

HYWEL DDA COMMUNITY HEALTH COUNCIL



**Your local “NHS Watchdog”
providing patients with a voice in
Carmarthenshire, Ceredigion and Pembrokeshire.**

What do we do for you?

- Consider health issues from the public’s viewpoint
- Visit local services to hear from patients and those who care for and about them about their experiences
- Look at local and national NHS plans and proposals to make sure they meet the needs of local communities
- Meet regularly with NHS managers
- Speak to people in their communities about their views and experiences of NHS services
- Provide a free, confidential and independent complaints advocacy service for people who want support to raise a concern

Has your child needed to go to hospital during the pandemic?

We are interested in everyone's health care and we want to find out what it is like when your child goes into hospital. When we use the word child, we are talking about anyone under the age of 18. If your child has been admitted to hospital, gone to an outpatients appointment, been to A&E or some other place in hospital, we would like to know what that was like.



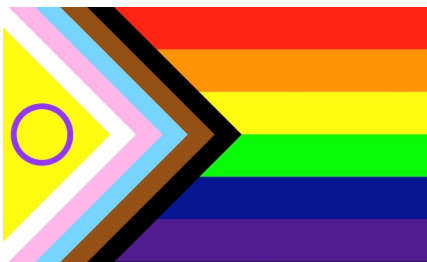
We are keen to hear about children who are attending hospital over the autumn and winter months, from October 2021 to March 2022. We want to know what it was like? What was good? What was bad? What could have made the experience better?

You may have to take your child to hospital more than once during these autumn/winter months, so please complete our survey as many times as you wish. If your child wants to give their own opinions and views we also have a survey form that your child can fill in, please contact us so we can send you a form.

Our surveys will be released very soon and you will be able to fill them out in a variety of ways that suits you best. We will advertise online through our social media pages, on our website or if you prefer you can use the QR code or complete one of our hard copies. Please follow us or add to your favourites to keep updated and be able to tell us about your NHS experience.

Would you like to talk to us? We are listening to what you have to say.

Would you like us to “pop in” to one of your meetings, hobby groups or get together for just 10 minutes to introduce ourselves and tell you about the work that we do and why we are so interested in finding out about **YOUR** experiences with NHS services and care.



We represent **ALL** patients living
in Carmarthenshire, Ceredigion
and Pembrokeshire.

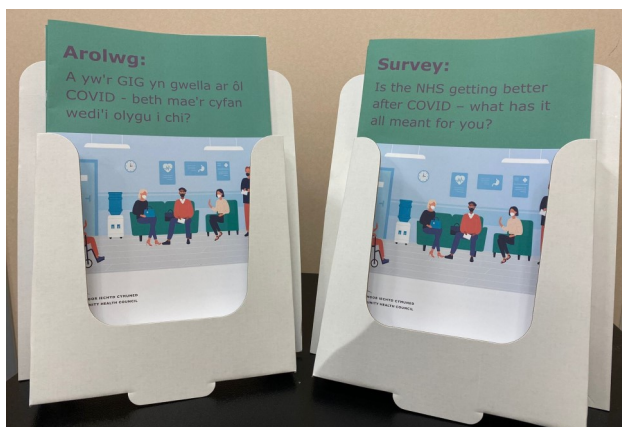
Please help us to help you.

Get in touch today.

**Please check out our live surveys and tell us what
you think and how you feel about NHS services.**

www.hywelddachc.wales

**Would you prefer to receive hard copies
of our surveys or newsletters?**



Please let us know if you
would like to receive a supply
of surveys or newsletters and
we will arrange to send out or
deliver to you.

We are here to listen to YOU!

Do you need support in making a complaint or raising a concern about any aspect of NHS care or treatment you have received?

Our Advocacy Complaints Service may be able to help. Please contact a member of the team on:

Telephone: 01646 697610

Email: Complaints.Advocacy2@waleschc.org.uk

If you don't wish to make a complaint you can still update us on any aspect of your care or treatment anonymously or share your patient story with us.



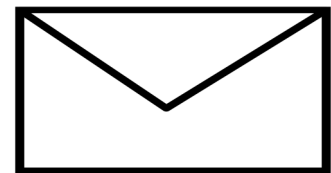
Email us:

hyweldda@waleschc.org.uk



Telephone us:

01646 697610



Write to us:

Suite 5, 1st Floor,
Ty Myrddin,
Carmarthen,
SA31 1LP

Why not join us at our local meetings to find out what is happening in your area.

Contact us for a TEAMS invite to join.

Carmarthen Local Committee

30 November 2021

Ceredigion Local Committee

27 January 2022

Pembrokeshire Local Committee

24 November 2021



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