

<b>Reference:</b>	FOI.7117.21
<b>Subject:</b>	Patient and family information
<b>Date of Request:</b>	7 October 2021

**Requested:**

I would be grateful if you can let me know what the processes to speak to a doctor or person in charge currently is.

Is there any sort of standard you can send me so we can better understand what should be happening with care and communication with families, obviously during already difficult times for all caused by the pandemic.

I just want to know what the policy is so we can better understand what our expectations should be. Are you able to send me a link to something that will help please?

**Response:**

Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold a specific policy or standard operating procedure in relation to communication with patients and/or family members. However, the UHB encourages its workforce to be open and honest with patients and also, where permission is in place from the patient, with relatives and carers. The nurse in charge of the ward or the Consultant, via his/her secretary, are best placed to advise on the care of inpatients.

However, if you are unable to establish contact and/or receive the information required from the ward directly, the UHB suggests that you contact our Patient Support Services, who will be able to assist you further.

They can be contacted on 0300 0200 159 or email: [hdhb.patientsupportservices@wales.nhs.uk](mailto:hdhb.patientsupportservices@wales.nhs.uk)

Further details can be accessed via the link below:

<https://hduhb.nhs.wales/healthcare/services-and-teams/patient-support-services-complaints-feedback/>