



Your Powys Voice

Issue 9
October 2022

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Just for fun

1. What are the two birthstones for October?
 2. What is a group of hedgehogs called?
 3. What country did Halloween originate from?
 4. Is a pumpkin a fruit or vegetable?
- Answers on page 8
- Did You Know.....**
21st October is National Apple Day

Welcome to our Autumn edition of Your Powys Voice, the newsletter of Powys Community Health Council. Since the last newsletter, our ways of working have continued to be affected by Covid 19 and it has remained difficult for our staff and members to do the level of visiting and community engagement that we would like. However, we continue to gather information and present your views the Health Board and Welsh Government.

The reports we prepare are available on our website www.powyschc.nhs.wales and you will see there our recent work on "Access to Dental Care in Powys" soon to be added to by a report on "Patient Experience of using Community Pharmacies".

There is some light on the horizon in returning to normal levels of engagement, we are now starting to look at re-establishing visits to Hospitals and GP Practices and talking with the Health Board on getting Patient Forums restarted.



We are clearly getting closer to establishment of our successor organisation the 'Citizen's Voice Body (CVB)', staff and members will be transitioning to the CVB and are currently working with the implementation team providing input to development of the organisation.

In the final six months for Powys CHC, we are determined to complete work on our current operational plan. This involves areas such as 'Virtual Wards', 'Eating Disorders' and the 'Welsh Gender Service'.

In time of change for the organisation, I continue to be proud of how staff and members continue to support the interest of the people Powys to the NHS and how they are supporting development of the CVB.

Article by: Dr David Collington, Chair of Powys CHC



UK Covid-19 Inquiry

The UK Covid-19 Inquiry has been set up to look at the UK's preparedness and response to the Covid-19 pandemic, and to learn lessons for the future.

Survey:

What do you think about the response to COVID-19 in Wales - what impact did the pandemic have on you?



The Welsh Government has asked us (Community Health Councils in Wales) to gather feedback from the Welsh public.

The information we get will be fed in to the Inquiry.

We would like to hear your thoughts about any aspect in which your life was affected, eg health or social care, education, work, home, support, your family or social life.

Please scan here with your phone to complete our anonymous survey or use the link below to find the survey online:



<https://HaveYourSayCHCWales.uk.engagementhq.com/uk-inquiry>

Please contact us if you would prefer to have a paper copy of the survey.



Out and About

We have enjoyed being able to get out and about to meet members of the public during the summer months.

In June, we joined the information events organised by Improving the Cancer Journey in Powys and held in Brecon and Welshpool. These events provided the opportunity for people to drop in to seek advice, information and support about their cancer diagnosis, worries and their needs.

Anyone who would like to find out more about the ICJ programme can visit the website <https://www.powysrpb.org/icjpowys> or contact PAVO Community Connectors on 01597 828649.

We spent 4 very hot days at the Royal Welsh Show in Llanellwedd in July and another hot day at Guilsfield Show in August.



Left to Right: Jacqui Wilding (member), Andrea Blayney (Deputy Chief Officer) and Sue Bidmead (member) at the Royal Welsh Show



Left to Right: Our members, Cllr Edwin Roderick and Cllr Lucy Roberts at the Royal Welsh Show



We also joined the Builth Wells Community Support Network Information Day on 21 September. We enjoyed meeting the people of Builth Wells and being able to discuss their views on services at a local level. It was also a great opportunity to network with other organisations.



Right: Flora Buckle (Monitoring & Scrutiny Management Officer) discussing the work of the CHC with a member of the public at the Builth Wells Community Support Network

We would like to thank Jungle Productions for taking the time to chat to and video a number of the voluntary organisations taking part in the event.

Please see below the chat with our very own Naren Keeble

<https://youtu.be/JjDqvYcz1Zs>

Thank you to everyone who came along to talk to us to learn more about what we do and share their views and experience about NHS services.

If you wish to know what events we are planning to attend, please do follow us on social media to receive regular updates.



Left to Right: Naren Keeble (Administration Assistant) and Simon John (Builth Wells Community Support)

In early September, we gave our first CHC presentation for almost three years. We were very pleased to be invited to talk to Brecon Probus about the work we do. If you would like to learn more about the work of the CHC through a presentation, please get in touch.

Recent Reports

Access to NHS Dental Care in Powys

When we put out a question on social media, asking for people's experience of accessing NHS dental care in Powys, we received **199** responses in one week. The overwhelming comment was that many people in Powys are having difficulty obtaining appointments with an NHS dentist.

"I have tried for 4 years to find an NHS dentist and am unable to get myself registered"

"Have had a dental problem since Feb 2020 and in the last year alone I have had four appointments cancelled"

"Can't afford Private treatment can't get an NHS dentist"


Please find our full report, including recommendations we made to the Health Board and the Health Board's response, on our website:

<https://powyschc.nhs.wales/files/report-library/access-to-dentists-july-2022/>

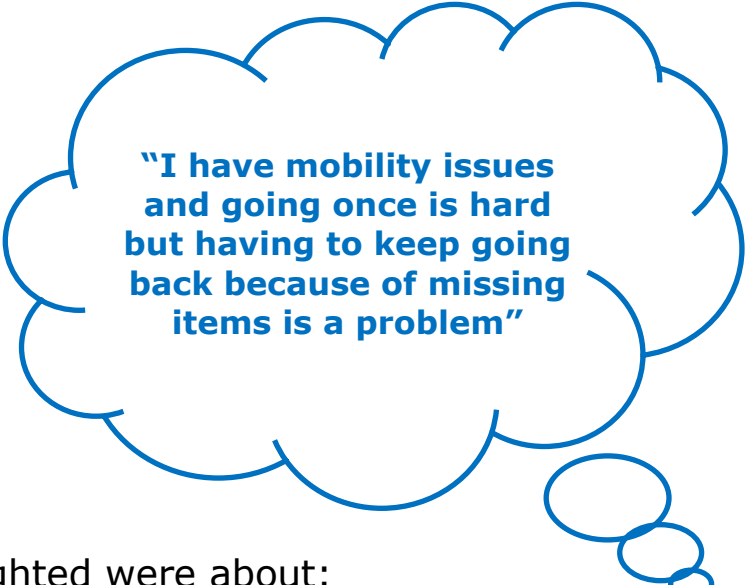
Patient Experience of using Community Pharmacies in Powys

We received **591** responses to our survey which asked people to tell us about their experience of using community pharmacies in Powys.

The response to the survey showed that many people are very appreciative and grateful for the service which has been provided by pharmacy staff during the last two years. We received some very positive comments about pharmacies in Powys.



Feel very lucky to have such a great community pharmacy



"I have mobility issues and going once is hard but having to keep going back because of missing items is a problem"

The main issues that people highlighted were about:

opening times, particularly lunchtime closure; medication not being available when going to collect it which means patients have to go back another time; problems with systems between GP practice and pharmacy; staffing issues; some pharmacies appear to be disorganised and untidy which means it takes time for staff to locate the prescription or dispensed medication; some pharmacies are small and people worry that the consulting room is not very private.

Our full report, which includes the Health Board's response, is available on our website:

<https://powyschc.nhs.wales/carousel-index/report-on-community-pharmacies-survey-july-2022/>



Article by: Andrea Blayney, Deputy Chief Officer



Advocacy Service

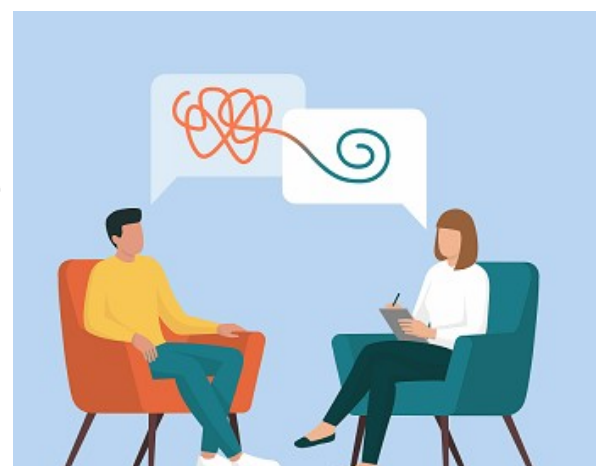
We provide a complaints advocacy service that is free, independent and confidential to help people to raise their concerns about NHS care and treatment.

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**

We can help you use the NHS Wales concerns process "Putting Things Right" which is designed to help people to get their concerns heard and where possible resolved.

Our booklet "A Step by Step guide" to raising a concern about the NHS takes you through the procedure and contains handy hints. You can obtain a copy of the booklet by contacting us by phone on the number shown above or by email:

enquiries.powyschc@waleschc.org.uk



Staff and Members Update

We are pleased to welcome our new members, Mr Bob Benyon, Mrs Ann Williams, Cllr Heulwen Hulme and Cllr Ange Williams.



We said farewell to our Business Manager, Claire Powell, in July, who left to take up a new position with Health and Care Research Wales and we wish her well in her new role.

We would like to say welcome back to Mr Kirsten Jones, who has taken up the role of Business Manager.

Kirsten Jones, Business Manager

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**

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Answers to quiz page 1

1. Opal and Tourmaline
2. Group of hedgehogs is called an Array
3. Ireland
4. It's a fruit