

Annual Report

North Wales
Community Health Council

2018/2019



Annual Report

North Wales Community Health Council

2018 - 2019

Office contact details

Post: Unit 11 Chestnut Court, Ffordd Y Parc, Parc
Menai, Bangor, LL57 4FH
Units 1B and 1D Wilkinson Business Park,
Clywedog Road South, Wrexham, LL13 9AE

Telephone: Bangor 01248 679284
Wrexham 01978 356178

E-mail: admin@waleschc.org.uk

Website: www.communityhealthcouncils.org.uk

Social Media:  NorthWalesCHC  @NWCHC  NWCHC

Accessible formats

If you would like this publication in an alternative format and/or language, please contact us. You can download it from our website or order a copy by contacting our office (contact details above).

Page 4 **Message from our Chair**

Page 5 **Our year at a glance**

Page 8 **About us**

Page 10 **Membership**

Page 12 **Our national standards**

Page 13 **About our communities**

Page 14 **Continuous engagement**

Page 15 **Have we made a difference:
working locally**

Page 19 **Have we made a difference:
responding to local issues**

Page 22 **Have we made a difference:
working nationally**

Page 25 **Advocacy and enquiries**

Page 29 **Working with others**

Page 31 **Our plans for next year**

Page 32 **We are listening to you**

Page 33 **Appendices**

Appendix 1 – Financial statement

**Appendix 2 – Executive Committee Members
declarations of interest**

Appendix 3 – Members of the North Wales CHC 2018/19

Appendix 4 – External representation 2018/19

Appendix 5 – NWCHC staff and contact details

Appendix 6 – PPE Activity

Message from our Chair

In a year when Community Health Councils (CHCs) have faced an uncertain future, our members and staff have worked tirelessly to ensure that the public and patients continue to have a powerful voice in how healthcare services are delivered locally in North Wales as well as nationally across Wales.

Our members have attended many local events and also spoken to patients and carers at the point where health care services are being delivered.

We have used social media to provide significantly wider access for people to give their views. Our advocacy service has helped people navigate the complex complaints procedure when things go wrong.

It is this broad range of engagement that informs what we say to the Betsi Cadwaladr University Health Board, Healthcare Inspectorate Wales and Welsh Government.

The following pages of this Annual Report describe the wide range of activities that have been undertaken and the difference that this work has made.

In a number of cases that difference has been quite profound for those people we have been able to help.

Finally, I would like to thank all those whose work has contributed to this report which clearly demonstrates the value that North Wales Community Health Council (NWCHC) delivers for the public and patients we serve.



**Mark Thornton,
Chair of North Wales CHC**

Our year at a glance

Patient Experience and Engagement

We gathered people's views and experiences on the things that local people told us mattered most.

We used what people told us to inform improvements in areas such as GP access, discharge and mental health services.

We were directly in touch with in excess of 85,000 people about their NHS care. During 2018-2019 we attended approximately 75 varied and wide-ranging 'events'. Our presence at such events ensured that the NWCHC was able to engage with patients across the North Wales community.

We spoke to people in small community groups such as Town and Community Councils, Community Agents and Rotary Clubs. We heard of patient experiences at Local Authority Scrutiny Committees, County Voluntary Council networks and Pensioner Groups.

We took part in regional events which attracted people from further afield such as the Anglesey Show and National Armed Forces Day and at national and international events like the National Eisteddfod, the Royal Welsh Show and the Llangollen International Eisteddfod.

Our members visited all of the main hospitals in North Wales, as well as all community hospitals, Emergency Departments and Mental Health Units. Over 300 visits have been undertaken to sites during the period, so that the NWCHC could hear from people, whilst care was being delivered.

As part of this exercise, the NWCHC surveyed issues such as food and nutrition, cleanliness, dignity and care and the environment. NWCHC members also spoke to patients, their relatives and carers about all aspects of their experiences of health care.

NWCHC visits continue to produce largely positive findings. Members have observed a lot of good quality care being delivered in excellent, clean facilities.

Our Public and Patient Engagement Activity Report for the year (Appendix 6) provides a detailed breakdown of all that we have undertaken during the period in this respect.



Service Changes

There were a number of service change developments which affect NHS services for North Wales residents. The following demonstrates some of the services areas where we were involved:-

- Meddyg Care GP Practice, Porthmadog
- Alyn Family Doctors (with sites at Rossett, Gresford and Llay – Wrexham)
- Gyffin Surgery, Conwy
- Cambria Health Centre, Holyhead
- St Marks Dee View Surgery, Connah’s Quay
- Longford House GP practice, Holyhead
- NHS Future Fit on the future of hospital services provided at the Royal Shrewsbury Hospital and Princess Royal Hospital Telford
- Hywel Dda University Health Board Consultation ‘Our Big NHS Change’
- Dyfi Valley Health application to close its branch surgery in Cemmaes Road
- Eifionnydd District Nursing Service
- Meirionnydd District Nursing Service
- Beuno Ward, Llandudno Hospital
- Colwyn Bay Hospital
- Psychiatric Intensive Care Unit North Wales
- Denbigh Community Hospital
- Ruthin Community Hospital
- Royal Alexander Hospital, Rhyl
- Rheumatology Services
- Urology Services (including catheter services)
- Vascular Services
- Stroke Services
- Orthopaedic Services
- Wrexham Maelor Day Case Theatres
- Flint Dental Clinic
- Emergency Department, Ysbyty Gwynedd
- Redevelopment of Ysbyty Glan Clwyd
- Redevelopment of Bryn Beryl Hospital

- BCUHB Seasonal Planning
- Re-provision of Mount Street Clinic, Ruthin
- Development of Strategic Outline Case for Ablett Unit
- North Denbighshire Development
- Ysbyty Penrhos Stanley Development
- Penley Hospital
- Wylfa Newydd
- Tywyn Minor Injury Unit
- Health Services for Trans Gender People
- Betsi Cadwaladr University Health Board (BCUHB) Dementia Strategy
- Cancer Services
- Breast Services
- Countess of Chester Foundation Trust Cardiology, Dermatology and Rheumatology Pressures
- Wrexham Maelor Hospital Redevelopment Programme
- PET-CT Scanning and Nuclear Medicine.



Advocacy

Our advocacy service:

- Gave **advice and information to 746 people** signposting to others or supporting people to resolve issues informally
- Opened **438 new cases** to support people raise concerns through the NHS concerns process
- Closed **399 cases** once the concern had been resolved or the process finished
- Supported **23 people** to take their concern to the Ombudsman

About us

Our vision

People in the North Wales area know that they can share their views of the NHS easily and recognise that doing so can have a real influence on the shape of healthcare services.

People understand and value the role played by CHCs in supporting them to be heard and in representing the collective interests of patients and the public.

What we do



Independent watchdog of NHS services

NWCHC is the independent watchdog of NHS services in, Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn. We encourage and support people to have a voice in the design and delivery of NHS services.



Provide an important link

NWCHC seeks to work with the NHS and inspection and regulatory bodies. We provide an important link between those who plan and deliver NHS service, those who inspect and regulate it, and those who use it.



Engage with the public

NWCHC hears from the public in many different ways. We visit NHS services to talk to patients and carers. We talk to people at events, and through community groups.



Our advocacy service helps people

We use surveys, apps and social media. Our advocacy service helps people who want to raise a concern about NHS care or treatment.

Our four main functions can be described as:

1. Systematically visiting and scrutinising local health services.

2. Continuously engaging with the communities we represent and the health service providers serving those communities.

3. Representing the interests of patients and the public in the planning and agreement of NHS service developments and changes.

4. Enabling users of the NHS to raise concerns about the services they receive through an independent Complaints Advocacy Service.

Membership

Our volunteer membership

NWCHC is made up of 72 members

- 36 appointed through a public appointments process

- 18 nominated by the 3rd sector

- 18 nominated by local authorities

Our members are all local people who give their time for free. We also have co-opted members who we recruit directly from local communities. If you are interested in becoming a member, contact us by using the details on page 2.

Our governance

The way in which we organise ourselves to carry out our activities is set out in regulations passed by the National Assembly for Wales. NWCHC is made up of six member led, Local Committees. The Local Committees are supported by:

The CHC Executive Committee

Sub-Committees of the Executive Committee:

Visiting and Monitoring Group

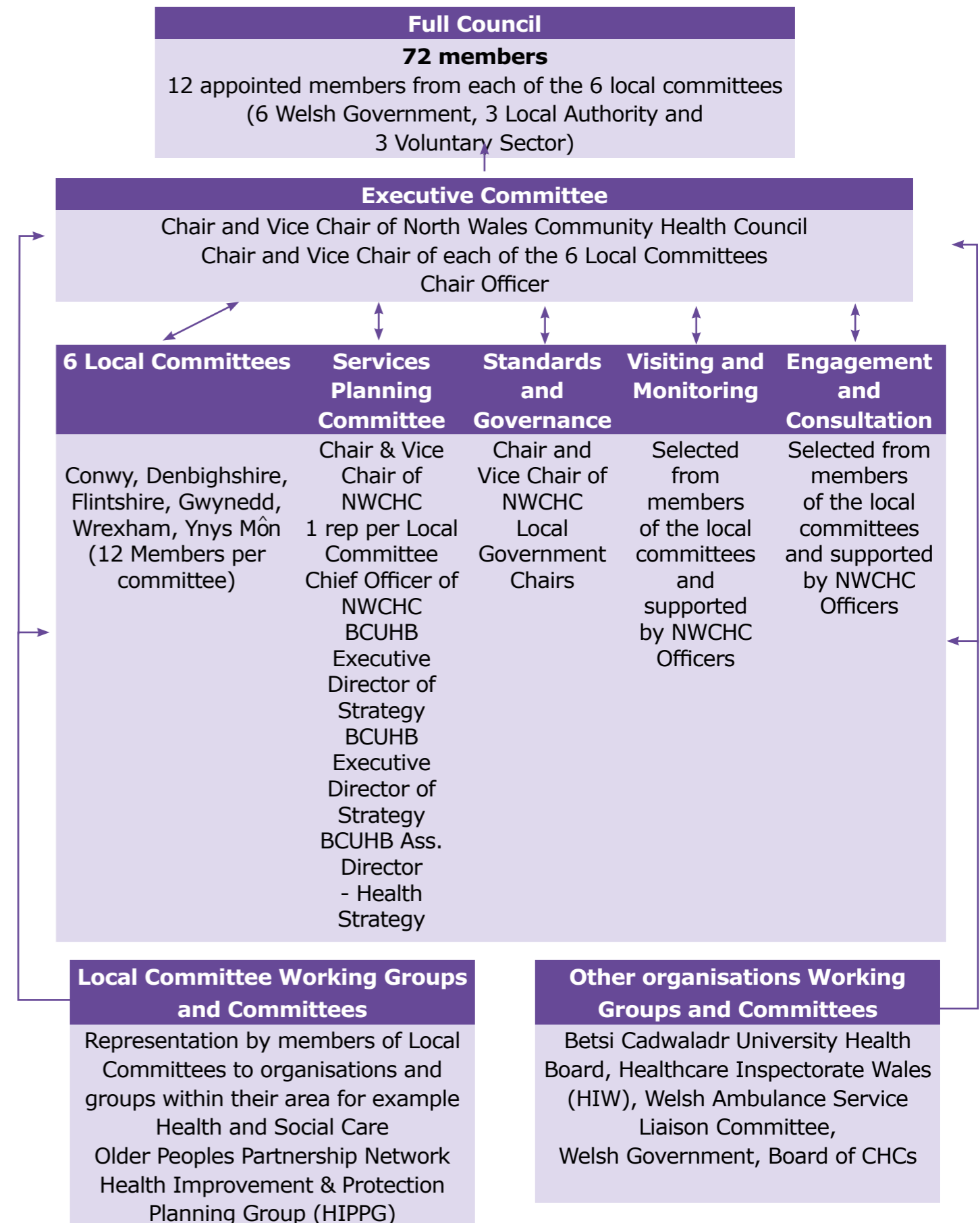
Engagement and Consultation Group

Services Planning Committee (statutory)

Standards and Governance Committee.

We are one of seven CHCs in Wales and are overseen by the Board of Community Health Councils in Wales. The Board of CHCs has a responsibility to set National Standards that we must work towards in order to be effective in our functions.

North Wales Community Health Council Committee Structure



Our national standards

1. CHCs act in the interests of the public and patients in Wales
2. CHCs work effectively with others to safeguard and promote the welfare of people who use NHS services
3. CHC activities and services meet the needs of and are accessible to all
4. CHC activities are open, transparent and inclusive
5. CHC activities are properly led, resourced and supported
6. CHCs plan and carry out their activities in a way that maintains their independence and demonstrates their accountability to the communities they serve
7. CHCs strengthen the voice of patients and the public by working together and with others
8. CHCs reflect the views and experiences of patients and the public about NHS services
9. CHCs share the results of their activities in a balanced and timely way
10. CHCs evaluate the impact of their actions and apply the learning to future activities

About our communities

NWCHC covers Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn. North Wales has a resident population of around 694,000 people, living across an area of approximately 2,500 square miles.

It is served by one health board - Betsi Cadwaladr University Health Board (BCUHB), split into three Areas - West, Central and East. North Wales consists of six unitary authorities - Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham.

North Wales consists of 14 Primary Care Clusters - Anglesey, Arfon, Dwyfor, Meirionnydd, Conwy West, Conwy East, North Denbighshire, Central & South Denbighshire, North West Flintshire, North East Flintshire, South Flintshire, North & West Wrexham, Central Wrexham and South Wrexham.

North Wales has an increasing and ageing population. The population is expected to increase to 729,100 by 2030; the percentage of the population aged 65 years and over is expected to increase by 26% and persons aged 85 years and over are expected to increase by 80%. Rising life expectancy is likely to increase the prevalence of frailty, which is estimated to affect around one in four aged 85 years

and over.

Twelve per cent of the North Wales population live in the most deprived fifths in Wales; however, this is much higher in some parts of the region, which have among the highest levels of deprivation in Wales. There is also variation in children's early life experiences across North Wales, including low birth weight, which can have a significant impact on their future health and wellbeing¹

¹ Public Health Wales website <http://www.wales.nhs.uk/sitesplus/888/page/87493>



Continuous engagement

Patient and public engagement: working with CHCs across Wales

CHCs have a responsibility to represent the interests of patients and the public within the geographical areas they serve.

Often, the priorities identified by patients and the public will be local to a particular CHC area or even to a specific hospital or service. There will, however, always be themes and priorities that are common to CHCs across Wales.

When this happens, CHCs work together to ensure that the views and experiences of patients and the public are reflected both locally and nationally; providing a strong patient voice to influence the development of national policy and local delivery.

Our national reports are available on our website

<http://www.wales.nhs.uk/sitesplus/900/home>



How we have made a difference: Working locally

Scrutiny and engagement

As we did for the 2017/18 period - in 2018/19 we continued with the following as our local priorities and themes:

- Mental Health Services (with particular focus on Older Persons Mental Health services – this related to our on-going commitment to support the Tawel Fan Families Group and our concerns about the state of Mental Health Services across North Wales).
- Primary Care (with particular focus on GP services)

Mental Health Services

During this period we remained concerned that the BCUHB continued under Special Measures and the lack of progress relating to Mental Health Services. In May 2018, the HASCAS report on Tawel Fan was released. This highly contentious report raised as many issues as it had answered and failed to reassure the families of Tawel Fan patients.

The NWCHC continued to provide support to the Tawel Fan families – arranging for advice and assistance regarding the complaints process under Putting Things Right; accompanying families by attending individual report meetings and attending the BCUHB Stakeholder Group. NWCHC officers also supported the families when meeting with the Cabinet Secretary in October 2018.

Our work with the Tawel Fan Families continues and has been greatly acknowledged:

'During the last five years, our family has had to endure the mistreatment and subsequent avoidable death of our loved one. The NWCHC has worked for my family and other Tawel Fan families, quietly and diligently.'

In the days before the NWCHC became

involved, we had to try and navigate a very complex and technical complaints system completely alone, we often felt that we had no voice and no one to listen to us or to turn to.

The NWCHC have become indispensable to my family, not just in navigating the complex systems and processes of the NHS, but much more than that.

The Chief Officer and staff have stood shoulder to shoulder with my family at very difficult meetings, they have stood up for our rights when others would try to disregard them or worse still, try to take them away from us. They have been a confidante, an unofficial support system or a clear head in the face of overwhelming emotions or muddled thoughts. But most of all they have given our family and others a voice, when we often would have had none.

Our journey would have been far more difficult without the NWCHC – maybe impossible. We would have possibly given up as it can be a lonely place dealing with complex and emotional matters

alone. As a family, we will always be grateful for the help they have given us.'

**John and Ann Stewart
(Members of the Tawel Fan Families Group)**

In July 2018, the Ockenden Report in relation to Governance issues at the BCUHB was published. Within her report, Ms Ockenden commented:

'The Donna Ockenden governance review team worked with the 'The Donna Ockenden governance review team worked with the NWCHC the team considered that the NWCHC's strength lay in both its statutory status and its ability to represent the interest of patients and the public.... the team considered the NWCHC to be an effective and long established link between BCUHB and the public'.

In February 2018, the Chair, Vice-Chair and Chief Officer of NWCHC provided evidence to the Welsh Government Public Accounts Committee Inquiry into governance arrangements at BCUHB. The NWCHC supported Tawel Fan families to highlight

their concerns about the findings of the HASCAS report and also about how the release of the report was handled poorly. As a direct result of our involvement in the Inquiry it was recommended that:

'... Welsh Government writes to all NHS Wales bodies advising on the publication of reports to ensure that handling is better managed in the future. This advice should refer to providing advance notice of publication of reports along with an embargoed copy of the report, to all affected parties, ahead of the media. Adequate support should also be made available to those who might require it.'

In January 2019, our Services Planning Committee requested an update regarding the BCUHB Mental Health and Learning Disabilities Strategy. We learnt about proposals to change the provision of Psychiatric Intensive Care Units across North Wales. We have requested further detail surrounding these proposals as these might constitute a substantial service change.

Our activities are undertaken with sensitivity; respecting the dignity and wishes of patients and carers. During the year we worked with the Alzheimer's Society in relation

to raising an awareness of the needs of Dementia patients and their carers. Information sessions were delivered by Dementia friends to our members and staff. The BCUHB arranged for our members to attend an 'open day' at Llandudno Hospital to see the good practice in developing the site as 'Dementia Friendly'. This has equipped our members with a better understanding of the needs of patients with dementia within healthcare settings.

Primary Care

For a number of years, North Wales has struggled with the recruitment and retention of GPs. The NWCHC has seen a number of changes to the delivery of GP services and in some instances where it has become necessary for the BCUHB to step in and directly manage practices.

NWCHC responded to the Welsh Government GP Performers List Consultation and supported the free movement of GPs between England and Wales.

We were disappointed to learn that the Welsh Government has yet to make a clear decision regarding the Consultation and are continuing to monitor the situation in North Wales.

During the year we have reviewed all information we hold in respect of GP services – collating practice profiles



How we have made a difference: Responding to local issues

MpMRI Scans

A multi-parametric magnetic resonance imaging (mpMRI) scan is a special type of scan that creates more detailed pictures of the prostate than a standard MRI scan.

Earlier in the year, NWCHC began actively supporting patients who had paid privately for the mpMRI scans, to recover monies via the NHS 'Putting Things Right' Procedure. As part of this campaign, questions were asked during plenary sessions at the National Assembly regarding the availability of mpMRI scans for patients in North Wales.

The campaign continued throughout the year with continued correspondence between NWCHC and the Cabinet Secretary regarding the non-compliance of the BCUHB with 2014 NICE Guidance on post-biopsy mpMRI.

In the autumn of 2018, a test case had been submitted to the Public Services Ombudsman for Wales and later in the year the Chief Officer and men involved in the campaign, attended the Welsh

Government Petitions Committee to speak in support of the petition calling for equality in prostate cancer care.

The petition had more than 6,500 signatures. The Petitions Committee approved a National Assembly debate to take place in March 2019. This coincided with the NICE advice that mpMRI should be the diagnostic tool of first resort. The finalised NICE Guidance was published on the 9 May 2019. On 6 March 2019 at a debate in the Senedd, the Cabinet Secretary stated that he would require all Welsh Health Boards to comply with NICE Guidance:

'I have always been clear and stated on record a number of times that if, as we all expect, NICE recommends pre-biopsy mpMRI, then I expect all Health Boards to amend their pathways accordingly..... I am happy to underline the commitments I have already given to update Members in due course on progress and on the targets we have

based on data received through previous CHC visits, concerns or complaints, patient feedback and any other information regarding service changes.

This has allowed us to have a clearer overview of the 105 GP practices in North Wales and to allow for a continuous engagement with practices and their patients.

We have met with many of the Practice Managers across the region and have undertaken unannounced patient engagement discussions.

Once we have completed this exercise we will be sharing our findings with the BCUHB and Practices to ensure that lessons are learnt.

This will become part of our regular programme of work and we have already found that this initiative has been well received by Practices and their patients.



and timescales to make sure that service and that the test that we expect to be recommended, is available across the country.'

NWCHC has requested that BCUHB provides a timescale for making mpMRI available and has sought a commitment that this diagnostic procedure will be bought in if there is any significant delay in providing capacity within the Health Board.

Ward Accreditation Programme

Ward accreditations have been developed across many UK NHS hospital Trusts over the years. The purpose of any accreditations programme is to ensure high quality, safe and compassionate care/services. They act as a process of assurance from ward to board and include an 'awarded status' based on the level of success achieved.

This year we continued our work with the BCUHB Nursing Team and the Estates Team as part of its 'Transforming Care' initiative. We have agreed a single point of access to the Health Board in relation to all our findings which

has ensured that we are able to raise concerns (on a formal and informal basis) and share patient experiences – both good and bad – promptly and effectively. The results of our visiting and patient engagement activity has been used by the BCUHB to develop organisational wide cultures that are based on honesty, transparency, supportive behaviours, increased staff morale and staff being energised for change – so that patients and carers have the best possible experiences at all times.

Value of NWCHC

Again, this year, the BCUHB has recognised our worth in our role as its 'Critical Friend'. In January 2019, Mark Polin, Chair of BCUHB, thanked NWCHC for the work that it has undertaken to improve health services for patients in North Wales. Recognition was also noted in respect of the scrutiny of services delivered by the BCUHB.



At the same meeting, Rod Taylor, Director of Estates and Facilities referred to the NWCHC as the 'Independent Critical Friend' and acknowledged the significant number of visits to health care settings undertaken by NWCHC members on an annual basis.

Mr Taylor described how this scrutiny has impacted on patient facing health services by securing funding and making improvement to estates and facilities. The role of the NWCHC was described as a 'valued and respected scrutiny tool'.



How we have made a difference: Working nationally

Working together, the Board and CHCs highlight issues that do or will impact on people's experiences across Wales. We draw on our local knowledge to shape the national agenda and challenge policy makers and those who deliver our services to do better.

We do more than offer responses on issues raised by others; we set out the case for change on those issues that matter most for patients and the public; describing where improvements are needed and holding the NHS in Wales to account on its performance.

Working through the Board of Community Health Councils in Wales, in 2018-2019 the 7 CHCs in Wales worked on 4 national projects. We wanted to hear what people had to say across Wales about the NHS in some key areas:

- Communication in the NHS in Wales
- GP out of hours services
- The impact of delays in leaving hospital
- Autism services

CHCs also monitored progress in response to the national projects undertaken in 2017-2018.

One simple thing: Communication in the NHS in Wales

Throughout the summer of 2018 CHCs asked people across Wales to tell them about their experience of NHS communication, good or bad, and to give suggestions as to how it might improve.

Over 1,300 responses were received. Whilst experiences were different, a number of common themes were identified and people said that good communication often made difficult times bearable, helped to build trust in NHS care and made people safe.

On the other hand, people relayed how poor, or no communication, led to feelings of frustration and fear. Patients described how they often felt that they had no say or control over their health and care and were not able to voice their concerns easily.



There were many examples where people tried and failed to find the information they needed to access NHS services or look after themselves.

The results demonstrated that improving communication must be at the heart of the changes the NHS needs to make.

We challenged the Welsh Government and the NHS in Wales to improve communication quicker and better than it has done up to now.

The Welsh Government told us about the developments underway and planned in the NHS to deliver better care. It set out its expectations that the people leading these developments take on board the feedback from our report in introducing new and improved approaches to communication across health and social care.

Autism

During 2018 CHCs across Wales attended 2 Welsh Autism shows in North and South Wales. People were encouraged to share their views and experiences with us through social media. CHCs asked people if the NHS meets the needs of people with autism and asked people to tell us what was good and what could be better.

We heard that when the NHS works well it provides much needed support for people and families living with autism.

We also heard about many of the difficulties people face.

People told us that although they valued highly the hard working staff involved in

providing NHS care, all too often they felt the “system” let them down. This led to people feeling anxious, frustrated and vulnerable.

The NHS in Wales needs to make real and sustainable progress in tackling the key issues raised by people and families living with autism. CHCs used the information people shared to respond to the Welsh Government’s consultation on a code of practice on the delivery of autism services².

We will be attending the shows again in 2019 to find out if things have improved over the past year.

GP Out of Hours (OoH)

In 2018-2019, the Welsh Government told CHCs about the work that was going on to improve the fragility of GP Out of Hours Services in Wales. This was in response to the Board of CHC’s report on GP Out of Hours Services, that said the NHS needed to work together to make things better quickly.

During the early part of 2019 we asked people to share their views and recent experiences of using GP Out of Hours Services in order for us to see whether services had improved.

We will report on what people told us later this year.

Time to go home?

During 2018-2019 CHCs increasingly heard about challenges in the provision of social care and the impact on patients being unable to leave hospital when they were well enough.

In early 2019 CHCs asked patients who had experienced being in hospital longer than they needed, to share instances of how this had affected them or those they cared about.

² <https://gov.wales/code-practice-delivery-autism-services>



Advocacy and enquiries

NWCHC provides independent complaints advocacy support and advice for anyone living in its area who wants help to raise a concern about NHS services wherever they are delivered.

We assisted 308 people to resolve concerns by offering initial advice, signposting or supporting people to resolve issues informally.

We also offered support and advice throughout the NHS Concerns Procedure known as ‘Putting Things Right’ (PTR). We opened 438 new cases offering this support.

Every concern is different and people wanted and needed different levels of support to take their concern forward. We helped by explaining the concerns process and helping people to think about what they wanted and expected to happen as a result of raising their concern.

We provided practical support to those who wanted it, including helping people write letters, going with them to meetings, helping people understand the information and response provided by NHS organisations. Some examples of how the

process has helped patients are as follows:

- A mother complained to NWCHC that as a result of failures by a GP to follow Child Protection Protocols and make an appropriate referral to the Child Protection Team, a Police investigation into alleged sexual abuse of her 8 year old daughter had been compromised. Following an investigation the GP Practice recognised its failure and put measures in place to ensure that in any future cases, an immediate referral would be made.
- Mrs X complained that the care of her elderly mother following a stroke was sub-optimal. A complaint was submitted by the NWCHC and the Health Board denied that it had failed to act appropriately. The case was referred to the Public Service Ombudsman for Wales who upheld the complaint. It was recommended that the Health Board apologise to the complainant and ensure

processes were put in place to hand over the care of patients to the on-call consultant on the specialist stroke ward, when the stroke specialist consultant was not available.

- Mr X complained to the NWCHC that there were missed opportunities for an early diagnosis of his late wife's lung cancer. The Health Board denied there had been any failings. The NWCHC pursued the issue with the Public Service Ombudsman for Wales. It found in favour of the complainant and agreed there were several missed opportunities to identify the cancer earlier. Whilst the cancer was not curable, palliative care could have commenced earlier, easing the pain and distress of the patient.
- Following a complaint made on behalf of the patient by the NWCHC, the Health Board reviewed a number of policies in relation to the treatment of renal patients. In addition, the Health Board issued a Safety Alert relating to the use of Opioid analgesia in patients with moderate to severe renal impairment and undertook teaching sessions to ensure nursing staff were fully aware of the potential impact on such patients.
- Assistance was sought from the NWCHC following the suicide of a young person whilst

under the care of the Mental Health Team. A complaint was submitted requesting that the Health Board consider the question of redress. The Health Board's investigation identified a number of failings which had contributed to the death of the patient and subsequently made an offer of financial compensation to the family.

Advocacy is an integral part of the NWCHC's core functions. Our casework provides important information about NHS services and issues and we use this to inform our other activities. As a result of concerns raised, changes are often made which have a wider benefit. Some examples from 2018-2019 include:

Case 1

Identified "failure to follow nursing care standards and guidelines, as well as poor communication and inadequate record keeping and amounted to service failure and maladministration. This caused the family an injustice due to the uncertainty caused surrounding aspects of the standard of care provided". Public Service Ombudsman for Wales' recommendations:

- Arrange for a senior member of staff to meet the family and apologise for the failings identified by the investigation. During the meeting the Health



Board should also explain to the family the measures it has put in place to prevent a similar occurrence. It should also explain to the family the measures the Health Board has put in place to prevent a similar occurrence;

- Provide evidence of action taken to address the shortcomings in nursing care around assessments, care plans and oxygen therapy guidelines
- Remind medical and nursing staff of their professional accountability when it comes to record keeping and communication with patients and family members
- Provide evidence of how it has carried out the refresher training, as well as training

in dignity and respect for the registered nurses on the ward and the High Dependency Unit

- As part of a wider learning process, share the report with the clinical staff within the team who delivered the care
- Provide documentary evidence that the recommendations have been carried out within the timescale

Case 2

Identified "the failings of the Pulmonary Rehabilitation Team and the Pulmonary Rehabilitation programme to provide the patient with appropriate and necessary support which caused the patient an injustice". Public Service Ombudsman for Wales' recommendations:



- The Health Board to apologise for the failings identified in the report
- The Health Board to pay £725 in recognition of the delays experienced and the poor pulmonary rehabilitation support identified
- The Health Board to remind clinicians of the need for a Malnutrition Universal Screening Tool assessment when a patient is admitted
- To remind clinicians to consider referring patients to the Dietician for review on admission and, if not appropriate, to regularly revisit that decision so that an holistic approach can be taken to the patient's well-being.

Case 3

Outside Redress (above £25,000)
Clinical negligence:
The Women's Directorate

accepted that the patient should have been assessed by a health professional within 30 minutes of her arrival at a maternity unit. A waiting time of 2 hours and 10 minutes with no initial assessment for diminished foetal movements is unacceptable. After this case, a traffic light system to categorise priority as red, amber or green was introduced for women to be assessed by a midwife.

Other Activity

Members of our Advocacy Team have been actively involved in establishing the North Wales Advocacy Network. The group has been an excellent opportunity to network with other advocates working in different contexts across North Wales. The network has been looking to see how it can raise the profile of advocacy across the North Wales region.

Working with others

During the year we undertook some of our activities with others. These include and are not limited to the following:

BCUHB Officers

The NWCHC continues to work closely with many BCUHB staff and officers. These include Directors and managers of many pan North Wales services; Primary Care Area Teams; Estates Team; Transforming Care Team; Complaints Team; Patient Experience and Engagement Officers; Equality Diversity and Human Rights Team; Welsh Language Team; Hospital Directors.



Healthcare Inspectorate Wales

We communicated with HIW on a regular basis to inform our work programme. We referred clinical concerns to HIW as necessary. We shared information from our visit reports with HIW to ensure that what people told us was widely heard.



Public Services Ombudsman for Wales

We communicated regularly with Ombudsman staff to discuss how concerns were being handled by the NHS and offered suggestions on how improvements could be made.



AMs and MPs

We are in regular contact with the AMs and MPs for North Wales to garner their views and to hear from them the views and experiences of their constituents in relation to health services.





Our plans for next year

We will be responding to local priorities identified by patients and the public and drawn from our own activities. These will include:

County Voluntary Services Councils

We share information and good practice with the regions 6 County Voluntary Services Councils and the many third sector organisations they support. This ensures that we are in regular contact with many patient support groups and groups that are condition specific.



Town and Community Councils and Local Authorities

We are regularly invited to attend meetings of Town and Community Councils, or Local Authority Scrutiny Committees to discuss our role and remit in general, or to consider views and comments regarding a particular service or patient experiences.



- Mental Health services (with particular focus on Older Person Mental Health services)
- Primary Care (with particular focus on GP services)
- GP Out of Hours Service
- Care and Services delivered in Emergency Departments
- Dentistry provision
- Cancer Services
- Access to NHS services.

During 2019/2020 we will be working with CHCs across Wales to look at issues impacting on people wherever in Wales they live including:

- GP sustainability
- Cancer pathways
- Ophthalmology
- Mental Health
- Orthodontics

The NWCHC Operational Plan for the 2019-2020 financial year can be found here <http://www.wales.nhs.uk/sitesplus/documents/900/07%20NWCHC%20operational%20plan%202019-2020%20FINAL%20%28E%29.pdf>

We are listening to you

Your experiences

You can help us by telling us about your experiences of the NHS, we want to hear your views on the services in your area.

You can share your views and experiences with us in any of the following ways:

- By telephoning our office
- By writing to us
- By e-mail
- By visiting our website
- Via Twitter
- Via Facebook
- Via Instagram

Our contact details can be found on page 2.

We often seek views on particular aspects of health services through on-line surveys accessed through our website.

Keeping you informed

We hold our committee meetings in public, and you can find out when we are next meeting in your area on our website. Our website also contains more

information about our activities. If you would like to come and see us to discuss our activities or to share your views and experiences please let us know.

Becoming a CHC member

If you are interested in becoming a member of the NWCHC, please get in touch with us. Our contact details can be found on page 2.



Appendices

Appendix 1 - Financial Statement 1 April 2018 - 31 March 2019

Fixed Costs

	Annual Budget	Expenditure to 31 st March	Variation
Staff salaries	£590,260.00	£583,470.15	£6,789.76
Budget Transfer to the Central Budget	-£1,377.00		£1,377.00
Office expenses	£4,155.00	£4,152.48	£2.52
Accommodation costs	£53,743.00	£52,358.68	£1,384.32
Total (Fixed)	£646,781.00	£639,981.31	£7,321.75

Variable Costs

	Annual Budget	Expenditure to 31 st March	Variation
Travel and associated expenses	£43,300.00	£43,173.64	£126.16
Office expenses	£25,307.00	£32,314.54	£7,007.45
Accommodation Costs	£4,540.00	£4,454.82	£85.15
Total (Variable)	£73,147.00	£79,943.00	-£7218.60
Total (Fixed & Variable)	£719,928.00	£716,924.31	£526.61

Appendix 2 - Executive Committee Members declarations of interest

Executive Committee members' directorships of companies or positions in other organisations likely, or possibly, seeking to do business with the NHS are published in the Council's Annual Report to Welsh Ministers required under Regulation 25 of the CHC Regulations 2015.



Name	Position Held in CHC	Directorships	Other Positions of Authority
Mr Mark Thornton	Chair	None	None
Dr Garth Higginbotham	Vice Chair	None	Governor, Coleg Cambria
Cllr Philip Capper	Chair, Conwy local committee	None	County Councillor
Cllr Emma Leighton-Jones	Vice Chair, Conwy local committee	None	None
Miss Christine Evans	Chair, Denbighshire local committee	None	None
Dr Tak Matsuda	Vice Chair, Denbighshire local committee	None	None
Ms Linda Harper	Chair, Flintshire local committee	None	None
Mrs Stella Howard	Vice Chair, Flintshire local committee	None	Stakeholder Governor, The Walton Centre
Mrs Menna Williams	Chair, Gwynedd local committee	None	None

Cllr Dewi Wyn Roberts	Vice Chair, Gwynedd local committee	None	County Councillor Vice Chair Care Scrutiny Committee
Mrs Jackie Allen	Chair, Wrexham local committee	None	None
Mrs Tabern – Price	Vice Chair, Wrexham local committee	None	None
Mr Alan Dixon	Chair, Ynys Môn local committee	None	None
Mr Brace Griffiths	Vice Chair, Ynys Môn local committee	None	None

Appendix 3 - Members of North Wales CHC 2018/2019

Name	Position Held in CHC	Locality
Mrs Myfanwy Baines	Public Appointment	Conwy
Ms Joy Baker	Public Appointment	Conwy
Cllr Frank Bradfield	LA Appointment	Conwy
Cllr Philip Capper	LA Appointment	Conwy
Mrs Nerys Cossey	Third Sector Appointment	Conwy
Mr Phil Edwards	Co-opted	Conwy
Dr Garth Higginbotham	Public Appointment	Conwy
Mr Mark Holmes	Co-opted	Conwy
Mrs Lorraine Johnson	Co-opted	Conwy
Cllr Emma Leight-on-Jones	LA Appointment	Conwy
Ms Liz Liddall	Third Sector Appointment	Conwy
Mrs Sian Ramessur	Third Sector Appointment	Conwy
Mrs Hilary Randall	Public Appointment	Conwy
Mrs Jo Reeve	Public Appointment	Conwy
Dr Sibani Roy	Third Sector Appointment (End of term of office)	Conwy
Ms Karen Bellis	LA Appointment	Denbighshire
Mrs Kelly Benton	Third Sector Appointment	Denbighshire
Mrs Eva Edwards	Public Appointment	Denbighshire
Miss Christine Evans	Public Appointment	Denbighshire
Mr Gordon Hughes	Co-opted	Denbighshire

Miss Morfudd Jones	Third Sector Appointment	Denbighshire
Mrs Michaela Margreaves	Co-opted (Resigned in year)	Denbighshire
Mrs Angela Marshall	Public Appointment	Denbighshire
Dr Tak Matsuda	Public Appointment	Denbighshire
Cllr Pete Prendergast	LA Appointment	Denbighshire
Mr Mike Theaker	Public Appointment	Denbighshire
Mr Keith White	Public Appointment (Resigned in year)	Denbighshire
Mrs Sue Wright	Third Sector Appointment	Denbighshire
Cllr Emrys Wynne	LA Appointment	Denbighshire
Mr Michael Boyle	Public Appointment	Flintshire
Mrs Dianne Gill	Public Appointment	Flintshire
Mrs Jenny Harley	Public Appointment	Flintshire
Ms Linda Harper	Public Appointment	Flintshire
Mrs Stella Howard	Third Sector Appointment	Flintshire
Cllr Gladys Healey	LA Appointment	Flintshire
Mr Russell Jackson	Public Appointment	Flintshire
Mrs Rita Jones	Public Appointment	Flintshire
Cllr David Mackie	LA Appointment	Flintshire
Cllr Dave Wisinger	LA Appointment	Flintshire
Mrs Margaret Buttigieg	Third Sector Appointment	Gwynedd
Dr Adrian Drake-Lee	Third Sector Appointment	Gwynedd
Mrs Gwawr Jones	Public Appointment	Gwynedd
Mrs Mair Jones	Public Appointment	Gwynedd
Cllr Siôn Jones	LA Appointment	Gwynedd
Cllr Dewi Wyn Jones	LA Appointment	Gwynedd
Mr Michael Lloyd Jones	Public Appointment	Gwynedd

Cllr Paul Rowlinson	LA Appointment	Gwynedd
Mr Mark Thornton	Public Appointment	Gwynedd
Mrs Menna Williams	Third Sector Appointment	Gwynedd
Mrs Vera Wilson	Co-opted	Gwynedd
Mrs Jackie Allen	Public Appointment	Wrexham
Cllr Brian Apsley	LA Appointment (Resigned in Year)	Wrexham
Ms Eleanor Burnham	Third Sector Appointment	Wrexham
Mrs Carol Griffiths	Third Sector Appointment	Wrexham
Mrs Dorothy Griffith	Co-opted	Wrexham
Mrs Celia Hayward	Public Appointment	Wrexham
Cllr Frank Hemmings	LA Appointment	Wrexham
Mrs Janet Hilton	Co-opted	Wrexham
Mr Dewi Phillips	Public Appointment (Resigned in year)	Wrexham
Mrs Niki Tabern-Price	Public Appointment	Wrexham
Mrs Jayne Thomas	Public Appointment	Wrexham
Ms Gill Williams	Public Appointment	Wrexham
Mr Andy Burgen	Public Appointment	Ynys Môn
Mr John Chorlton	Public Appointment	Ynys Môn
Mr Alan Dixon	Third Sector Appointment	Ynys Môn
Dr Sadie Francis	Third Sector Appointment	Ynys Môn
Mr Brace Griffiths	Public Appointment	Ynys Môn
Cllr Richard Griffiths	LA Appointment	Ynys Môn
Cllr Glyn Haynes	LA Appointment	Ynys Môn
Miss Val Monaghan	Public Appointment	Ynys Môn
Mr Aaron Osborne-Taylor	Public Appointment	Ynys Môn



Mrs Patricia Rannard	Co-opted	Ynys Môn
Cllr Dylan Rees	LA Appointment	Ynys Môn
Mr Peter Rendle	Public Appointment	Ynys Môn
Ms Anne West	Third Sector Appointment	Ynys Môn

Appendix 4 - External Representation 2018/19

Committee/Group	NWCHC representative
Mrs Jackie Allen, WLC	BCUHB Infection Prevention Sub Group
Mrs Jackie Allen, WLC	BCUHB Listening, Learning and Experience Group
Mrs Jackie Allen, WLC	BCUHB Redevelopment of YGC
Mrs Jackie Allen, WLC	BCUHB Strategic Infection Prevention
Mrs Jackie Allen, WLC	BCUHB YGC Way Finding Group
Mrs Jackie Allen, WLC	WAST/CHC Liaison
Miss Joy Baker, CLC	Mid-Wales Joint Committee for Health and Social Services
Mr Michael Boyle, FLC	BCUHB North East Wales Cancer Patient Forum
Mr Michael Boyle, FLC	WAST/CHC Liaison
Mr Andy Burgen, YMLC	All Wales Social Prescribing Network
Mr Andy Burgen, YMLC	BCUHB Neurosciences Board
Mr Andy Burgen, YMLC	BCUHB Stroke Services Stakeholder Group
Mrs Margaret Buttigieg	WAST
Mr John Chorlton, YMLC	WAST/CHC Liaison
Dr Adrian Drake Lee, GLC	BCUHB Vascular Implementation Task and Finish Group
Dr Adrian Drake-Lee, GLC	Wales Abdominal Aortic Aneurysm Screening Programme, Vascular Network Quality Assurance
Mrs Eva Edwards, DLC	South Denbighshire GP Cluster
Mrs Eva Edwards, DLC	WAST/CHC Liaison
Miss Christine Evans, DLC	BCUHB Anti-microbial Steering Group
Miss Christine Evans, DLC	BCUHB Urology Task and Finish Group
Ms Linda Harper, FLC	BCUHB Strategy and Planning Equality Scrutiny Group
Ms Linda Harper, FLC	BCUHB EDHR Strategic Forum
Ms Linda Harper, FLC	BCUHB EDHR Stakeholder Group

Cllr Frank Hemmings, WLC	WAST/CHC Liaison (Deputy)
Dr Garth Higginbotham, CLC and/or Mr Mark Thornton GLC	BCUHB Stakeholder Reference Group
Mr Mark Holmes, CLC	BCUHB Rheumatology Review
Mrs Stella Howard, FLC	BCUHB Strategic Cleanliness Group
Mrs Stella Howard, FLC	The Walton Centre Stakeholder Governors
Mrs Stella Howard, FLC	The Walton Centre Infection Prevention Committee
Mrs Liz Liddall, CLC	Conwy Voluntary Services Council Liaison Group
Mr Russell Jackson, FLC	WAST/CHC Liaison (Deputy)
Mrs Mair Jones, GLC	WAST/CHC Liaison
Miss Morfudd Jones, DLC (part year)	WAST/CHC Liaison (Deputy)
Miss Val Monaghan, YMLC	WAST/CHC Liaison (Deputy)
Mrs Sian Ramessur, CLC	BCUHB Stroke Services Stakeholder Group
Mrs Hilary Randall, CLC	BCUHB Llandudno Stakeholder Group
Mrs Hilary Randall, CLC	WAST/CHC Liaison (Deputy)
Mr Peter Rendle, YMLC (part year)	Mid Wales Healthcare Collaborative Board
Dr Sibani Roy, CLC (part year)	BCUHB Strategic Improving Nutrition Catering and Hydration Standards Group (INCHS)
Mr Mark Thornton, GLC and/or Dr Garth Higginbotham, CLC	BCUHB Board Meeting
Mr Mark Thornton, GLC	BCUHB Chair to Chair Meeting
Mr Mark Thornton, GLC and/or Dr Garth Higginbotham, CLC	BCUHB Quality Safety and Experience Committee
Mr Mark Thornton, GLC	BCUHB Strategic Partnerships and Population Health Committee



Appendix 5 - NWCHC Staff and contact details

NWCHC members are supported in their work by a team of staff, who are based at offices in Bangor and Wrexham:

Job Title	Name
Chief Officer	Geoff Ryall-Harvey
Deputy Chief Officer	Carol Williams
Business Manager	Sue Irlam
Management Officer	Cerys Jones
Management Officer	Rebeca Hughes
Administrative Officer	Eleri Ellis
Administrative Officer	Jill Scupham
Complaints Advocate	Emily Bowen
Complaints Advocate	Ross Duffield
Complaints Advocate	Audrey Hughes
Complaints Advocate	Debra Jones
Complaints Advocate	Bethan Perkins
Advocacy Office Manager	Allison Hughes
Advocacy Office Manager	Debbie Postle
Advocacy Support Officer	Lucy Barker
Advocacy Support Officer	Bev Davies

Mr Mark Thornton, GLC	BCUHB Living Healthier Staying Well Programme Executive Group
Mr Keith White, DLC (part year)	WAST/CHC Liaison (Deputy)
Mr Roger Williams, CLC	WAST/CHC Liaison
Mrs Vera Wilson, GLC	BCUHB North West Wales Cancer Patient Forum
Mrs Vera Wilson, GLC	WAST/CHC Liaison (Deputy)
Mrs Sue Wright, DLC	Denbighshire Voluntary Services Council Liaison

Appendix 6 - North Wales CHC's PPE Activity 1st April 2018 - 31st March 2019

Date	Event and Location	Number of completed questionnaires received	Number on clicker	NWCHC Forward Plan Priority	PPE Category
16/04/18	Wrexham Community Agents Group Talk	-	-	An effective and efficient organisation	Advertising & PR
18/04/18	Macmillan / BCUHB Health & Wellbeing	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
20/04/18	Deafblind 90th Birthday Celebration Event	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
23/04/18	Colwyn Bay Town Council	-	-	Actively seeking out people's views and experiences of healthcare	CHC targeted programmes
25/04/18	Sure for Mental Health Conference	-	-	An effective and efficient organisation	Advertising & PR
15/05/18	Conwy and Denbighshire Engagement Practitioners Network Event	-	-	An effective and efficient organisation	
18/05/18	North Wales Society for the Blind Exhibition and Information Day	-	Approx.200	Actively seeking out people's views and experiences of healthcare	Advertising & PR
19/05/18 - 20/05/18	Vintage Rally	15	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
25/05/18	Grwp Llandrillo Menai Welsh Language Skills in Health and Care	0	35	Actively seeking out people's views and experiences of healthcare	Advertising & PR
01/06/18	VOLFEST	-	-	An effective and efficient organisation	Advertising & PR
07/06/18	CVSC Volunteering Fair	-	-	An effective and efficient organisation	Advertising & PR

Date	Event and Location	Number of completed questionnaires received	Number on clicker	NWCHC Forward Plan Priority	PPE Category
08/06/18	The Welsh Autism Show	7	100	Actively seeking out people's views and experiences of healthcare	Advertising & PR
14/06/18	Wales Deanery SAS Doctors and Dentists Conference	2		An effective and efficient organisation	Advertising & PR
14/06/18	Age Well Dolgellau Group Talk	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
15/06/18	Digital Display screens in Managed Practices			An effective and efficient organisation	Advertising & PR
18/06/18	Benllech Ladies Group Talk	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
23/06/18	HolyWELLbeing Day	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
27/06/18	Macmillan / BCUHB Health & Wellbeing	6	35	Actively seeking out people's views and experiences of healthcare	Advertising & PR
29/06/18	Sensory Loss Centre Launch Day	-	-	An effective and efficient organisation	Advertising & PR
30/06/18	Armed Forces Day	3	66	Actively seeking out people's views and experiences of healthcare	Advertising & PR
02/07/18 - 06/07/18	Health Services Research Summer School	-	-	An effective and efficient organisation	Advertising & PR
03/07/18 - 08/07/18	Llangollen International Musical Eisteddfod	16		Actively seeking out people's views and experiences of healthcare	Advertising & PR
05/07/18	Conwy Older People's Forum	-	-	An effective and efficient organisation	Advertising & PR

Date	Event and Location	Number of completed questionnaires received	Number on clicker	NWCHC Forward Plan Priority	PPE Category
11/07/18	Mantell Gwynedd Third Sector Wellbeing & Volunteering 'speed dating' event	-	-	An effective and efficient organisation	Advertising & PR
11/07/18	Conwy Older People's Forum	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
16/07/18	DVSC Third Sector Network meeting	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
14/08/18 - 15/08/18	Sioe Môn	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
16/08/18	Denbigh and Flint Show	4 * plus 25 'One Simple Thing - Communication'	Approx. 140	Actively seeking out people's views and experiences of healthcare	Advertising & PR
22/08/18	Sioe Sir Meirion	* 22 'One Simple Thing - Communication'	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
23/08/18	Focus Group Session	3 * plus 27 'One Simple Thing - Communication'	137	Speaking up to protect and improve our health services	Consultation responses
10/09/18 - 14/09/18	Unattended CHC Information Stand	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
13/09/18	FLVC AGM	-	-	An effective and efficient organisation	Partnership activities
18/09/18	Flintshire 50+ Action Group Group Talk	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
18/09/18	Conwy Older People's Forum	-	-	An effective and efficient organisation	Advertising & PR
19/09/18	Flintshire Local Voluntary Council Recruitment & Volunteering Day	25	-	An effective and efficient organisation	Advertising & PR

Date	Event and Location	Number of completed questionnaires received	Number on clicker	NWCHC Forward Plan Priority	PPE Category
19/09/18	Bangor University Freshers Fair	26	-	An effective and efficient organisation	Advertising & PR
25/09/18	Patient Engagement - Blaenau Ffestiniog	1	32	Actively seeking out people's views and experiences of healthcare	Advertising & PR
26/09/18	Macmillan / BCUHB Health & Wellbeing	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
26/09/18	Health and Wellbeing event	2	33	Actively seeking out people's views and experiences of healthcare	Advertising & PR
12/10/18	Dolgellau Good Health Event	-	28	Actively seeking out people's views and experiences of healthcare	Advertising & PR
16/10/18	COPA AGM	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
19/10/18	North Wales 3rd Annual Autism Conference	18	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
24/10/18	Macmillan / BCUHB Health & Wellbeing	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
08/11/18	North Wales Cancer Patient Forum	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
09/11/18	Ageing Well Event - hosted by Janet Finch Saunders	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
12/11/18	CHC Talk - Hafal	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
12/11/18	Stand at Ysbyty Gwynedd	0	20	Actively seeking out people's views and experiences of healthcare	Advertising & PR

Date	Event and Location	Number of completed questionnaires received	Number on clicker	NWCHC Forward Plan Priority	PPE Category
16/11/18	Stand at Ysbyty Glan Clwyd	5	52	Actively seeking out people's views and experiences of healthcare	Advertising & PR
20/11/18	Stand at Ysbyty Wrexham Maelor	-	19	Actively seeking out people's views and experiences of healthcare	Advertising & PR
28/11/18	BCUHB The Operating Game	-	-	Speaking up to protect and improve our health services	Partnership activities
04/12/18	Mantell Gwynedd Third Sector Wellbeing & Volunteering Network Event	-	-	An effective & efficient organisation	Partnership activities
05/12/18	Flintshire Health and Wellbeing Forum - Talk	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
06/12/18	Conwy County Borough Council - Talk	-	-	Speaking up to protect and improve our health services	Advertising & PR
07/12/18	Mold Blood Cancer Support Group Talk	-	-	Speaking up to protect and improve our health services	Advertising & PR
11/12/18	Gwynedd and Môn Engagement Practitioners Network meeting	-	-	An effective & efficient organisation	Partnership activities
15 - 16/12/18	Christmas Tree Festival	-	-	An effective & efficient organisation	Advertising & PR
18/12/18	Armed Forces Network Event	-	-	An effective and efficient organisation	Advertising & PR
15/01/19	Open Day Canolfan Goffa Ffestiniog	3	26	Actively seeking out people's views and experiences of healthcare	Advertising & PR
17/01/19	BCUHB Health and Wellbeing Event	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
17/01/19	CVSC Conwy Health and Wellbeing Network meeting	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR

Date	Event and Location	Number of completed questionnaires received	Number on clicker	NWCHC Forward Plan Priority	PPE Category
23/01/19	BCUHB Health and Wellbeing Event	-	-	Speaking up to protect and improve our health services	Advertising & PR
31/01/19	CHC Talk - Social and Health Care overview and Scrutiny committee	-	-	Speaking up to protect and improve our health services	Advertising & PR
31/01/19	Integrated Autism Service Engagement Event	-	-	Speaking up to protect and improve our health services	Advertising & PR
13/02/19	Student Opportunities Fair	-	-	NWCHC Forward Plan Priority	Advertising & PR
13/02/19	Denbighshire Advocacy Event	-	-	Speaking up to protect and improve our health services	Advertising & PR
28/02/19	Launch of Target Connect Website	-	-	Speaking up to protect and improve our health services	Advertising & PR
13/03/19	CHC Talk - Clwb Pensiynwyr Bodffordd	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
21/03/19	Stand at Age Cymru Gwynedd a Mon Information Day	-	-	Speaking up to protect and improve our health services	Advertising & PR
28/03/19	CHC Talk - Llanfairfechan / Penmaenmawr Rotary Club	-	-	Actively seeking out people's views and experiences of healthcare	Advertising & PR
29/03/19	Stand with North Wales Society for the Blind	-	-	Speaking up to protect and improve our health services	Advertising & PR

Planned activity: April - October 2019

Date	Event	Location
24 April 2019	CHC talk: Tywyn Older People's Forum 2.00pm	Neuadd Pendre, Tywyn
1 May 2019	CHC Information Stand: Macmillan / BCUHB Health and Wellbeing event	Beaches Hotel, Prestatyn
21 May 2019	CHC Information Stand: Older People's Forum Conwy – Information and Advice event	Trinity Community Centre, Llandudno
24 May 2019	CHC Information Stand: North Wales Society for the Blind Open Day	The Valley Hotel, Valley
5 June 2019	CHC Information Stand: Macmillan / BCUHB Health and Wellbeing event	Ramada Hotel, Wrexham
26 June 2019	CHC Information Stand: Macmillan / BCUHB Health and Wellbeing event	Celtic Royal, Caernarfon
June 2019	CHC Information Stand: Main entrance	Ysbyty Gwynedd
June 2019	CHC Information Stand: Main outpatients	Ysbyty Glan Clwyd
June 2019	CHC Information Stand: Main entrance	Ysbyty Wrexham Maelor
3 – 10 August 2019	National Eisteddfod of Wales	Near Berth Ddu Farm, Betws Road, Llanrwst, Conwy
13 – 14 August 2019	CHC Information Stand (indoor): Sioe Môn	Anglesey Showground, Mona

Date	Event	Location
August 2019	CHC Gazebo: Denbigh and Flint Show	TBC
28 August 2019	CHC Gazebo: Sioe Sir Meirion / Meirioneth County Show	Ty Cerrig, Ynys, Harlech
TBC September 2019	CHC Information Stand: Bangor University Fresher's Fair 11.00am – 5.00pm	PJ Hall, College Road
October 2019	CHC Information Stand: Good Health Event	Glan Wnion, Dolgellau Leisure Centre
TBC November 2019	CHC Information Stand: Main entrance	Ysbyty Gwynedd
TBC November 2019	CHC Information Stand: Main outpatients	Ysbyty Glan Clwyd
TBC November 2019	CHC Information Stand: Main entrance	Ysbyty Wrexham Maelor

Media publicity/ articles and news releases/ statements

Date	Event	NWCHC Forward Plan Priority	PPE Category
01/05/18	Daily Post – “Concerns over plans to use paramedics to plug GP shortage” Chief Officer quoted in this article.	Speaking up to protect and improve our health services	Advertising & PR
03/05/18	Daily Post live feed from Tawelfan HASCAS report publication Chief Officer quoted in the live feed.		Advertising & PR
15/05/18	Daily Post – “Council conducted ‘secret’ two-year Tawelfan patient abuse probe” Chief Officer quoted in this article.		Advertising & PR
24/05/18	Pulse Today - “Wrexham: Two practices closed and six more under threat” Chief Officer quoted in this article.		Advertising & PR
11/07/18	Pulse Today - “Wrexham: Two practices closed and six more under threat” Chief Officer quoted in this article.		Advertising & PR
11/07/18	BBC News – “Leaked report rejects dementia care abuse claims” Chief Officer quoted in this article.		Advertising & PR
17/09/18	BBC Radio Cymru Re: MP MRI scans. The NWCHC was mentioned on the radio about this.		Advertising & PR
17/09/18	BBC News – “Cancer survivor denied scan after finding abnormal cells”		Advertising & PR
21/09/18	Daily Post – “Coroner to examine files into deceased Tawel Fan dementia patients” Chief Officer quoted in this article.		Advertising & PR
23/10/18	BBC News – “Countess of Chester Hospital: Funding Welsh patients ‘hard to countenance’” Chief Officer quoted in this article.		
05/12/2018	BBC News – “Petition against prostate cancer scan ‘postcode lottery’ handed over” A photo of Chief Officer with campaigners included with the article.		

National Assembly for Wales: Public Accounts Committee

04/02/19 NWCHC Chief Officer, Chair and Vice-Chair attended the Committee, which had a live-stream from the assembly Committee room.



Home Schedule **Live** Archive Senedd Extra

Public Accounts Committee
04 February 2019



News Releases/ Statements

All were issued in Welsh and English, and were also shared on CHC social media pages.

Date	Event	PPE Category
24 April 2018	Press Release: New Chair for North Wales Health Watchdog	Advertising & PR
03 May 2018	Press Release: North Wales Health Watchdog – Tawel Fan – HASCAS Report	
14 May 2018	Press Statement: Tawel Fan -HASCAS Report	
24 May 2018	Press Statement (on behalf of the Board of CHCs in Wales): More needs to be done to address the fragility of GP out of hours care in Wales	
15 June 2018	Press Release (on behalf of the Board of CHCs in Wales): A&E attendance in Wales is escalating, and patient comfort and privacy is under strain says new report	
09 August 2018	Press Release: Patients Asked for 'One Simple Thing' to improve NHS Communication in Wales	
29 March 2019	News Release: Time To Go Home? Health Watchdog seeks feedback	

Representing the NWCHC

Opening of the New Sensory Awareness Garden – Ysbyty Gwynedd



**15 November
2018**

Adrian Drake-Lee, member of the NWCHC's Gwynedd Local Committee presenting a gift on behalf of the NWCHC – at the opening of the new Sensory Awareness garden

Representing the NWCHC



09 November 2018

Mark Thornton, NWCHC Chair and Christine Evans, Member of the NWCHC's Denbighshire Local Committee presenting an award at the BCUHB's Achievement Awards ceremony in Venue Cymru

Consultations responded to during the year

Consultation name	From which Organisation	Consultation closing date	Date CHC Response submitted
Refugee and asylum seeker health	Welsh Government	29/06/2018	26/06/2018
Draft framework for nursing in special schools	Welsh Government	05/06/2018	05/06/2018
Student support arrangements: health related education	Welsh Government	01/08/2018	01/08/2018
Smoke-free premises and vehicles	Welsh Government	17/08/2018	17/08/2018
Connected communities - Tackling loneliness and social isolation	Connected communities - Tackling loneliness and social isolation	15/01/2019	15/01/2019
Code of practice on the delivery of autism services	Code of practice on the delivery of autism services	01/03/2019	20/02/2019
Standard precautions procedure revision	Standard precautions procedure revision	17/01/2019	16/01/2019
Community and District Nursing services	Community and District Nursing services	08/03/2019	National CHC response submitted
Healthy Weight, Healthy Wales	Healthy Weight, Healthy Wales	12/04/2019	15/04/2019

Primary Care Patient Engagement

Proposed changes to GP practices - Patient Engagement

Month 2018	GP surgery	Locality	Approx. number of patients
April	MeddygCare, Porthmadog	Gwynedd	3931
April	Alyn Family Doctors (with sites at Rossett, Gresford and Llay (Wrexham),	Wrexham	Llay: 4567 Gresford: 4306 Rossett: 3928
May	Gyffin Surgery, Conwy	Conwy	4258
August	Cambria Health Centre, Holyhead	Ynys Mon	5229
December	St Marks Dee View Surgery, Quay Health Centre, Connah's Quay	Flintshire	6605
March 2019	Longford House, Holyhead	Ynys Mon	4732
March 2019	St Marks Dee View Surgery, Quay Health Centre, Connah's Quay	Flintshire	6605

NWCHC contact details were included in the letters that were sent to patients at the above surgeries, noting that they could contact the NWCHC if they preferred to speak to an independent organisation in confidence about the proposed changes to their GP Practice.

Approximately 44,161 patients were contacted.

GP Practices – CHC Patient Engagement and Publicity material distributed

Members of the NWCHC's Local Committees arranged to meet with Practice Managers at GP surgeries to introduce themselves prior to undertaking patient engagement at the surgeries.

This will be undertaken in Flintshire and Gwynedd during 2020.

Month	GP Surgery	Locality	PPE Category
February 2019	Gwrych Medical Centre, Abergele	Conwy	CHC targeted programmes/ Advertising & PR
February 2019	Meddygfa Uwchaled, Cerrigydrudion	Conwy	
February 2019	Bodreinallt	Conwy	
February 2019	Llys Meddyg, Conwy	Conwy	
February 2019	Gyffin, Conwy	Conwy	
February 2019	Medical Centre, Kinmel Bay	Conwy	
February 2019	Mostyn House, Llandudno	Conwy	
February 2019	West Shore Llandudno	Conwy	
February 2019	Plas Menai, Llanfairfechan	Conwy	
February 2019	Cadwgan, Old Colwyn	Conwy	
March 2019	Medical Centre, Penrhyn Bay	Conwy	
March 2019	Rysseldene Surgery, Colwyn Bay	Conwy	
March 2019	Rhoslan West End, Colwyn Bay	Conwy	
November 2018	Middle Lane Surgery	Denbighshire	

Month	GP Surgery	Locality	PPE Category
January 2019	Corwen Family Practice	Denbighshire	CHC targeted programmes/ Advertising & PR
January 2019	Berllan Surgery	Denbighshire	
January 2019	Bronyffynnon Surgery	Denbighshire	
January 2019	Beech House Surgery	Denbighshire	
January 2019	Health Centre Llangollen	Denbighshire	
January 2019	Clarence Medical Centre, Rhyl	Denbighshire	
January 2019	Pen Y Bont Surgery, St Asaph	Denbighshire	
February 2019	Healthy Prestatyn Iach, Prestatyn	Denbighshire	
February 2019	Lakeside Medical Centre, Rhyl	Denbighshire	
February 2019	Kings House Surgery, Rhyl	Denbighshire	
February 2019	Plas Meddyg, Ruthin	Denbighshire	
February 2019	Mount St Clinic, Ruthin	Denbighshire	
March 2019	Park House Surgery, Prestatyn	Denbighshire	
March 2019	Madryn House Surgery	Denbighshire	
February 2019	Gerafon Surgery, Benllech	Ynys Môn	
February 2019	Meddygfa Star Surgery, Gaerwen	Ynys Môn	
February 2019	Gwalchmai Surgery	Ynys Môn	
February 2019	Longford House, Holyhead	Ynys Môn	

Month	GP Surgery	Locality	PPE Category
February 2019	Longford House, Holyhead	Ynys Môn	CHC targeted programmes/ Advertising & PR
February 2019	Victoria Surgery, Holyhead	Ynys Môn	
February 2019	Coed y Glyn, Llangefni	Ynys Môn	
March 2019	Canolfan Iechyd, Amlwch	Ynys Môn	
March 2019	Health Centre, Beaumaris	Ynys Môn	
March 2019	Parc Glas, Bodorgan	Ynys Môn	
August 2018	Chirk Surgery	Wrexham	
August 2018	Bryn Darland, Coedpoeth	Wrexham	
August 2018	Caritas, Coedpoeth	Wrexham	
August 2018	Caia Park Surgery, Wrexham	Wrexham	
September 2018	Hanmer Surgery	Wrexham	
September 2018	Beechley Medical Centre (BCUHB Managed), Hightown	Wrexham	
September 2018	Alyn Family Doctors, Llay	Wrexham	
September 2018	Beech Avenue Practice, Rhosllanerchrugog	Wrexham	
September 2018	The Medical Centre (BCUHB Managed), Ruabon	Wrexham	
September 2018	Forge Road Surgery, Southsea	Wrexham	

Month	GP Surgery	Locality	PPE Category
September 2018	Pen Y Maes Health Centre (BCUHB Managed), Summerhill	Wrexham	
September 2018	Borras Park Surgery	Wrexham	
September 2018	Borras Park Surgery	Wrexham	
September 2018	Plas Y Bryn Medical Centre	Wrexham	
September 2018	Strathmore Medical Practice	Wrexham	
September 2018	Hillcrest Medical Centre (BCUHB Managed)	Wrexham	
October 2018	Crane Medical Centre, Cefn Mawr	Wrexham	
October 2018	The Health Centre, Coedpoeth	Wrexham	
October 2018	Overton Medical Practice	Wrexham	
October 2018	Gardden Road surgery, Rhosllanerchrugog	Wrexham	
October 2018	St George's Crescent Surgery	Wrexham	

Food banks

Month	Food bank	Locality	PPE Category
December 2018	A bag of food was taken to a Foodbank in each Local Authority area along with a selection of NWCHC publicity materials.	Conwy Denbighshire Flintshire Gwynedd Wrexham Ynys Môn	CHC targeted programmes/ Advertising & PR

Website and Social Media

CHC Website hits

- English home page: 6,046 page views; 61,422 content views
- Welsh home page: 763 page views; 14,324 content views

Social Media

CHC Twitter page	PPE Category
The number of accounts following and interacting with the NWCHC Twitter page is: 1488	Advertising & PR
629 bilingual Tweets were posted between 1st April 2018 and 31 March 2019, which are regularly re-tweeted which therefore reaches a far wider audience than just our followers.	
The number of times a NWCHC tweet has been delivered to a Twitter account's timeline (referred to as 'impressions') is 185,550 impressions.	

CHC Facebook page	PPE Category
NWCHC have 326 Facebook followers currently who regularly like and share CHC posts and comments.	Advertising & PR
The number of Facebook users who have seen our posts as a result of them being shared by our own followers has reached 25,512 people.	
The number of times a NWCHC tweet has been delivered to a Twitter account's timeline (referred to as 'impressions') is 185,550 impressions.	

Office contact details

Post: Unit 11 Chestnut Court, Ffordd Y Parc, Parc Menai, Bangor, LL57 4FH
Units 1B and 1D Wilkinson Business Park, Clywedog Road South, Wrexham, LL13 9AE

Telephone: Bangor 01248 679284
Wrexham 01978 356178

E-mail: admin@waleschc.org.uk

Website: www.communityhealthcouncils.org.uk

Social Media:  NorthWalesCHC  @NWCHC  NWCHC

Accessible formats

If you would like this publication in an alternative format and/or language, please contact us. You can download it from our website or order a copy by contacting our office (contact details above).