request to: **enquiries.powyschc@waleschc.org.uk**

Schedule of Meetings 2022/2023

| 2022 | | |
|----------------|--------|---|
| 7th June | 9.30am | Full Council and AGM |
| 7th July | 9.30am | Montgomery Local Committee |
| 12th July | 9.30am | Executive Committee |
| 26th July | 1.00pm | Services Planning Committee |
| 28th July | 9.30am | Radnorshire & Brecknock Local Committee |
| 6th September | 9.30am | Full Council |
| 13th September | 9.30am | Executive Committee |
| 20th September | 1.00pm | Services Planning Committee |
| 6th October | 9.30am | Montgomery Local Committee |
| 3rd November | 9.30am | Radnorshire & Brecknock Local Committee |
| 8th November | 9.30am | Executive Committee |
| 22nd November | 1.00pm | Services Planning Committee |
| 6th December | 9.30am | Full Council |
| 2023 | | |
| 5th January | 9.30am | Montgomery Local Committee |
| 10th January | 9.30am | Executive Committee |
| 17th January | 1.00pm | Services Planning Committee |
| 26th January | 9.30am | Radnorshire & Brecknock Local Committee |
| 7th March | 9.30am | Full Council / AGM |
| 14th March | 9.30am | Executive Committee |
| 28th March | 1.00pm | Services Planning Committee |

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
Tel: 01686 627632

Answers to quiz page 1

1. Aberystwyth
2. Ogof Ffynnon Ddu
3. Caerphilly
4. Goldfinger, Diamonds are Forever and Moonraker