



NEWS RELEASE

16 DECEMBER 2019

HEALTH WATCHDOG ASKS PEOPLE TO TALK ABOUT VASCULAR SERVICES

The independent health services watchdog for North Wales – the North Wales Community Health Council (NWCHC) - has now confirmed further dates for listening and engagement events across the region. These events will give people the opportunity to share their views and experiences of some major changes made in March of this year to the provision of Vascular Services.

The NWCHC is hosting a series of events across all six counties of North Wales, inviting NHS staff, patients, their carers and their families to talk about Vascular Services. The first two events held in Pwllheli and Bangor, were well attended and people are pleased that the NWCHC is providing the opportunity for them to air their views.

Further events will be taking place on the following dates and venues

14th January 2020 from 11.00am – 1.00pm at Neuadd Pendre Tywyn, 4 Brook Street, Tywyn, Gwynedd LL36 9DP

16th January 2020 from 11.00am – 1.00pm at Holywell Leisure Centre, North Road, Holywell, Flintshire CH8 7TQ

24th January 2020 from 10.30am – 12.30pm at Aberconwy MIND, 3 Trinity Square, Llandudno, Conwy LL30 2PY

28th January 2020 from 2.00pm – 4.00pm at Colwyn Bay Cricket Club, 77 Penrhyn Avenue, Rhos-on-Sea, Colwyn Bay, Conwy LL28 4LR

3rd February 2020 from 11.00am – 1.00pm at Morfa Hall, 141 Bath Street, Rhyl LL18 3EB

12th February 2020 from 10.00am – 12noon at Town Hall, Bulkeley Square, Llangfeni, Ynys Mon LL77 7LR

13th February 2020 from 11.00am – 1.00pm at Ty Pawb, Market Street, Wrexham LL13 8BY

27th February 2020 from 11.00am – 1.00pm at HWB Dinbych, Smithfield Road, Denbigh LL16 3RG

28th February 2020 from 10.00am – 12noon at Amlwch War Memorial Hall, 18 Market Street, Amlwch, Ynys Mon LL68 9ET

Mr Geoff Ryall-Harvey, Chief Officer for NWCHC said ‘Since the changes have been made to some of the Vascular Services, we have been monitoring the patient experience of the service. Over recent months however, we have been aware of an increased level of concerns in respect of the impact of the service change.’

‘We have raised these concerns with the Betsi Cadwaladr University Health Board (BCUHB) and are pleased to learn that the BCUHB intends to carry out a thorough review of the performance of the service and the impact of the changes made to the service to date.’

Mr Ryall-Harvey went on to say ‘We are holding these events in order to allow people to talk to us about specific issues concerning their experiences of Vascular Services across North Wales. The events will be structured around a number of aspects such as compliments, concerns and complaints, care planning, care provision and communication.’

‘We understand that in some instances, people might wish to share experiences in a confidential way and we will ensure that there is a safe space for such discussions to take place.’

Should you wish to attend any of the events or for further information please contact the North Wales Community Health Council on tel: 01248 679284 (*nb there is an answerphone system in operation – please leave a message and a member of our team will be in touch*) or e-mail yourvoice@waleschc.org.uk

You can register attendance via our SurveyMe app by using the following link:

<https://svy.at/5xr1r>

UK-EWN3-75TQ



Note for editors

1 North Wales Community Health Council (CHC) is an independent statutory organisation which represents the interests of patients and the public in the National Health Service in North Wales. It came into being on 1 April 2010 as part of the reorganization of health services in Wales and covers the counties of Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn. The six counties have a combined population of around 678 ,800.

2 The Community Health Council has six local committees, one covering each of the six counties. Each local committee comprises members drawn from three sources: councillors nominated by the relevant local authority, people nominated by the local voluntary sector organizations and local people appointed by Welsh Assembly Government.

Ends