



CYFARFOD BWRDD PRIFYSGOL IECHYD UNIVERSITY HEALTH BOARD MEETING

DYDDIAD Y CYFARFOD: DATE OF MEETING:	28 March 2024
TEITL YR ADRODDIAD: TITLE OF REPORT:	Improving Patient Experience Report and Improving People and Community Experience Charter
CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:	Sharon Daniel, Interim Director of Nursing, Quality & Patient Experience
SWYDDOG ADRODD: REPORTING OFFICER:	Louise O'Connor, Assistant Director, Legal Services / Patient Experience

Pwrpas yr Adroddiad (dewiswch fel yn addas)

Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/For Decision

ADRODDIAD SCAA

SBAR REPORT

Sefyllfa / Situation

The report provides a summary of patient experience feedback and activity for the months of December 2023 and January 2024 (Appendix 1) and the revised Improving People and Community Charter (Appendix 2) for approval.

Cefndir / Background

The Board is asked to note the current position in relation to feedback, including complaints.

This report covers the period 1 December 2023 to 31 January 2024 and sets out the feedback we have received from patients, carers and families and actions taken to make improvements in line with our 'Improving People and Community Charter' (the Charter).

The Charter was co-produced with the assistance of patients, carers, communities and staff, who told us what was most important when accessing services from our Health Board. It was originally approved by the Board in January 2020 and has informed our 'Improving Together' work and safety / performance dashboards.

The feedback received evidences how we are achieving the charter and our strategic objectives. The charter also informs our training and development programmes on what is expected in order to deliver a good experience, all of the time both for both patients and staff.

The Charter has been updated and is attached to this report for the Board's consideration and approval. Following this, the Listening and Learning Sub-Committee will oversee an implementation and communication plan and will report on this to the Quality, Safety and Experience Committee and within future Improving Experience Reports to Board. The Charter will also be produced in other languages and formats, including easy read.

Asesiad / Assessment

Patient and service user feedback is received into the UHB through a variety of routes: Friends and Family Test (FFT); compliments, concerns and complaints, Patient Advice and Liaison Service (PALS) feedback; local surveys; the all Wales NHS survey and via social media.

The main areas of activity and progress for the Patient Experience Team are summarised in the report.

For the period, a total of 103 compliments and 70 'Big Thank You' nominations were received. This is an improvement on the previous period.

5700 (14% response rate) patients left feedback on our Friends and Family system with 94% of responders leaving a positive recommendation.

1207 patients completed the All Wales Patient Experience Questionnaire – 89% reported positively about their experience.

357 complaints/concerns were received by the Patient Support Services Team, 64 were responded to as early resolution cases (within two working days). 282 required investigation under the putting things right complaint process. 58% of the cases received were responded to within 30 working days. The Improving Together performance dashboard shows a reduction in the average response time for a complaint from 344 to 144 days since January 2023.

Concerns around clinical assessment, delays in diagnosis, and treatment continues to be a prominent theme. Communication issues remain a prominent feature in the complaints received and root causes of investigations, however the number of concerns being received surround lack of information/misunderstandings has reduced and 11% was sustained from the previous period; being unable to contact staff is one of the main causes for communication related concerns. Appointments and waiting times also remain within the main reasons for concerns.

Examples of lessons learned and how the Health Board is addressing these are included within the Appendix 1.

There were no new investigations commenced by the PSOW. 7 Final Investigation Reports were received, 1 being upheld, 3 partly upheld and 3 not upheld. There were also 5 early resolution agreements reached with the PSOW. Failures noted in the reports were linked to clinical and nursing assessments or diagnoses, record keeping, and complaint handling.

The Arts and Health Team continue to make significant progress and embedding the arts into health care provision and promotion of staff wellbeing. The Charter was previously approved by the Board in January 2024 and plans are underway for a formal launch and communication of this in May 2024.

Argymhelliad / Recommendation

The Board is asked to:

- receive the Improving Patient Experience report, which highlights to patients and to the public the main themes arising from patient feedback.
- approve the revised Improving People and Community Charter.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Risk 581 Health Board wide risk of not learning from events in a timely manner (current score 8).
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	7. All apply
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	1. Leadership 4. Learning, improvement and research
Amcanion Strategol y BIP: UHB Strategic Objectives:	All Strategic Objectives are applicable
Amcanion Cynllunio Planning Objectives	All Planning Objectives Apply
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS 8. Transform our communities through collaboration with people, communities and partners

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	NHS (Concerns, Complaints and Redress Arrangements) (Wales) 2011
Rhestr Termau: Glossary of Terms:	Included within the main body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Cyfarfod Bwrdd Iechyd Prifysgol: Parties / Committees consulted prior to University Health Board:	Not applicable

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	All concerns have a potential financial implication: whether this is by way of financial redress, following an admission of qualifying liability, or an ex-gratia payment for poor management of a process; or an award made by the Ombudsman following review of a concern.
Ansawdd / Gofal Claf: Quality / Patient Care:	Improving the patient experience and outcomes for patients is a key priority for the UHB. All concerns received from patients, public and staff alike are taken

	<p>seriously and investigated in accordance with the procedures.</p> <p>Information from concerns raised, highlights a number of clinical and service risks which should be reflected in Directorate Risk Registers. All Directorates are required to have in place arrangements for ensuring lessons are learnt as a result of investigation findings regarding concerns and that appropriate action is taken to improve patient care.</p>
Gweithlu: Workforce:	<p>The 'Putting Things Right' process is designed to support staff involved in concerns and incidents. All managerial staff have a responsibility to ensure staff are appropriately supported and receive appropriate advice throughout the process. The success of the process is dependent upon the commitment and support from staff across the organisation, not only as part of the investigation process and transparency arrangements, but in the encouragement of patients and their families to provide feedback, both positive and negative, to support organisational learning.</p>
Risg: Risk:	<p>Information from concerns raised highlights a number of clinical and service risks which should be reflected in Directorate and Corporate Risk Registers. There are financial and reputational risks associated with complaints that are upheld or not managed in accordance with the Regulations. The UHB also has a duty to consider redress as part of the management of concerns, which carries financial risks associated with obtaining expert reports and redress packages.</p>
Cyfreithiol: Legal:	<p>The UHB has a duty under the Concerns and Redress Regulations to consider redress where this is deemed to be a qualifying liability.</p> <p>The Regulations also incorporate formal claims, including clinical negligence and personal injury claims.</p>
Enw Da: Reputational:	<p>There are ongoing reputational risks for the UHB in relation to media, press and social media regarding any concerns, and outcomes from published Ombudsman Reports and any external investigations/inquiries.</p>
Gyfrinachedd: Privacy:	<p>Only relevant information is reviewed as part of the concerns process and this is carried out with the explicit consent of the patient or authorised representative. Information is recorded and treated sensitively and only shared with individuals relevant to the investigation process.</p>
Cydraddoldeb: Equality:	<p>The process is established to learn from concerns: it is designed to ensure that it is fully accessible to patients and their families. The aim is to involve patients throughout the process and to offer meetings with relevant clinicians, with the required support depending upon individual needs.</p> <p>Advocacy is offered in the form of Community Health Council (CHC) advocates, and specialist advocacy is also arranged where necessary, e.g. in the areas of Mental</p>

	<p>Health, Learning Disability or Children/Young People's Services.</p> <p>Concerns literature is accessible in a range of languages and formats and translation services are available, as required.</p>
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GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Patient Experience Team
Tîm Profiad Y Claf

IMPROVING PATIENT EXPERIENCE REPORT

December 2023 – January 2024



A Charter for People and Community Experience

-
your healthcare, your expectations, our pledge

WE WILL ALWAYS:

Treat you with dignity, respect and kindness.

Communicate with you in a way which meets your individual, language and communication needs.

Keep you informed and involved in decisions about your health and care services, and take into account your wishes and needs.

Provide safe and effective care, in the most appropriate and clean environment.

Ensure that your information is kept secure and confidential.

Support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things.

Introduction

Service user feedback is important to monitor the experience of those who access our services and the quality of care that they receive. This allows us to identify areas for improvement, to share good practice and learn from positive experiences. The Charter above has recently been updated and is attached to this report for Board consideration and approval.

The Listening and Learning Sub-Committee will oversee the communication and implementation plan for the Charter.

The following information demonstrates how we are capturing service user feedback by encouraging our service users and providing different ways in which this can be provided. Most importantly, service users should feel that there has been a valuable purpose to them providing their feedback.

It is our priority to act on all feedback received as part of our culture of improvement and to demonstrate that we are fulfilling our pledges as set out in the Charter.

Our Listening and Learning Sub-Committee receives feedback from across concerns, compliments and experience.

We are also pleased to share the excellent work being undertaken by the arts and health team who are making a positive difference to patients, staff and our communities through use of the arts.

Service User Feedback at a Glance

December 2023 -January 2024

- ▼ **103 Compliments** were recorded by staff on the Patient Experience system. These compliments are received from patients, families and carers direct to the service or the Corporate Office. Caring and compassion are the terms most often mentioned
- ▼ **70 Big Thank You (TBTY) nominations were received for our staff from patients or their families** - further details are provided later in the report.
- ▼ **38,284 Individuals received our friends and family patient experience survey** –
5,700 responded to this which is a 14.9% rate and is in line with nationally reported response rates. 94.0% of responders provided a positive rating (93.7% previous period) of very good or good when asked to rate their overall experience.
- ▼ **1,207 Service users completed the Your NHS Wales Experience survey.**
89% of the responders provided a positive score when asked 'how would you rate your overall experience of using the services of Hywel Dda University Health Board' compared to 82% for the previous period. All discharges from A&E are now presented with an All Wales Survey along with the friends and family test survey.

Service User Feedback at a Glance

December 2023 - January 2024

This Word Cloud has been created by using feedback from the Friends and Family Test. confused has been used in a number of patient comments. We have shared some of the comments below:



- Expected a long wait due to current NHS issues, very uncomfortable seats resulted in stiffness which had the doctor confused as I had come in with groin pain. Treatment was excellent as were all members of staff.
- The staff were attentive. I was dazed and confused and there was a lot of patients around me, which made it worse.
- The nurse had a confused face most of the time as the instructions from the lead doctor either didn't make clinical sense or perhaps questionable. Her support was so helpful and got me through the pain.

Complaints & Concerns at a Glance - December 2023/January 2024

- ▼ 357 complaints were received, of which:
- ▼ 64 were managed as an early resolution case (within two working days).
- ▼ 282 cases proceeded to complaints investigation under the 'Putting Things Right' Regulations.
- ▼ 11 complaints were reopened in December and January against 22 in the preceding period. Complaints are 'reopened' when the complainant feels the response has not addressed all the concerns they have raised, disputes the response or has further questions.
- ▼ There were 5 new complaints in the period containing allegations of severe harm, all of which remain under investigation. These complaints pertain to clinical treatment, hospital discharge and access to services, and range across Mental Health, Trauma & Orthopaedic, Medical, Breast Care and Midwifery teams.
- ▼ 490 enquiries were received for the two-month period, an decrease of 39 on the preceding period. 480 enquiries were closed. The most prominent themes of enquiry are around appointments, test and investigation results and communication issues.

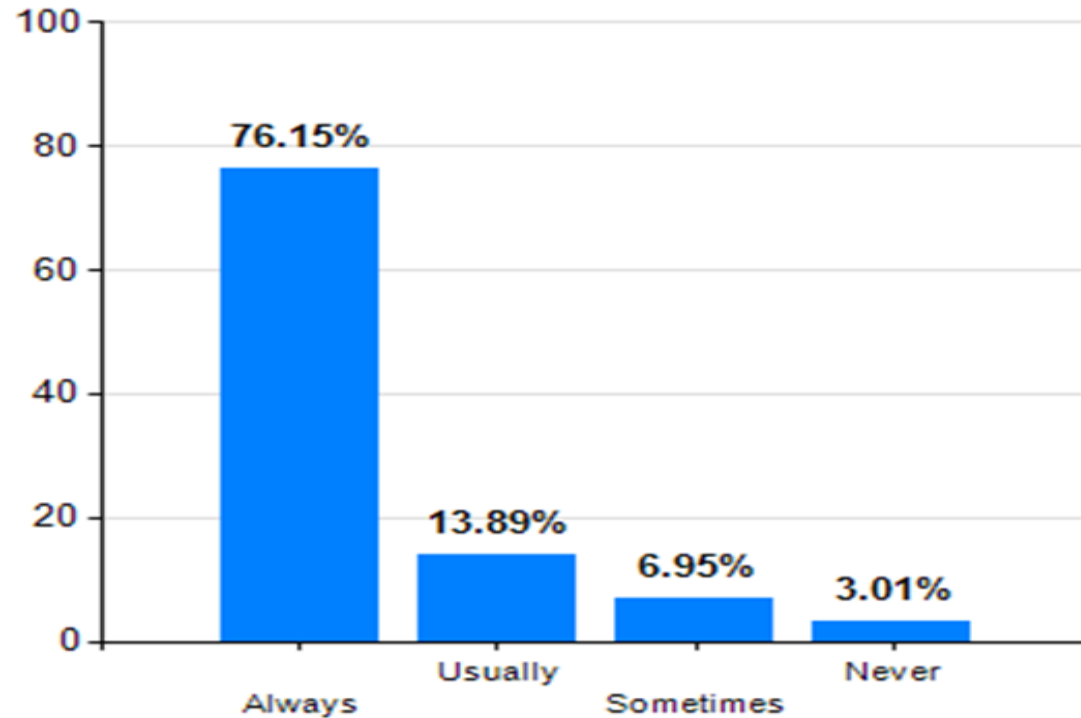
Closed complaints:

- ▼ 319 cases that were managed through the Putting Things Right complaints process were closed in December and January, compared to 356 the previous period. Of these, 186 (58%) were closed within 30 working days showing a decrease of 7% from the previous period. However, the Improving Together / Performance Dashboard has highlighted that the average time to respond to a complaint has reduced from January 2023 and is currently down to 144 days.
- ▼ 260 complaints closed in the period were not upheld. 59 complaints were upheld, of which 47 had an outcome of grade 1 (no harm caused), suggesting minor deficiencies in standards with no impact upon the patient. There were 2 complaints upheld where harm had been reported, both of which pertained to Women's and Childrens Services.
- ▼ The number of complex complaints (grade 3-5) being closed per month is increasing, suggesting increased productivity and performance. In this period the Complaints Team closed 88 investigations, against 32 in the same period last year.
- ▼ Themes of complaints remain consistent, with clinical treatment and assessment still most prominent (30% of all new concerns in the period). Appointments, communication and staff attitude and behaviour are also prominent, but remain at consistent levels (17%, 11% and 7% respectively).
- ▼ There were no new investigations commenced by the Ombudsman. 7 Final Investigation Reports were received, 1 being upheld, 3 partly upheld and 3 not upheld. There were also 5 early resolution agreements reached with the PSOW. Failures noted in the reports were linked to clinical and nursing assessments or diagnoses, record keeping, and complaint handling.
- ▼ Where the Health Board is asked to demonstrate compliancy with the Ombudsman's recommendations and agreements, these are currently being achieved two days in advance of target date, close to national average.
- ▼ Lessons learnt from the Ombudsman's reports, as well as progress against associated action plans are considered by the listening and learning Sub-Committee.

DIGNITY, RESPECT AND KINDNESS

Your NHS Wales Experience survey

➤ I am treated with Dignity, Respect and Kindness?



There has been an increase in performance for this measure compared to the previous period where 76.15% of responses stating they are always treated with dignity, respect and kindness compared to 75.60% for last period.

Receptionist extremely caring and friendly. Helped me get to a seat. Triage nurse was great, very thorough and compassionate. Really listened to all my concerns and nothing was too much for her. Quick turnaround of tests and sent on my way comfortable with great after care advice.

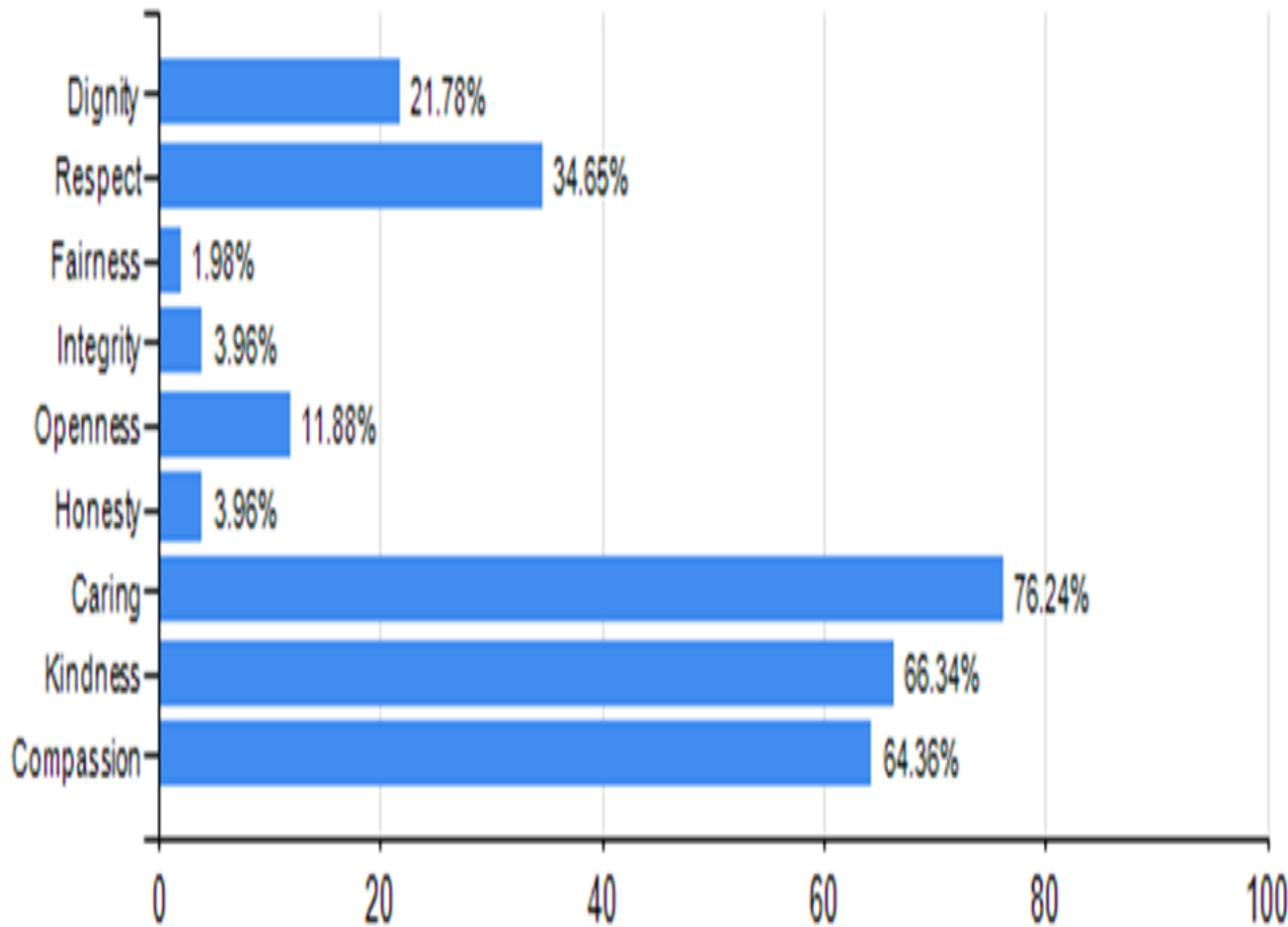
I was happy with the wait time at A&E, but the treatment outcomes from my visit were limited, due to service availability. The outcome was unclear due to no access to MRI being available. I was unhappy with my experience of the crisis team and would not use it again. I felt judged, the clinician got my name wrong, spoke impulsively, and lacked empathy. She had judged my situation before trying to understand me, and it resulted in me just wanting to leave.

The reception staff at the GP were amazing. The GP that we saw however was a totally different experience. When you're begging the GP for help with your adolescent teen you don't expect to be told that your teen is 'useless' 'worthless' and facing 'misery'. There was not one ounce of empathy or sympathy from the GP we saw. We both felt that we were wasting the GP's time and felt even worse upon leaving.

[Please click here to listen to patient feedback](#)

DIGNITY, RESPECT AND KINDNESS - COMPLIMENTS

Of all the compliments caring and Kindness are the terms most often mentioned.



I have recently been discharged following 5 nights total in your amazing CDU (at Glangwilli Hospital). I can only say I received the highest standard of care kindness and professionalism from honestly every single member of staff on that ward! No word of life every single employed on that ward are amazing and if I were a rich lady I would send them all Christmas gifts to thank them, sadly this is not the case but I can send them my heartfelt thanks and good wishes. As an ex medical professional I am an excellent judge of a well oiled team and your CDU staff are really exceptional and should be applauded for going the extra mile. From cleaners, HCAS, experienced nurses, new nurses, sisters and doctors they should be very proud of their professionalism and empathetic abilities.. Thank you all.

[Please click here to listen to patient feedback](#)

DIGNITY, RESPECT AND KINDNESS CONCERNS

- ▼ 24 new complaints were received relating to attitude and behaviour of staff. These concerns range across services, and the only service to receive more than two complaints of this kind was Medicine (3 complaints received).
- ▼ Where we receive concerns pertaining to issues of dignity, respect and kindness, we generally see a range of linked themes occurring. In this period, we noted that there was 1 complaint around privacy and dignity. There were 10 concerns around patient care, which highlighted issues in responding to patient needs, respect and lack of assistance with personal care.

DIGNITY, RESPECT AND KINDNESS

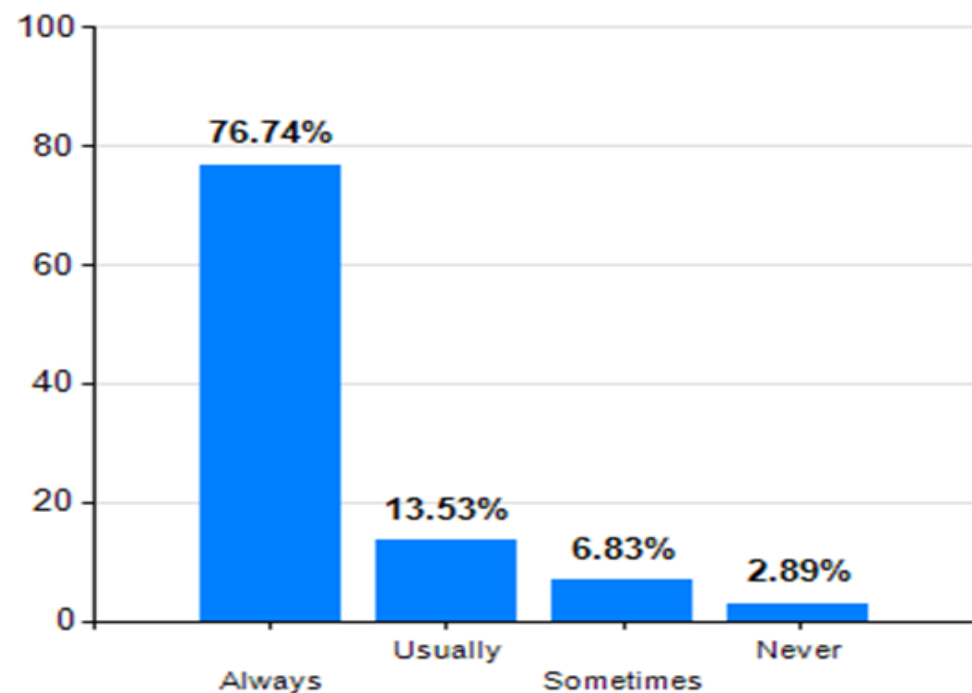
LESSONS LEARNED

You Said	We Did
<p>When a loved dies whilst in under the care of the Health Board, communication with families is often hurried and we are not told enough about the events leading to the end of life.</p> <p>Where people still have questions, we should be shown kindness and be given the opportunity to understand everything that happened.</p>	<p>The Health Board is piloting a project under the Bereavement Service called 'Care after Death'.</p> <p>The project aims to ensure that families have opportunity to discuss care and treatment retrospectively with a suitable clinician, and with the support of the bereavement team.</p> <p>We believe that the opportunity for these conversations shows kindness to bereaved families and provides opportunity for understanding, support and closure.</p>

COMMUNICATION

Your NHS Wales Experience survey

Were things explained to you in a way that you could understand?



→ Was greeted at the door by a meet and greet person to ask if I needed any assistance, the receptionist was also very helpful as I not been before so explained what I needed to do too be seen and what to expect. The triage nurse was lovely and reassuring in that they could help, and I would be seen quickly, the nurse was also wonderfully professional and put me at ease straight away.

→ Both health professionals we had seen regarding my baby daughter were both very polite explained things well and wanted to help as much as possible.

→ Ease of FREE parking, polite, helpful and happy staff. Clean, well signed and minor injuries were bright and cheerful with Christmas decs and music. X-ray was busy but ran smoothly. Doctor explained results very well and the after care. Came away with very positive feeling as first time at a Welsh Hospital

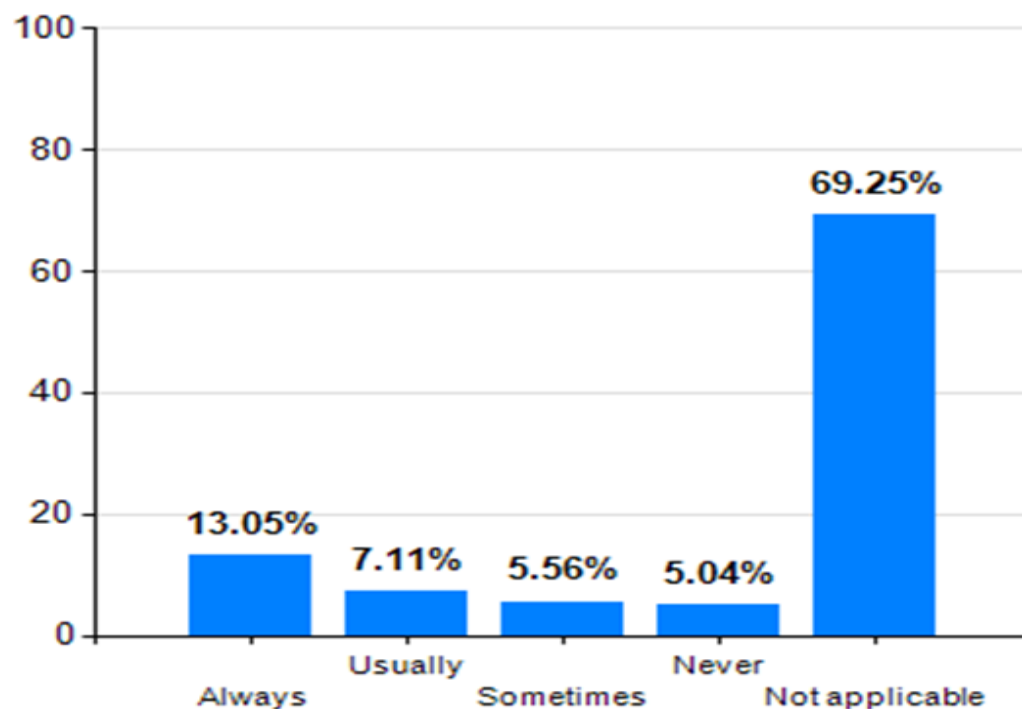
The performance for this period is in line with previous periods performance.

[Please click here to listen to patient feedback](#)

COMMUNICATION

Your NHS Wales Experience survey

Were you able to speak in Welsh to staff if you needed to?



Efficient, professional staff. Having welsh language nurse helped my son to feel comfortable. Speedy service - arrived at 5pm and was seen, received relevant treatment and left by 5.45pm. Diolch.



The service provided was only 6 miles for us to travel & the nurses were excellent with a follow up to see how I was, also they spoke welsh and made me feel comfortable.

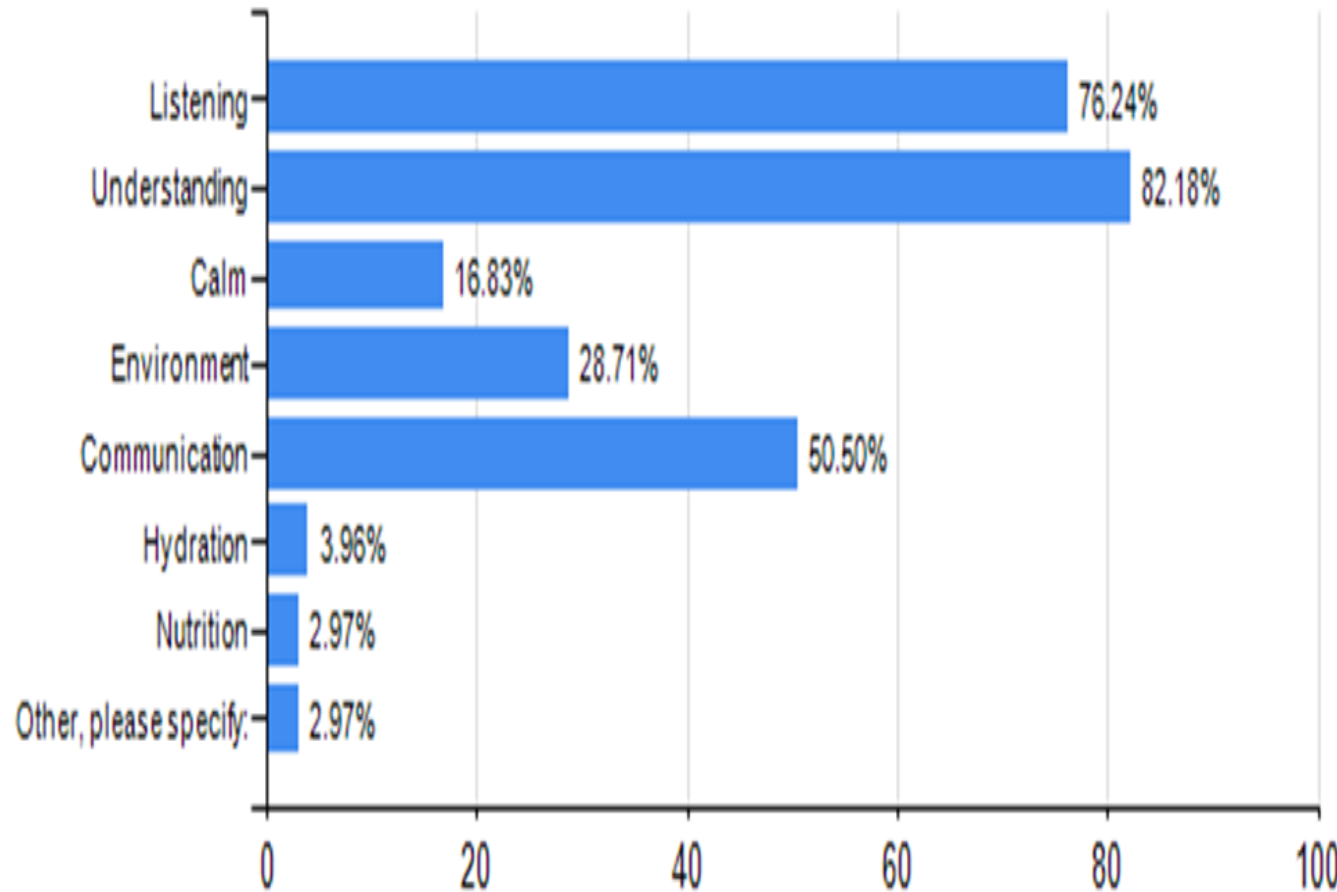


The young doctor spoke to my father in Welsh and explained everything to him.

There has been an increase in this period where 13.05% of responders were always able to speak to a member of staff in Welsh compared to 11.00 % feedback is available for services to review their data.

COMMUNICATION - COMPLIMENTS

The sentiments expressed within the compliments we receive, continue to show that listening and understanding are terms most often used.



During the pre-assessment I received nothing but kindness and consideration and from the moment I arrived yesterday I was looked after brilliantly. My special thanks to Sarah and Matt who stayed close by the whole time, but everyone in the team was marvellous. The Anaesthetist gave me full confidence and put me at my ease with his sympathy and understanding, and his explanation of modern anaesthetic practises. I have nothing but praise for the NHS and especially the team at Bronglais.



Sian has been empathetic and caring. She has listened to our concerns and escalated appropriately when we felt there was a long delay. We felt very listened to. It felt like Sian has really taken ownership of the situation with our son and helped to coordinate appropriate care. We really cannot thank her enough.



Thank you to staff for going above and beyond. For listening, being compassionate and understanding. For trying so hard to find answers and for being calm and professional.

COMMUNICATION CONCERNS

During December and January, 39 concerns were received about communication, which has decreased by 8 from the previous period. 16 of these are still under investigation.

The main causes of concerns linked to communication remain the same. 46% were around patients being unable to contact staff or services, which are often raised when patients or families are given incorrect contact details, or the phone number of the ward/ team they are trying to reach goes unanswered.

15% of concerns linked to communication in this period are due to insufficient or incorrect information being given to patients or families. The data for this period demonstrates that the overriding issues around communication remain the same as the previous two periods.

The Quality, Safety and Experience Committee received an update on measures being undertaken to improve communication. This includes:

- ▼ Training – new training programme on compassionate communication; empathy workshops; and increased focus on communication at management and leadership programmes.
- ▼ Accessible Communication – Service Improvement project to improve how sensory loss is identified and addressed by staff
- ▼ Patient Communication – improved process for letters and communicating with patients, via digital or other ways
- ▼ Telecommunications project – modernisation of the telephony systems in the Health Board, improving access and the experience for callers and staff
- ▼ Improving Communication between teams – service improvement project reviewing how test results are reviewed and actioned; access to diagnostic test results for patients; and improved MDT working.

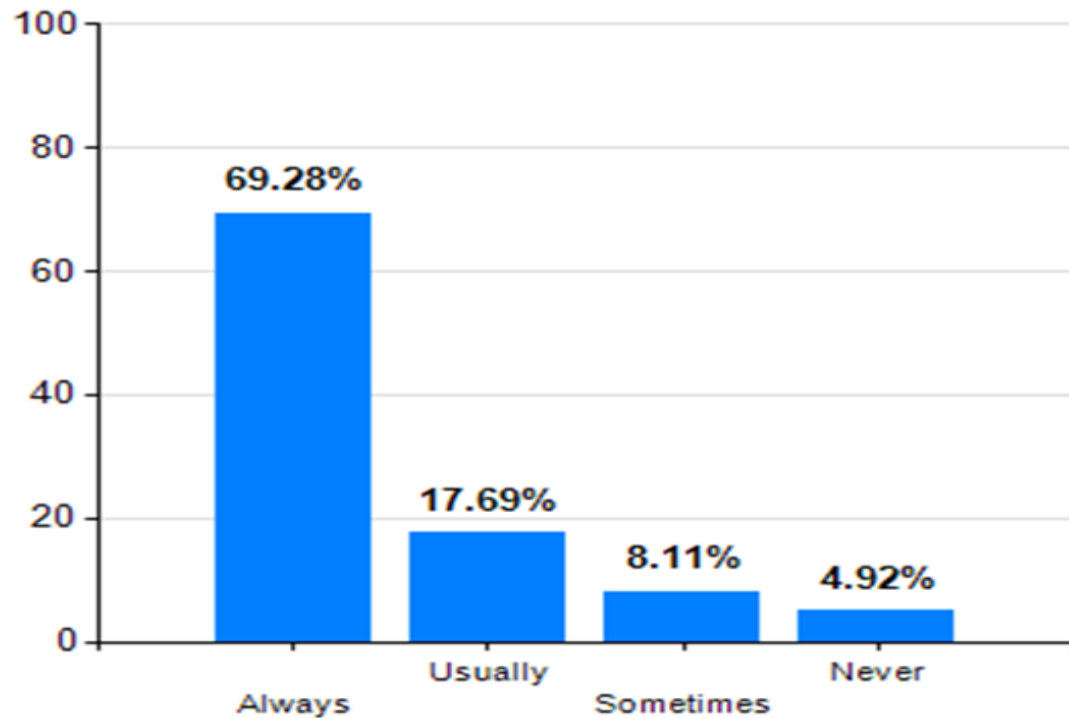
COMMUNICATION - LESSONS LEARNED

You Said	We Did
<p>All staff in contact with patients should ensure that they tailor communication to meet needs.</p> <p>When attending A&E with my guide dog following a fall, I was repeatedly told by the receptionist to ‘take a seat over there’, without appreciating that my visual impairment prevented me from being able to do so without better direction and support.</p> <p>I was unable to take a seat “over there” until a member of the public came to assist me and guide me there, although this should have been understood by the receptionist.</p>	<p>A sensory loss project team was established and worked together to develop a sensory loss friendly assessment checklist.</p> <p>The checklist is being trialled within Audiology, Patient Experience and Cardigan Integrated Care Outpatient department.</p> <p>The checklist will then be reviewed to identify areas for improvement before a decision is made on its effectiveness and whether it can be used as a suitable tool to support patients with sensory loss across the Health Board.</p> <p>We aim to set up both virtual and face-to-face British Sign Language (BSL) groups and workshops, to encourage the use of BSL and promote skills and continued leaning and development</p>

KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS

Your NHS Wales Experience survey

▼ Were you involved as much as you wanted to be in decisions about your care?



Knowledgeable staff with excellent manner. Everyone was polite and helpful and ensured that I knew what was happening, why decisions were being made and my feedback on this. They also managed to make me chuckle at a very stressful time. All staff took time to explain things to my husband and I. We also appreciated the cup of tea whilst waiting. 10 out of 10 to all the staff I saw.



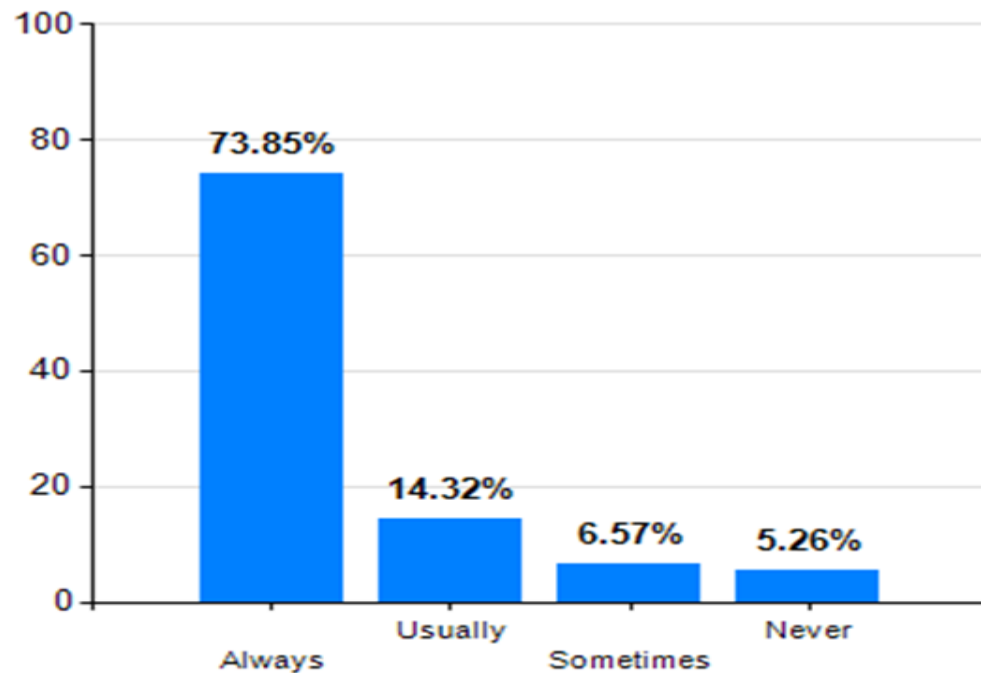
Many staff members seemed unaware that my father had broken bones and fragile bones due to his cancer, this resulted in him being handled in ways that caused him great pain (and who knows what damage). Many staff seemed to lack care and empathy, leaving my father in unnecessary pain for long periods and ignoring buzzer calls for help - particularly at night. My father's meds made him drowsy and so he was often unable to understand decisions being taken about his care - family weren't informed.

The performance for this period is in line with previous periods performance.

KEEPING PEOPLE INFORMED AND INVOLVED AND TAKING ACCOUNT OF THEIR WISHES AND NEEDS

Your NHS Wales Experience survey

Did you feel you understood what was happening in your care?



The person attending to me was very pleasant and caring. He explained everything in layman's terms, so I understood everything he was explaining to me.



Very friendly, efficient and considerate. Understood why I was there and reassured me each step and test they did. Dr was really good.



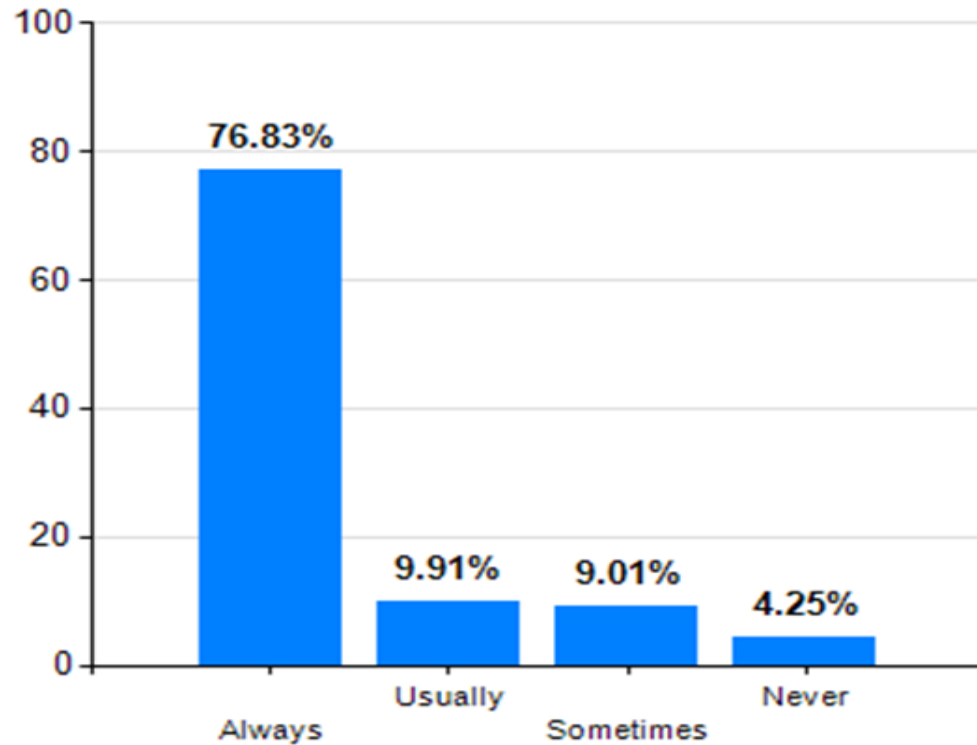
The ENT Consultant explained everything that was going on and made sure I understood everything.

There has been an increase to the last period where people feel they always understood what was happening with their care, 72.16% for the last period and 73.85% for this period. This is reflected in the feedback that has been provided.

[Please click here to listen to patient feedback](#)

Your NHS Wales Experience survey

Did you feel that you were listened to?



Having not been listened to regarding the excruciating pain in my leg the doctor listened, examined me thoroughly and made sure all parts of my leg was x-rayed. Explained what was wrong and prescribed painkillers to help me.



I found the service good because, even though we only met today, the team has already been super helpful; they were there to listen to my problems and have offered plenty of support.



If I was listened to first then I might of been understood. I had no idea what was happening and there was so much noise in the room.

There has been a improvement in this performance where 76.83% compared to 75.63% for the previous period.

[Click here to listen to patient feedback](#)

Patient story

This story is provided by a patient who wanted to share their experience of using the booking centre to make an appointment.

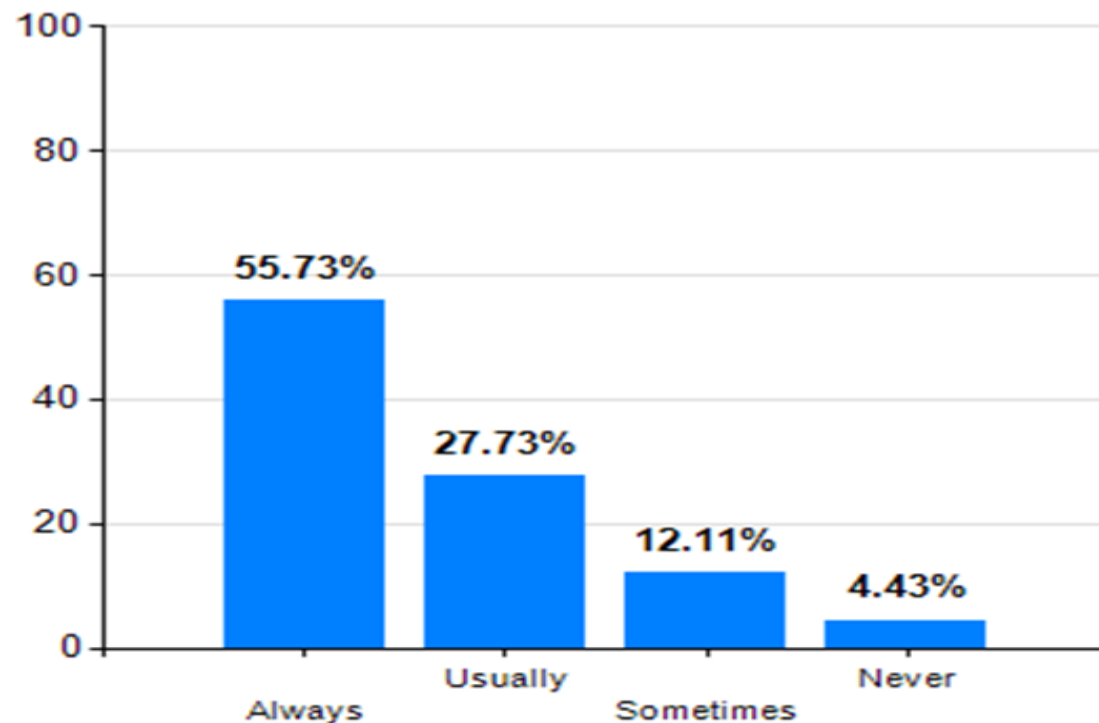
The stories and feedback have provided opportunities for reflection and learning for the team involved, a number of important improvements have been implemented as a result of the team listening to the patient's experience:

- The chaperone guidance is in a policy set out by the Health Board. The team concerned are aware that arrangements can and should be made for patients who require a chaperone that is known to them, in circumstances such as this. Patients will be made aware that they can bring someone with them to the appointment.
- The team are ensuring that Safeguarding Training is up to date for all the waiting list team. Further discussion is going to be had with our waiting list teams who work across sites so that we can be confident that in situations like this the correct advice and understanding is being given to patients on the initial call.
- [Click here to listen to the story](#)

Safe and Effective Care, in an appropriate & Clean Environment

Your NHS Wales Experience survey

▼ My care is provided in the most appropriate setting to meet my health needs?



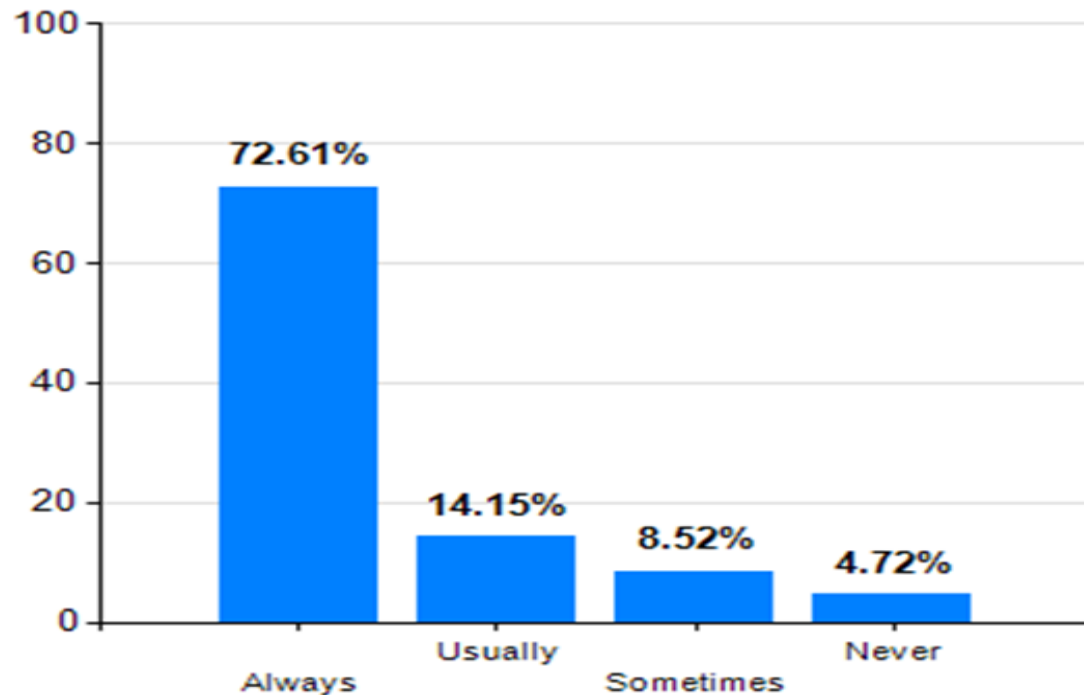
- ➡ Thoroughness of investigation and care. Empathy and approach of members of staff. Ease of access to a local facility in comparison to A&E
- ➡ There were patients being cared for in open areas or shared rooms with little privacy, wait times are astronomical and it's extremely difficult to access emergency care!
- ➡ Reception is next to everyone listening was a little embarrassing plus the cleaner was Hoovering which meant I even had to raise my voice as well but luckily you have private rooms to discuss after initial booking in.
- ➡ Better vending machines and much better heating in reception as waiting room was freezing

The performance for this period is in line with previous periods performance.

Safe and Effective Care, in an appropriate & Clean Environment

Your NHS Wales Experience survey

Did you feel well cared for?



72.61% of responders said they always felt well cared for compared to 72.01% for previous period. Sometimes feel safe response has seen a slight decrease compared to last period 14.15% compared to 14.25% for the last period.



Absolutely love staff they could see that i was suffering bad pain and therefore didn't keep me waiting long at all. They were very helpful and thorough in trying to find out exactly what was wrong with me. As far as I can see the staff are run off there feet and are doing their very best.



Just to have a doctor with some compassion, actually listen to the patients and maybe read their files before making them feel like an idiot. the fact that I couldn't walk properly and struggled being on my feet but still not offered any help in any way was also very upsetting.



I took my daughter to PACU as we have open access due to my daughter's disability. I felt as if I was completely ignored by the doctor. On the second visit there, the doctor refused to examine my daughter because "he seen her the night before". She was very lethargic, lost weight and dehydrated and he sent her home.

[Please click here to listen to patient feedback](#)

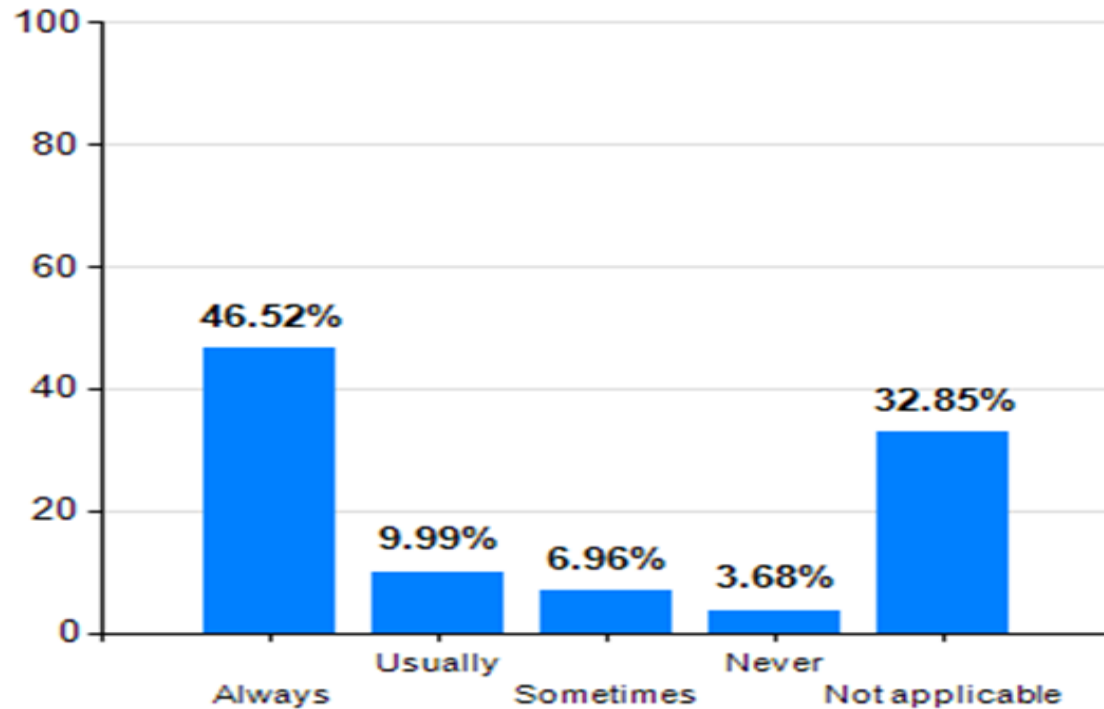
[Please click here to listen to patient feedback](#)

[Please click here to listen to patient feedback](#)

Safe and Effective Care, in an appropriate & Clean Environment

Your NHS Wales Experience survey

- ▼ If you asked for assistance, did you get it when you needed it?



32.82% of responders stated this question was not applicable compared to 33.42 % for the previous period. 46.52% of responses to always getting assistance has compared to 45.66% to the previous period.

I attended night time A&E and received good care. I'd have liked to have seen more regular monitoring of patients - I saw other patients waiting for assistance, having problems and other patients having to find help for them. It was also difficult being cared for by so many people. I understand team approach but it caused some confusion being dealt with by a number of medical staff. Certain tasks didn't seem to be handed between staff and get done, and were then picked up by others.

A&E was packed on my arrival with no where to sit, I vomited in the waiting room and other patients had to go and find staff to assist me, there were no blankets or sheets available when it got cold at night for us being treated in the waiting area. Peoples ideas and definitions of accident and emergency are broad and being sent by GP to be seen by a specialist team to wait in A&E is just clogging up the system often with breakdowns in communication.

Safe and Effective Care, in an appropriate & Clean Environment

Concerns

- ▼ 107 concerns received during December and January pertained to clinical assessment and treatment.
- ▼ 38 out of the 107 complaints have been investigated and responses provided. The remaining 69 are being investigated. Typically, clinical investigations can be complex and can take longer to investigate, sometimes spanning many services.
- ▼ 22 of these concerns were about incorrect/insufficient treatment with no single prominent service noted.
- ▼ 64 complaints were received about lack of treatment. Accident and Emergency received 10% of these, Trauma and Orthopaedics 9%, Community Services 6%, Surgery 6%, Urology 6%, Orthopaedics 4% Ophthalmology 4% and Gynaecology 4%. The rest were spread in small numbers across the Health Board's services.
- ▼ 6 concerns were received about a delay in diagnosis, or incorrect diagnosis.

SAFE AND EFFECTIVE CARE IN AN APPROPRIATE AND CLEAN ENVIRONMENT

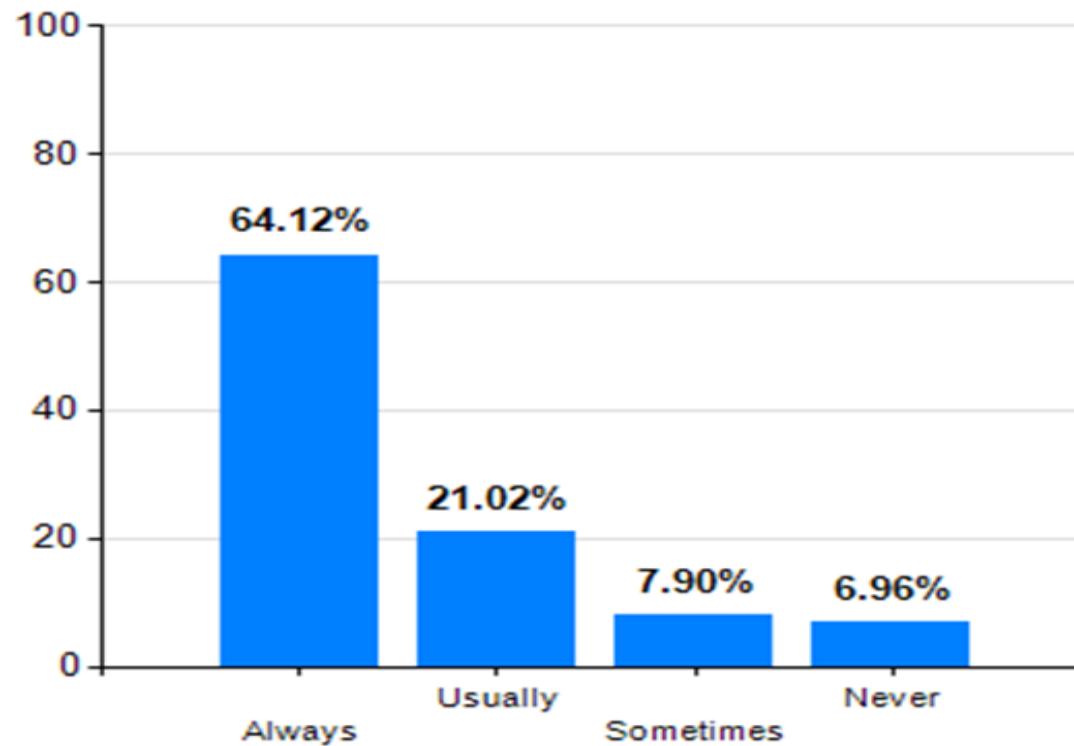
Lessons Learned

You Said	We Did
<p>My baby’s position was not correctly identified, and this resulted in facial bruising when forceps were incorrectly applied during the birthing process.</p>	<p>The Labour Ward Lead Obstetrician has facilitated additional training for staff around assisted births, as part of the Assisted Birth Workshops.</p> <p>Additional safety procedures around assisted births have been put in place to highlight the importance of accurately identifying a baby’s position prior to an assisted birth.</p>

People are encouraged to share their experiences of health care to help us improve

Your NHS Wales Experience survey

- ▼ I am supported and encouraged to share my experience of care, both good and bad to help improve things?



This performance shows 64.12% of responders are encouraged to share feedback compared to 66.84% in the previous period.

Overall patient feedback

Patient Type	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	94.0%	6.0%	5837	4191	1006	262	169	161	48
Community & Primary Care Patient	64.7%	35.3%	17	11	0	0	1	5	0
Day Case	98.3%	1.7%	298	262	29	2	4	1	0
Emergency Patient	90.9%	9.1%	1505	985	296	90	64	65	5
Inpatient	93.3%	6.7%	453	294	98	30	15	13	3
Maternity Inpatient	100.0%	0.0%	12	9	3	0	0	0	0
Maternity Outpatient	77.3%	22.7%	45	28	6	1	7	3	0
Mental Health Inpatient	66.7%	33.3%	6	3	1	0	1	1	0
Mental Health Outpatient	100.0%	0.0%	22	14	5	1	0	0	2
Outpatient	95.3%	4.7%	2855	2117	466	116	66	61	29
Paediatric Inpatient	91.7%	8.3%	24	17	5	0	1	1	0
Paediatric Outpatient	100.0%	0.0%	3	2	1	0	0	0	0
Unmapped	96.3%	3.7%	597	449	96	22	10	11	9

There has been a decrease of 2.8% for positive responses for this period with a total of 5837 responses compared to 6493 for the previous period. This reduction in responses corresponds with the cancellation of appointments due to Doctors strikes during this period. 4191 people responded with a very good rating compared to 4590 in the previous report. Community & Primary feedback responses rating has increased to 64.7 % positive rate compared to 56.7% for the previous period, they have however seen an decrease in responses 17 total responses compared to 31 for the previous period. Mental Health outpatient has seen an increase 0.07 % in positive feedback. Day case positive feedback has seen in decrease from 99.2% for the previous period to 98.3% for this period.

Glangwili General Hospital

Departments with less than 10 responses have been excluded from the table.

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	91.8%	8.2%	1710	1147	313	102	74	56	18
Aberglasney Suite	94.6%	5.4%	40	29	6	2	0	2	1
Accident and Emergency Department	84.6%	15.4%	365	205	76	32	23	28	1
Ambulatory Care Unit	93.7%	6.3%	19	8	7	3	0	1	0
Branwen Suite	100.0%	0.0%	64	53	9	1	0	0	1
Cardio-Respiratory Unit	94.4%	5.6%	113	85	16	4	5	1	2
Chemotherapy Unit	100.0%	0.0%	23	18	2	3	0	0	0
Childrens Centre	100.0%	0.0%	19	14	4	1	0	0	0
Cilgerran Ward	100.0%	0.0%	14	10	4	0	0	0	0
Day Surgery Unit	100.0%	0.0%	26	25	1	0	0	0	0
Derwen Ward	96.6%	9.4%	31	25	3	2	1	0	0
EEG/EMG Department	86.4%	13.6%	24	17	2	0	1	2	2
Endoscopy Department	100.0%	0.0%	29	26	3	0	0	0	0
Madog Suite	100.0%	0.0%	34	27	5	2	0	0	0
Medical Day Unit	100.0%	0.0%	10	8	1	1	0	0	0
Merlin Ward	95.5%	4.5%	23	14	7	1	1	0	0
Outpatient Department (Blue)	92.1%	7.9%	617	403	124	36	29	16	9
Paediatric Ambulatory Care Unit	81.0%	19.0%	23	14	3	2	3	1	0
Picton Ward	82.8%	17.2%	33	18	6	4	2	3	0
Same Day Emergency Care Unit	100.0%	0.0%	45	39	6	0	0	0	0
Surgical Assessment Unit	100.0%	0.0%	10	7	2	1	0	0	0
Tysul Ward	91.8%	8.2%	51	38	7	1	4	0	1

Prince Philip General Hospital

Departments with less than 10 responses have been excluded from the table.

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	96.0%	4.0%	1366	1053	208	43	22	31	9
Acute Medical Assessment Unit	94.1%	5.9%	36	23	9	2	0	2	0
Cardio Respiratory Department	97.4%	2.6%	80	64	10	1	1	1	3
Day Surgery Unit	100.0%	0.0%	35	31	4	0	0	0	0
Endoscopy Department	100.0%	0.0%	17	17	0	0	0	0	0
Minor Injuries Unit	93.3%	6.7%	284	195	56	13	10	8	2
Outpatient Department	96.3%	3.7%	721	567	105	21	9	17	2
Physiotherapy Department	100.0%	0.0%	37	32	3	2	0	0	0
Pre Op Assessment Clinic	98.0%	2.0%	51	44	5	0	0	1	1
Rheumatology Department	93.3%	6.7%	47	32	10	2	1	2	0
Same Day Emergency Care Unit	100.0%	0.0%	10	9	0	1	0	0	0
Ward 7	100.0%	0.0%	12	9	3	0	0	0	0

Withybush General Hospital

Departments with less than 10 responses have been excluded from the table.

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	92.9%	7.1%	1052	736	192	46	36	35	7
Accident and Emergency Department	88.2%	11.8%	336	197	80	20	17	20	2
Adult Clinical Decisions Unit	93.8%	6.2%	17	12	3	1	0	1	0
Cardio Respiratory Department	98.6%	1.4%	152	124	20	5	2	0	1
Day Surgery Unit	92.5%	7.5%	40	33	4	0	2	1	0
Endoscopy Department	85.7%	14.3%	14	12	0	0	2	0	0
Gynaecology Care Suite	73.9%	26.1%	24	15	2	1	4	2	0
Medical Day Unit	100.0%	0.0%	15	13	2	0	0	0	0
Outpatient Department (A)	96.6%	3.4%	250	180	44	14	5	3	4
Pembrokeshire Haematology and Oncology Day Unit	100.0%	0.0%	18	14	4	0	0	0	0
Physiotherapy Department	95.7%	4.3%	49	37	8	2	1	1	0
Rheumatology Department	88.9%	11.1%	10	6	2	1	0	1	0
Same Day Emergency Care Unit	98.2%	1.8%	57	50	6	0	0	1	0
Ward 4	92.9%	7.1%	16	8	5	2	0	1	0

Bronglais General Hospital

Departments with less than 10 responses have been excluded from the table.

Sub Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	95.9%	4.1%	691	518	113	31	14	13	2
Accident and Emergency Department	93.6%	6.4%	217	147	43	14	9	4	0
Cardio-Respiratory Department	95.6%	4.4%	46	37	6	1	1	1	0
Ceredig Ward	91.7%	8.3%	15	8	3	2	0	1	1
Clinical Decisions Unit (Green)	100.0%	0.0%	12	6	5	1	0	0	0
Day Surgery Unit	100.0%	0.0%	33	30	3	0	0	0	0
Endoscopy Department	100.0%	0.0%	24	22	1	1	0	0	0
Integrated Sexual Health Clinic	100.0%	0.0%	12	10	1	1	0	0	0
Outpatient Department	95.9%	4.1%	251	195	38	7	3	7	1
Rhiannon Ward	100.0%	0.0%	18	10	6	2	0	0	0

Community Hospitals

Main Location	% Positive	% Negative	Total Responses	Very good	Good	Neither good nor poor	Poor	Very poor	Don't Know
Total	94.8%	5.2%	340	239	68	16	8	9	0
Aberaeron Intergrated Care Centre	89.7%	10.3%	40	22	13	1	1	3	0
Amman Valley Hospital	95.5%	4.5%	25	12	9	3	1	0	0
Cardigan Integrated Care Centre	94.9%	5.1%	183	139	28	7	5	4	0
Fishguard Health Centre	0.0%	100.0%	1	0	0	0	0	1	0
Llandovery Hospital	85.7%	14.3%	7	4	2	0	0	1	0
South Pembrokeshire Hospital	97.4%	2.6%	41	28	10	2	1	0	0
Tenby Cottage Hospital	100.0%	0.0%	43	34	6	3	0	0	0

Mental Health Service Feedback

This Word Cloud has been created by using feedback from the Mental Health Service.



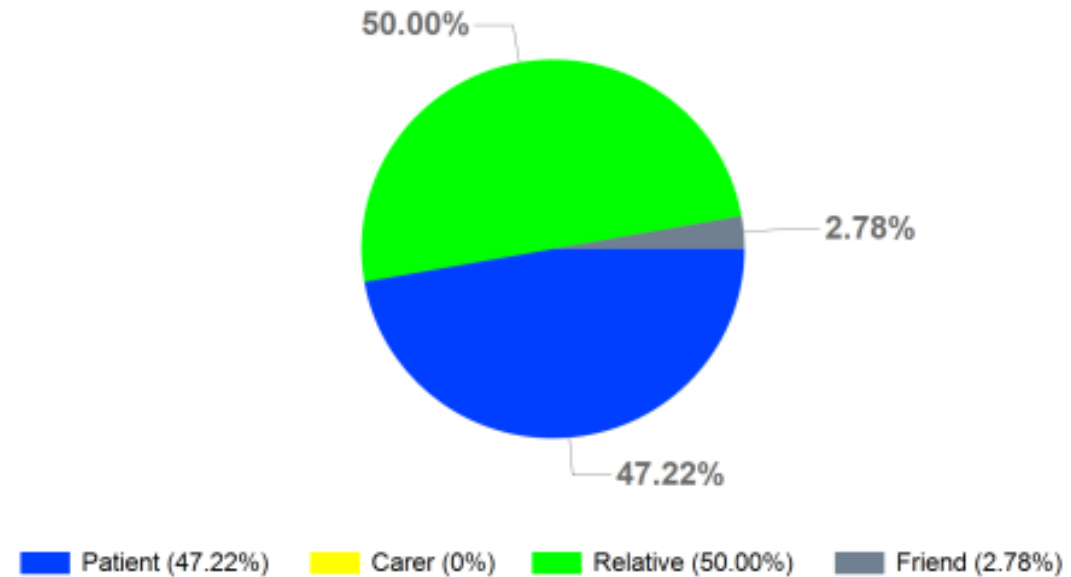
Memory Assessment Service

The memory assessment service is a primary care diagnostic pathway hosted by the older adult mental health service for people of any age with a suspected dementia. The service offers:

- timely and sensitive diagnosis for people with dementia
- tailored information and education
- psychological and medical treatment dependant on need
- a plan of care and post diagnostic support before return to the care of a GP

The Patient Experience Team has been working with the service over the last six months to help develop a survey for the team in order for them to gain feedback to improve their service.

The team welcome feedback from patients, carers, relatives and friends who support patients who have memory loss. Of the 36 responses received for this period 50% responses were received a patients relative for this period.



Memory Assessment Service

Below are some of the comments that the team have received for this period.

Excellent my mother was dreading this appointment fear and anxiety. The team made her and I feel totally informed and relaxed, My mother was glad she had been referred to the memory clinic and is telling friends of hers, very positive and worthwhile experience. Many of whom have already shown interest having not heard of this service referral scheme previously.

In spite of getting problems with my memory loss I have been treated with the upmost respect and knowing you are always there to help.

Team were very polite, helpful, informative, she treated the patient in a caring and respectful manner. At no time did I feel that my husband was treated with condensation. She also advised me of other services that may be of service to us both.

I was listened to, and was able to fill in the gaps where my mother was unable to. The lady was thorough, had empathy also humour which is always needed, I was offered support.

There was no rushing, plenty of time to ask questions to answer

Memory Assessment Service

The Memory Assessment Lead Gemma Emile reviews her service feedback and said that “ the Feedback is really positive, validating exercise for staff”

You Said	We Did
<p>The location due to the parking difficulties on site that is very busy, otherwise all excellent Diolch yn fawr.</p>	<p>The team are developing their information leaflet which will also include directions to their service.</p>
<p>It would be better to have the assessment at home for more relaxed patience, the assessor would better be able to see the assessment of the patient and would be able to advise on possible improvements.</p>	<p>The team offer assessments at home and in a clinical environment. The team are looking to capture a story of a Memory Assessment Nurse experience of home assessments and scheduled appointments</p>

Paediatric Surveys



The voice of children and young people are a vital part of improving our patient experience work.

During the months of December to January, the overall number for the paediatric questionnaires has increased by 51 responses to a total of 82 responses.

This breaks down to 74 responses for the Parents & Cares questionnaire, 2 responses for the 12-16 questionnaire, and 6 responses for the 4-11 questionnaire.

The team will be linking in with play specialists to encourage 12-16 year olds to provide feedback of their experience.

The team has been working with the community Paediatric team to support them with a bespoke survey and we hope to share information with you in the next report.

Paediatric Surveys



Here are some of the comments about the paediatric wards across the Hywel Dda University Health Board:

All staff were very friendly, patient, helpful and informative. We felt safe and well cared for.
- 4-11 Questionnaire

It would be good to have staff available at reception if you have any problems.
- 11 years and older.

It may be useful to be able to access or purchase food and drink as my little one was hungry but I couldn't leave to purchase food.
- Parents & Carers Questionnaire

There has been time where there been no room for me so I have had to sleep in the waiting area.
- 11 years and older

I went to an appointment and I'm not always told on what's going on.
- 11 years and older.

Paediatric Surveys



Here are some of the comments about the paediatric wards across the Hywel Dda University Health Board:

It was disappointing to see that the parent kitchen had been removed, with the pressure of the nhs, I don't feel that nurses are utilised if they are making drinks for parents on a regular basis. A nurse has a job to do and as a parent I am more than happy to make my own drink. a nurse should be valued in their profession or treating a patient! Being tan or their feet mistakes are being made for example my child was given the wrong wrist band, I felt the nurse was being pulled from one thing to another.

- Parents & Carers Questionnaire

We were impressed by the nursing staff and their attentiveness! We are very grateful for the care, thank you.

- Parents & Carers Questionnaire

Popeth yn wych - cawsom gynnig rhybeth i wneud wrth Rachel a rhwbeth I fwyta/yfed Staff cyfeillgar ac upbeat ac yn rhoi Gwen ar wyneb y plentyn syn dost Everything is great, we were offered something to do by Rachel and something to eat and drink Friendly and upbeat staff and put a smile on the face of a sad child.

- Parent & Carers Questionnaire

Feel Good Friday

The team have been visiting services to provide teams with certificates of appreciation. Teams continue to provide feedback on how great it feels to receive this recognition and look forward to seeing this recognition every Friday on the staff information email.

FRIDAY • JANUARY 5TH • 2024

FEEL GOOD FRIDAY

The Patient Experience Team

The Patient Experience Team work across the whole Health Board and each week we are inundated with supportive comments from our patients, families, and their carers about the care they have received from the staff of Hywel Dda University Health Board. These comments are collated from various sources including The Big Thank You, The Friends and Family Test, our compliments system and the NHS Wales Experience Survey. We will be sharing a selection of these wonderful comments with you every Friday.

THE BIG THANK YOU OPHTHALMOLOGY SERVICE - HEALTH BOARD WIDE



Patient Experience Team
 Tim Proffiad Y Claf
 
 Bwrdd Iechyd Prifysgol
 Hywel Dda
 University Health Board

FRIDAY DECEMBER 8TH • 2023

FEEL GOOD FRIDAY

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THE BIG THANK YOU BREAST CANCER CLINIC BRONLAIS HOSPITAL



Patient Experience Team
 Tim Proffiad Y Claf

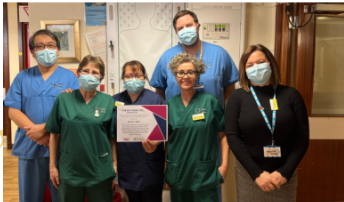
FRIDAY DECEMBER 29TH • 2023

FEEL GOOD FRIDAY

The Patient Experience Team

The Patient Experience Team work across the whole Health Board and each week we are inundated with supportive comments from our patients, families, and their carers about the care they have received from the staff of Hywel Dda University Health Board. These comments are collated from various sources including The Big Thank You, The Friends and Family Test, our Compliments System and the NHS Wales Experience Survey. We will be sharing a selection of these wonderful comments with you every Friday.

BEST BITS FROM 2023




 Bwrdd Iechyd Prifysgol
 Hywel Dda
 University Health Board

Patient Experience Team
 Tim Proffiad Y Claf

Improving Experience - In Summary

We continue to receive many positive stories and comments about the services provided by our caring and compassionate staff. We are continually sharing and celebrating these achievements across the organisation.

A significant number of patients take the time to provide feedback, people shared their experience during this period, which is appreciated. 94% were happy with their experience.

Feedback captured in real time via surveys is collected from patients who are staying in our hospitals; or from patients who access the survey following their attendance. 94% reported that their experience has been positive compared to previous surveys, which average 92 %.

- **Prince Philip General Hospital** received 1366 feedback responses with 92.3% providing a positive score compared to 94.9% for the previous period. All services received a score of over 80% or above. Day Surgery, endoscopy and ward 7 all receiving 100%.
- **Glangwili General Hospital** received 1710 feedback responses with 85.4% providing a positive score, compared to 93.0% for the previous period. All services received over 77.0% with the exception of Picton Ward and Paediatric Ambulatory Care which scored 72.2% and 73.9%. Cilgerran ward, Day Surgery Unit and the Same Day Emergency Care Unit all receiving a 100% positive rating.
- **Withybush General Hospital** received 1052 feedback responses with a 88.2% positive rating, compared to 92.3 % for the previous period. All services scored 81.0% or above, with the exception Gynaecology Suite which achieved 70.8%. Both Medical Day and the Haematology/Oncology unit received a 100% experience score.
- **Bronglais General Hospital** received 691 feedback responses, with a 91.3% a positive score compared to 93.6% for the previous period. All services received a score of 88.0% or above, with Day Surgery receiving a 100% positive score.
- 340 people responded about their experience of attending our **community hospitals** compared to 347 for the previous. 96.6% felt positively about their experience. All received over 88.0% positive rating, with Llandovery and Fishguard Centre achieving 100%.

Arts and Health at Hywel Dda

Funding News: We have secured another £50,000 over 2 years from continued capacity building funding from the Arts Council of Wales

Arts Boost 3 is Open for Referrals



Connect through Creativity

Improving Mental Health for Children and Young People in mid and West Wales.

A referral film created by animator Gemma Green-Hope with thanks to young ambassadors from community arts organisation People Speak Up who helped co-create and make the audio

Find out more here:



Arts and Health for our in patients with dementia:

"Ann was just full of praise about (the musicians) Sioned and Rachel and that our service is really benefitting the patients and their wellbeing. She said Sioned was absolutely wonderful at connecting with the patients and that both are brilliant with running the session"

Thank you /Diolch!

We have been delighted to announce the approval of our Arts and Health Charter and look forward to publishing it in May 2024



Live music and arts continue to take place across the health board for our staff and patients. Here is harpist Delyth Jenkins playing in Glangwili Intensive care.

Arts and Health is on the internet

We are absolutely delighted to announce that we now have an Arts and Health page on the Hywel Dda website with huge thanks to the Digital Communications Team. Please visit by finding out more here:

<https://hduhb.nhs.wales/arts-and-health/>

<https://biphdd.gig.cymru/celfyddydau-ac-iechyd>



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

A Charter for Improving People and Community Experience (your healthcare, your expectations, our pledge)



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* Hywel Dda University Health Board provides NHS care and treatment to the populations of Ceredigion, Carmarthenshire and Pembrokeshire.

* 'NHS care and treatment' refers to any services provided or commissioned (arranged) by Hywel Dda University Health Board and its staff including hospitals, community services, mental health, learning disability services. This also includes GPs, dentists, opticians and pharmacists (primary care services).

When we say 'people' and 'communities' we mean:

- Patients who use healthcare services;
- Their parents, carers and family members;
- Their nominated advocates (people who support you to be heard or speak on your behalf); and
- People who may need to use healthcare services in the future.

Introduction

This Charter tells you what you can expect when you use our services and receive care. We want your experience of using our services to be positive every time. In our plan for improving health services (A Healthier Mid and West Wales Strategy) we set out our aim for all in our communities to live healthy and joyful lives and we promise to provide safe services, which are easy to use: hduhb.nhs.wales/healthier-mid-and-west-wales The Charter aligns to our Health Board mission and our six strategic objectives:



The most important way we can make this happen is to involve people and our communities. We know that a good experience – being listened to, respected, understood, and fully involved in your health care – brings improvements in health and well-being. Individuals have already told us about the many examples of excellent care from our staff, but this is not the case for everyone, every time. By listening to what you say about what it feels like to receive a service, and understanding your point of view, we can make improvements to your care and treatment.

We know some people feel worried about reporting a bad experience and may be concerned about this having an impact on their treatment or care. We welcome any feedback and we encourage you to share it with us so that we can put things right.

We have provided more information about the promises to explain what you can expect from our staff and services. We have also suggested how you can help us meet your individual needs and provide better care.

We have developed this Charter with help from our patients, people, communities and staff. They told us about what matters to them when receiving health care and what would create a good experience, all of the time. This has helped us to make a number of promises that we call **‘always experiences’** – those parts of the care you receive that should always happen.

We Will Always:

Treat you with dignity, respect and kindness.

Communicate with you in a way which meets your individual, language and communication needs.

Keep you informed and involved in decisions about your health and care services, and take into account your wishes and needs.

Provide safe and effective care, in the most appropriate and clean environment.

Ensure that your information is kept secure and confidential.

Support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things.

We will always treat you with dignity, respect and kindness



What does this mean for me?

- Our staff will introduce themselves, wear identification badges, and greet you in a warm, friendly and kind manner.
- We will be open and honest in all of our communications.
- We will listen to you and consider your needs and wishes and act on them so you receive the right care for your individual needs.
- We will treat you fairly and equally, regardless of age, disability, sex, sexual orientation, gender identity/gender expression, marriage or civil partnership, pregnancy and maternity, race, religion or belief (including no belief).
- We will respect your right to privacy.

#hello
my name is...

Ways you can help us

- Tell staff about your preferences, needs and wishes so that we can act on them and make a note on your care record.
- Treat our staff with dignity and respect. Aggression or violence including written abuse or threats towards our staff, other patients or their families/carers/friends, may result in you being refused access to our services.
- Treat staff, other patients and their family and friends equally and fairly, regardless of race, age, disability, sex, gender identity/gender expression, sexual orientation, pregnancy/maternity, religion or belief.
- Respect the privacy of other patients.

We will always communicate with you in a way that meets your individual, language and communication needs

What does this mean for me?

- Our staff will communicate in the way you prefer or need.
- Once we are aware of your communication and language needs, we will put in place appropriate support and make a record of your preferences.
- We will give you the opportunity to request support in advance of your appointment, including from family members, carers or advocates (someone who can support you with speaking up or will speak up on your behalf).
- If you have specific needs, such as dementia, deafness, sight loss, learning disabilities or a brain injury your communication needs will be agreed with you and support arranged.
- We will give you written information to meet your individual needs at the right time.
- You will receive the same standard of service, regardless of your language or communication needs.



Ways you can help us

- Let us know before your appointment if you need an interpreter or other communication support, as we can arrange this for you.
- If you do not understand what you are being told, please tell our staff and ask for the information to be explained further or provided in a way that you can understand. If you do not understand the written information you have been given, please tell us so that it can be provided in a format that meets your needs.
- Let us know if you need us to arrange for an independent advocate to attend your appointment or be present to help you communicate your views.



We will always keep you informed and involved in decisions about your health and care services, and take into account your wishes and needs

Wellness Way

What does this mean for me?

- We will give you clear and open communication about your care and treatment at the right time.
- If you have to wait to go to hospital or to use services for your treatment, we will tell you how long you are likely to have to wait.
- We will not make decisions about your care and treatment without involving you.
- We will tell you what the proposed care and treatment will involve, including risks and benefits, and we will tell you what may happen if you do not have the treatment.
- We will support you to take part in discussions and decisions about your health and treatment, and give you the information you need to help you make decisions about the care and treatment that is available.
- We will encourage you to ask questions about the plan of care and treatment. You can ask for a second opinion at any time before you make a decision.
- If you are unable to make a decision for yourself, staff who make decisions on your behalf will consider what is in your best interests. They will take account of:
 - The best clinical option
 - What you have said in the past about how you want to be treated. This may be in the form of a document such as an Advance Directive or a letter of wishes (a written statement about medical treatment should the person be unable to communicate them to a doctor).
 - The views of others such as a parent, guardian, or other person who has responsibility for you if you are a child
 - The views of anyone who has legal authority to make a decision on your behalf.

- You do not have to accept the treatment, examination or test offered to you.
- We will tell you the names of the staff responsible for your care and how to contact them if you need to.
- We will tell you about support that is available from within the NHS or other relevant services in the community which may be provided by the voluntary sector or other organisations.

Ways you can help us

- Be open and honest with us in your communications so that together we can make the right decisions to meet your needs.
- Take part in discussions and decisions about your care and treatment.
- Tell us if you need more time to consider the options, or need more information to help you decide.
- Tell a member of staff if you do not understand the information we give you.
- Let us know if you require support from family members, carers or advocates to help you make decisions about your health care.
- Tell us about any changes in your health so we have all the information needed to make decisions about your care and treatment.
- Tell us, along with your GP, dentist, optician or any clinic you attend, about any changes to your address, landline phone number/mobile phone number or e-mail so that we can easily contact you about your treatment or appointments.



We will always provide safe and effective care, in the most appropriate and clean environment

What does this mean for me?

- Staff providing your care will be qualified and skilled with the appropriate level of experience.
- Any person treating you will act with due care.
- We will provide your care as safely as possible.
- Care will be provided in the most appropriate setting, as close to your home as possible.
- The health care premises you attend will meet good standards of hygiene and infection control.
- Staff will always wash their hands before they examine you.



Ways you can help us

- Take personal responsibility for your own health – you can access information and support from the 'NHS Wales app' [Login screen \(nhs.wales\)](https://nhs.uk/login-screen); your GP, Pharmacist or any member of staff involved in your care will be happy to help you manage your condition and support you to stay as healthy as possible.
- Attend any health appointment or health related courses that we offer you.
- Tell us as soon as you can if you are no longer able to attend an appointment, or if you will not be available for any home visit.
- Arrive on time for your appointment.
- Follow any advice you are given on treatment and medication, and finish any agreed course of treatment.
- Tell staff if you are allergic to any medicines or if you have experienced any side effects after taking any type of medicine.
- Always wash your hands before entering a hospital ward, or after using the toilet. Please also use the hand gel provided.
- Please avoid visiting a patient in hospital or in a care home if you are feeling unwell or have any Covid type symptoms. You should wait 48 hours after vomiting or diarrhoea has stopped before visiting.

We will always keep your information secure and confidential

What does this mean for me?

- We will keep your personal health related information secure and only share it with staff involved in your care where this is necessary.
- Your confidential information will not be discussed by staff or shared with other organisations without your permission. In some circumstances, permission will not be required, for example if there is a legal requirement for staff to share information in your best interests.
- Sometimes we will use information to help us improve our services and patient safety, but any personal/identifiable information will be removed.
- You can access your own health records, via the NHS Wales app [Login screen \(nhs.wales\)](#) contacting your GP or hospital medical records department Access.HealthRecords.HDD@wales.nhs.uk

Ways you can help us

- Tell us if you change your name, address, landline phone number/mobile phone number or e-mail address.
- Advise us if any information in your health records is wrong.
- Protect the privacy of any personal health information which you hold, for example any letters sent to you or copies of any records.



We will always support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things

What does this mean for me?

- We will ask you to tell us about your experience as we want to know when things have gone well or if you have had a poor experience. Details of how you can provide feedback can be found here: <https://hduhb.nhs.wales/find/feedback>
- You can provide feedback about any hospital, community service, GP practice, pharmacist, dentist or optician. This will also include any service that has been arranged by our Health Board, for example if you need to attend another hospital outside of the Health Board area for specialist treatment.
- We may text or phone you, or send you a survey questionnaire, asking for your feedback on the service you have received, to help us improve experiences and the quality of your service.
- You can ask for an independent advocate to help you give your views or help you to raise a complaint. Details of advocacy services can be found here: [Advocacy](#)

Ways you can help us

- Give us your feedback – we welcome positive or negative feedback – about the care and treatment you have received or about the NHS generally.
- If you have feedback, you can:
 - Speak to a member of staff or the Patient Support Team
 - Raise a formal complaint
 - Send us a compliment about a member of staff or service via 'The Big Thank You' ['Big Thank You' online form here](#)
 - Use feedback on our website <https://hduhb.nhs.wales/find/feedback>
 - Take part in the surveys either provided to you when you are in hospital or attending appointments.
 - If you do not wish to receive these messages, please tell us and we will ensure you do not receive them in future.





We have several ways to check that this Charter is making a positive difference to people and community experiences.

One of the most important ways we will do this is by listening to your feedback about your experience of our services. We receive feedback in a number of ways: survey responses, compliments and complaints, through our Patient Support Service, ward areas, appointment discussions, and stories from patients, their loved ones and from staff.

We already collect a lot of information to help us improve the quality of our services. We will regularly measure the 'always experiences' to see how well we are doing and report these to continually seek improvements where needed.

This information will be gathered and used by individual services but also reviewed by our Board Members. This information will help the Board Members to recognise and share good practice and identify areas for improvement.

We will share our progress with you on our website, through our Public Board and displaying information on our improvements throughout our hospital and community areas on our notice boards.

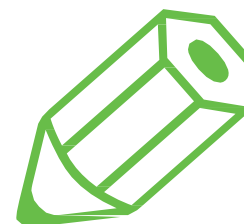
How you can get involved or seek support

You can join our involvement and engagement scheme - Siarad Iechyd/Talking Health by:

Visiting: www.talkinghealth.wales.nhs.uk

Writing to: FREEPOST Hywel Dda Health Board

E mail: Hyweldda.Engagement@wales.nhs.uk



You can contact the Patient Support Team by:

Calling: 0300 0200 159

E mailing: hdhb.patientsupportservices@wales.nhs.uk

Writing to: FREEPOST FEEDBACK@HYWELDDA

Visiting: <https://hduhb.nhs.wales/find/feedback>

You can contact the Waiting List Support Service (WLSS):

If you are a patient on a waiting list for treatment, or know someone who needs support whilst they wait, the waiting list support service can help. We:

- Offer a single point of contact and will provide support and advice on managing your health and keeping healthy
- Will discuss what matters to you and signpost referrals to other health care of community based services
- Will review your situation while you are on the waiting list, to see if there is any additional support that could help improve your quality of life and independence and support you to take control over your condition whilst waiting
- Can provide reassurance and advice on what you can do if your symptoms deteriorate.

You can contact the WLSS in a variety of ways (by telephone or email), our office is open Monday to Friday from 9am to 5pm (excludes bank holidays). Outside of these hours, please leave a message and a member of the team will call you back during office hours.

Telephone: 0300 303 8322 and choose option 3 Email: ask.hdd@wales.nhs.uk

Visit: hduhb.nhs.wales/healthcare/services-and-teams/waiting-list-support-service-wlss/

