

IMPROVING PATIENT EXPERIENCE REPORT

May – June 2020



1. Introduction

Hywel Dda University Health Board (HDdUHB) welcomes and captures service user feedback in a variety of ways, some of which have been adapted, as a result of the COVID-19 Pandemic. The following information demonstrates how we are striving to improve the experience of service users throughout the Health Board (HB).

2. Patient Story Feedback

In addition to the patient story capture work, the Patient Experience Team is currently improving channels of communication to capture patient and staff stories to help learn, understand and appreciate the feelings of those caring for patients, those who have recovered and, sadly, those families who have lost loved ones as a result of COVID-19.

Giving Birth During COVID-19

“When I found out I was pregnant, I was incredibly nervous for what the future held but thrilled at the same. I’d done two-line tests and even though they both were showing positive results, I needed to confirm with a digital test for my own peace of mind. I remember having to call my best friend to go pickup said digital test. My partner was working away at the time, but my news was reciprocated very well.

It took me a while to accept that it was real after that. Even though I’d done the multiple tests and had the positive results, it all still felt very surreal and I had experienced some bleeding at the beginning so that had sprung doubt into my mind. But I had a great support system in place between my best friend, her husband and my partner. We had told no one else straight away; we chose to wait until the twelve-week scan.

After having confirmation that all was well with the baby and telling everyone about our news, I felt much better about everything and enjoyed my pregnancy. Even though it came with horrendous sickness and fatigue!

When it first came to light about the Coronavirus coming to the UK, I was worried and nervous about the uncertainty of it all, as most were, but didn’t really think about the impact it would have on the final weeks of my pregnancy. When the Prime Minister first announced that pregnant women came under the category of high risk I was 35 weeks at the time. My school that I work for were incredibly good and kept me at home for about a week before they began to shut. When lockdown occurred, that’s when I really started to panic about my labour experience.

I still had a couple appointments to attend which felt strange because by this time measures had been put in place with regards to social distancing. I’d been stopped a couple times en route to the hospital by the police and queried on where I was headed; that used to make me rather flustered as, even though I had a genuine reason to be out, I felt like I was being told off for being outside. I started to keep track of the many changes of rules about pregnancy in hospitals and that really made this nightmare a whole lot more real. I had gone in to be induced on the 2nd of

April at 9:00am due to my waters going at 37 weeks, but within the space of half an hour of being there my partner had to leave as the rules had changed again. Seeing him have to get up and walk away from me made me feel so vulnerable and alone. But the amazing midwives did their utmost best to make me feel better about it all. I could text him throughout the day, but it wasn't the same. I had to ring him when I was heading down to the labour ward at 6pm which was, I was told, about maybe 5-10 minutes prior, which made my partner anxious because he'd had to go home to wait and was factoring in the timeframe he had to get to me.

When down at the labour ward the midwives I had were beyond amazing. They were so kind and friendly; they gave me a run-down on everything available to me and made me feel so comfortable and relaxed. As the night and then morning went on, I wasn't progressing like I should have and got stuck at 4cm dilated. So I went in for an emergency C-section and that was very surreal, I felt very much defeated when that was mentioned, I'd tried at labour for so long, drugged up and my body couldn't take it. I was rather frightened. I'd never had any form of surgery before, although the surgeon and the team were beyond amazing. Laying on that table I can remember anxiously waiting to hear a cry and wondering how I'd feel. It felt like a lifetime and then when I heard it I felt a release of built-up anxiety. She was here and she was safe.



Being at home has been strange. I haven't had my parents fussing over my daughter or my siblings to visit, as everyone is in isolation. I haven't been able to show my daughter off to any of our family or friends - it's been really hard. Now my partner has returned to work and I sometimes feel lonely, but it's getting easier day by day".

In response to this story, the service has reiterated the importance of support being provided to women in the early stages of labour or undergoing induction of labour.

With regard to visiting arrangements, any persons attending the department to provide birth support would be checked first for temperature/ symptoms).

There have been many positive stories provided to the service from women, sharing their experiences during the recent months. These stories will be widely promoted and are also currently being compiled in a book to share with parents.

3. Family Liaison Officer

During June the HB has commenced inductions of the first cohorts of Family Liaison Officers (FLOs) across the organisation.

The family liaison role will support wards in communication with relatives and in patient experience activities. The aim is for every ward to have a dedicated FLO.



We now have FLOs in Withybush, Glangwili, Bronglais, Prince Phillip and South Pembrokeshire Hospitals, as well as the Field Hospital in Carmarthen Leisure Centre.

Inductions will continue throughout July, with the FLO posts being warmly received by both patients and their families. Some of the comments received from patients and family about the family liaison service are listed below:

"What the family liaison team are doing is great" "This is the best support the hospital has provided."

"This is a very important service and it is taking so much stress around my stay in hospital away."

"I am so pleased with this service you are providing to my mum, I have passed it on to my brother."

The service is also proving popular with other members of staff:

"The girls have done wonders, spoken to patients on the ward and made dozens of phone calls to family for them."

"When we get a new patient they call the family and introduce themselves and the services on offer"

"The patient's wife told them her husband's first language is Welsh and no one has spoken Welsh to him before the Family Liaison Officer". "One patient has become so enthused he has been sharing with them videos of him singing in a choir."

The teams have developed wonderful relationships with the patients, helping them at mealtimes, contacting their families and friends, alleviating the boredom by having games of dominoes, or just sitting with them to have a chat. They have even taken the time to sit with some patients who may be confused, finding different ways to keep them calm, like colouring and drawing.

4. Patient Welcome Packs

In response to the COVID-19 pandemic visiting restrictions, HDdUHB has worked together with 'Elusennau Iechyd Hywel Dda Health Charities' and the Church of



Jesus Christ of Latter Day Saints to develop patient welcome packs. These zip-locked individual toiletry bags contain some basic essentials to make the patients' initial few days' stay in hospital more pleasant. There is now a stock of 1,000 packs and these are distributed by the

FLOs to every patient who needs them.



Staying Connected Communication

It is essential that patients stay connected with their family and friends while they are in hospital, and to further inform patients and their relatives of all the services available to support them with this, we have produced a number of leaflets and posters which are available and which are being displayed in both primary and secondary care, pharmacies and wider community settings, including supermarkets and wholesalers (Appendix 1 and Appendix 2).

In addition, further initiatives are regularly posted via social media, with the support of the HB Communications Team.

5. Thinking of you – Keeping in Contact with loved ones

The 'Thinking of You' initiative enables families, carers and friends to stay in contact with loved ones who are inpatients. Messages, letters, emails, poems and photos are printed, laminated and delivered to the patient. If the patient wishes to send a message by return, HB staff liaise with the Sister/ Charge Nurse and messages are shared back to families. Patients and families have been very grateful for this service.

This service can be accessed by using the "Thinking of You" online form:

<http://ratenhs.uk/lugqmz>

Or by using the dedicated email address: ThinkingOfYou.HDD@wales.nhs.uk which enables the inclusion of photos, poems and cards with messages.

6. Patient Feedback System (FFT)

The Patient Experience Team continues to implement the Patient Feedback System across the HB. The system automatically contacts patients within 48 hours of attending an appointment or being discharged from Hospital.

The planned phased implementation of the system was delayed due to the COVID-19 pandemic. However, the system is now available on selected Wards and Departments on all main hospitals sites, plus Amman Valley Day Ward, Tenby Cottage Hospital and Cardigan Minor Injuries Unit.

From the 1st May to 28th June 2020, 13,794 patients who attended an outpatient consultation or were discharged from an inpatient environment have been contacted, requesting their feedback using the Patient Feedback (Friends and Family Test - FFT) system. The response rate has been 12.5%.

91% of responses have a positive rating, with only 4.4% of responses rating the experience as negative (the remainder did not provide a rating).

The volume of responses on a weekly basis has increased slightly to just over 45% of the pre-pandemic volume (compared with only 39% in March and April).

Department	01/03/2020	01/04/2020	01/05/2020	01/06/2020 ▲
Emergency Department	90.14%	↑ 91.50%	↑ 93.26%	↓ 90.00%
Paediatrics	93.55%	↓ 81.82%	↑ 84.62%	↓ 81.82%
Inpatients	88.00%	↑ 92.31%	↓ 87.29%	↑ 87.36%
Day Case	95.45%	↑ 100.00%	↔ 100.00%	↓ 95.45%
Outpatients	90.33%	↑ 90.55%	↓ 87.01%	↑ 92.35%

The lower performance in June in Paediatrics and Day Case departments can be attributed to very low numbers of patients, which is reflected in the results. In the Emergency Department, all Accident & Emergency (A&E)/ Minor Injuries Units (except Withybush A&E) saw a drop in performance; however Glangwili A&E and Prince Phillip MIU saw the greatest fall in performance (4% and 6% respectively). Patients being unaware of changes in these areas was a common theme of negative feedback.

Below is a sample of the voice messages and comments received since 1st May:

Glangwili and Prince Philip Visit	Glangwili Outpatients Department	Prince Philip Inpatient
Withybush Accident and Emergency Department	Prince Philip Hospital Minor Injuries Unit	

Whilst the majority of all comments are positive, the main theme of negative feedback continues to relate to a perceived lack of communication, and people not expecting HB services to be presented in the way that they are, for example:

"I arrived at the hospital and the nurses was trying to put my son on a covid-19 ward even though he has no symptoms and was brought in because we was worried about a bumped head nothing covid-19 related. We told them over and over again he hasn't been anywhere near covid-19 they still told us he would have to be treated

on a covid ward. We didn't agree so as a result had to discharge our son for his own safety as well as ours."

"The appointment was at the fracture clinic for my 18 month old daughter and we had to wait in the car for 1hr 40 minutes past the time of the appt. When we got in the appt lasted no long than 45 seconds and could have been done on the phone. In light of the distance we needed to travel and the COVID-19 pandemic, it was an unnecessary risk."

"The appointment I had was running 45 minutes late, it was very uncomfortable for me as my foot was in plaster. You'd think with the coronavirus around, a 10 am appointment wouldn't have been 45 minutes behind, but the treatment I had from all staff was exceptional."

"I was dissatisfied with the way the A&E dept signed how to wait/ queue etc in light of COVID-19. People didn't know where to wait, there were no markings or obvious signs to keep distance and whilst masks were given out. Not until people had all been milling about for an hour or more. I also observed a man evidently with learning difficulties wandering around alone."

"The staff were welcoming, friendly, informative, and endlessly kind. The place was spotless, very well organised and they were scrupulous re Covid. I was impressed by the friendliness and good humour of everyone, cleaners, kitchen staff, porters, nurses and doctors."

"If you asking for feedback for last experience. I was shocked not to receive a letter or call to tell me not to physically attend during the pandemic. I'm self-isolating and it was only because I heard of others receiving letters and a genuine desire not to attend that I phoned the hospital to arrange for it to be changed to a telephone consultation myself."

"Social distancing not being conducted in Glangwili A+ E, quite shocking at these difficult times. No orderly fashion of where visitors could and could not go to speak at reception, ie simple markings on floor would organise people."

"After a 2 1/2 hour journey to the hospital I waited 3/4 of an hour only to be told the consultant was on annual leave!, then they ask me can I come back next week. Can I claim my petrol money for this wasted appointment."

"Poor appointment planning. Had to wait 90 minutes before going to clinic. Understand delays because of Covid 19 but this should be taken into account when planning appointments. The appointment was an admin error as consultant was expecting me next week not this week."

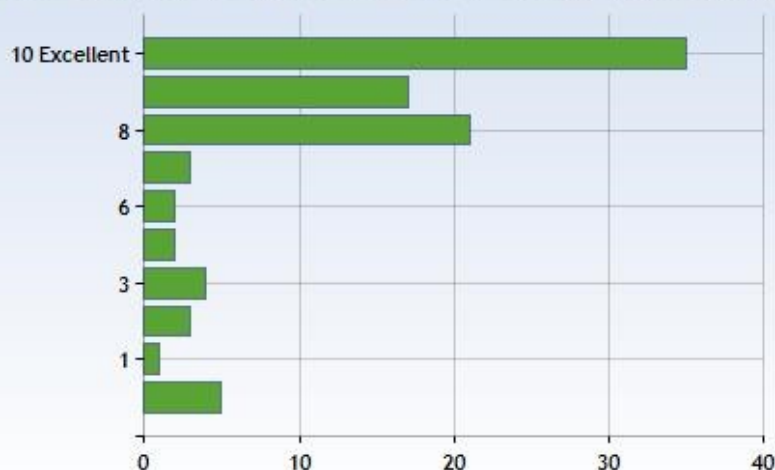
In response to this feedback, an information leaflet is being prepared to send with appointment letters, clearly setting out what can be expected when attending the appointment.

A promotional video for members of the public is being developed, from a patient's perspective of attending an appointment at one of the HB hospitals.

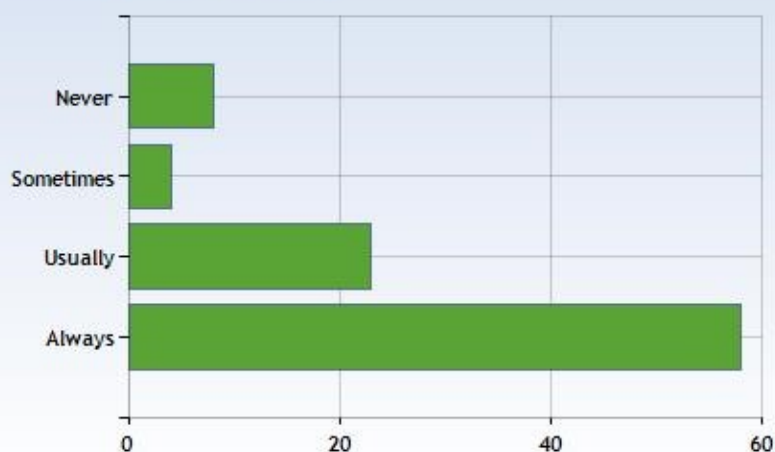
9. All Wales Experience Questionnaire

During May and June 2020, over 180 surveys have been collected from ward areas using the electronic patient experience system (Envoy). Envoy is securely hosted, allowing a clearer view of the data received and grouping of data to identify trends and themes. Below are some of the responses received: Individual feedback is brought to the attention of the Ward or service area at the time of the survey, to enable any immediate action to be addressed.

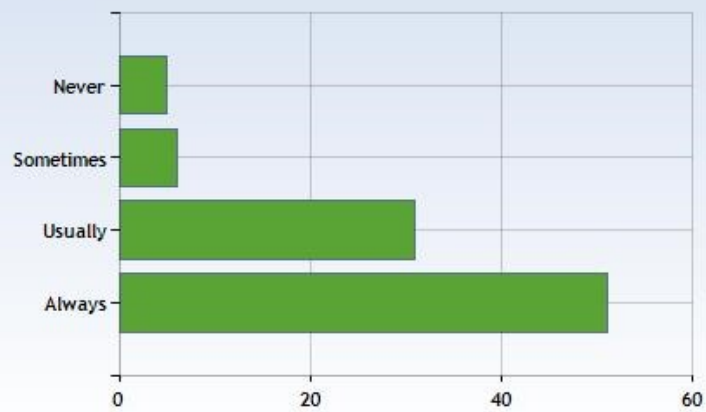
9. Using a scale of 0 - 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?



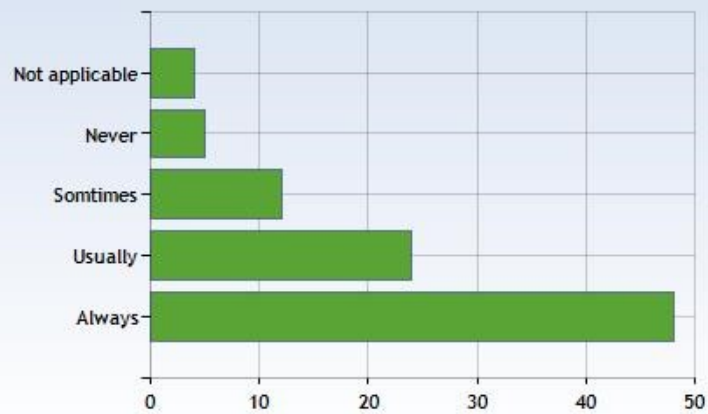
8. Were you involved as much as you wanted to be in decisions about your care?



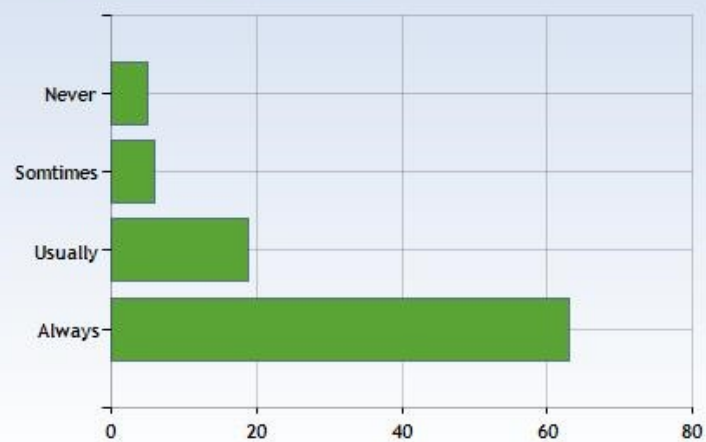
6. Did you feel you understood what was happening in your care?



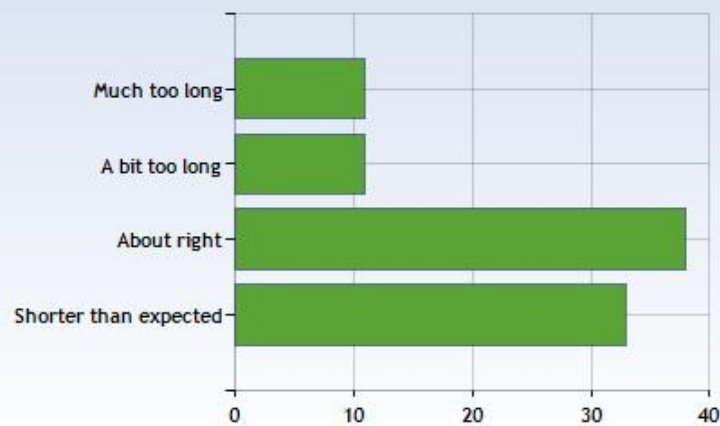
5. If you asked for assistance, did you get it when you needed it?



4. Did you feel well cared for?



3. From the time you realised you needed to use this service, was the time you waited:



10. Was there anything particularly good about your experience that you would like to tell us about? Below are a sample of the responses:

I was very happy with my experience from the moment I entered Colposcopy to the time I left. I felt that the staff were caring and took their time to explain the procedure, giving reassurance along the way. The doctor and the nurses were very professional, friendly and made me feel relaxed during a stressful time

The female doctors I saw in Withybush A&E showed genuine compassion and care towards a private matter

The first doctor who took care of me was aware of my condition and tried really hard to help me. She was concerned not only about my physical condition but as well about my mental condition

I was very impressed with the care and attention I received while in Prince Philip Hospital on my recent admission. I welcome this opportunity to praise and thank all staff, nurses, doctors etc who contributed to my recovery and eventual release back home, including the follow up care that I received virtual ward

All members of staff treated me like I was important, anything I asked for I got straight away, best hospital I have stayed in. From cleaners to catering to nurse healthcare and the new family officer staff been amazing. Would like to congratulate Hywel dda for setting up this first class service. It's been a horrific time and this service has made it all that more bearable from a patients and families point of view

11. Was there anything that we could change to improve your experience?
Below are a sample of the responses:

BBC channels on the television. It will be nice if the patients could go out to a nice fenced area or garden and have a breath of fresh air

Even though there wasn't any new information from the doctors it would be nice for them to see patients every day

More communication with patients, feels like if they need something they have to ask a few times

The wait for your medications in the discharge lounge is unacceptable in a modern service

Don't move wards in the middle of the night.

Massive improvement needed in the communication between teams, doctors and ward staff
Listen to the patient and what matters to them. one size doesn't fit all the terms of ward care, take extra care with a patient who looks after themselves, e.g. feeding and washing

Yes the reception staff at my local GP make recovering my medication a battle causing me immense pain, and with some of my medication actually puts my life at risk. When I speak to them they are rude cold and uncaring

I found your service first class. There is nothing I would want you to change

I feel the cleaning & cleanliness of the hospital not particularly good, the team seem to have a low morale, weekends especially cleaning is none existent. I had to report twice cleanliness of toilets to the medical staff, who were already rushed off their feet

Maintenance was not proactive and shower rooms have no mirrors etc for wet shaving, shower hoses leaking

With Corona 19 causing all manner of problems, I feel that everyone did the very best they could under the restraints

Cubicle was very near to nurses' station... I didn't particularly want to hear about nurses private lives, which happened throughout my stay

9. Compliments

During the period 36 formal compliments were received. A small selection of these is included below:

Patient would like to thank the Doctor and his team for their excellent work. Your team dealt with the whole situation in calm, friendly manner whilst retaining a completely friendly approach involving a high degree of skill.

Card sent to the ward during COVID. " to all members of staff at Bryngolau Ward. Please accept the enclosed cheque for £5000 towards the Bryngolau garden project as a token of my gratitude for the care and attention you all gave. Thank you also for the warm welcome I received when visiting.

The treatment my young foster baby received was excellent and nothing was left to chance. Being a 'looked after child' is much more complicated as you know. I had open access all weekend and did call them and they helped straight away. First class experience and wish them all safe journey through this pandemic. –
Cilgerran Ward, Glangwili

It was so refreshing to have such a nice experience and also to have been seen within a couple of days of me contacting them. I was extremely pleased to be told by the podiatrist lady that they had been working straight through the pandemic and that we could contact them anytime I felt the need. –
Aberaeron Integrated health centre

Totally committed to providing first class care, with love, kindness and tolerant, whilst dealing with all the other patients. – Cadog ward, Glangwili

Following feedback from the last Board Meeting, HDdUHB is launching a new mechanism for capturing the large number of non-formal compliments that are received by staff every day.

The new capture mechanism consists of a simple form which is accessible from multiple devices, including mobile devices. The form will allow better reporting of the true number of compliments that are received across the HB, together with the sentiments expressed, to promote the positive learning.

In addition to the main Acute sites, there has been close working with the Mental Health and Learning Disabilities (MHL) Directorate to develop this new capture mechanism, which has been launched within MHL services as part of the initial implementation.

Compliments

By what method was this compliment recieved? *

Card

Which hospital/department is the compliment for? *

Withybush

Ward 8 (Coronary Care Unit)

Is the compliment for a specific person or team? - please name here *

Sister Williams and the whole team

Please note summary of the compliment

Nurses on this ward looked after my Mamgu in the final days of her life, they did this with compassion and eased her pain.

Thank you to them for the difficult work they do.

Please select all of the sentiments in the compliment

Compassion

☒

Calm

☐

Other

☐

Dignity

☐

Environment

☐

Respect

☐

Communication

☐

Listening

☐

Kindness

☒

Caring

☒

Hydration

☐

Understanding

☒

Nutrition

☐

Name of person inputting compliment *

Steve Jones (FLO)

A key element of the implementation of the capture mechanism will be the reporting and sharing of all compliments received by each area, in order to assure staff that their efforts are appreciated by patients and their families. This is particularly important, given that traditional sharing practices eg. displaying cards and messages on notice boards have necessarily been suspended due to infection protection control measures as a result of the pandemic.



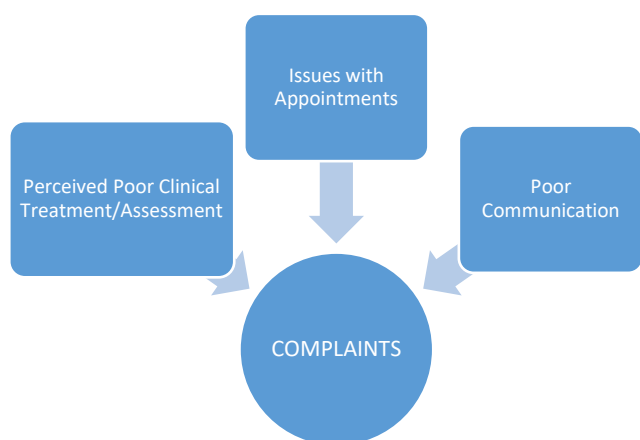
10. Making a Difference

During June a review of the “Big Thank You” initiative was conducted, and it will be relaunched to include Patient Experience Certificates of Appreciation. These will be presented to individuals who have been identified through direct feedback as having made a difference to the experience of care received by HB patients and their families. Certificates will be presented to individuals by their Line Manager or Head of Department.



11. Complaints Received

Core Themes



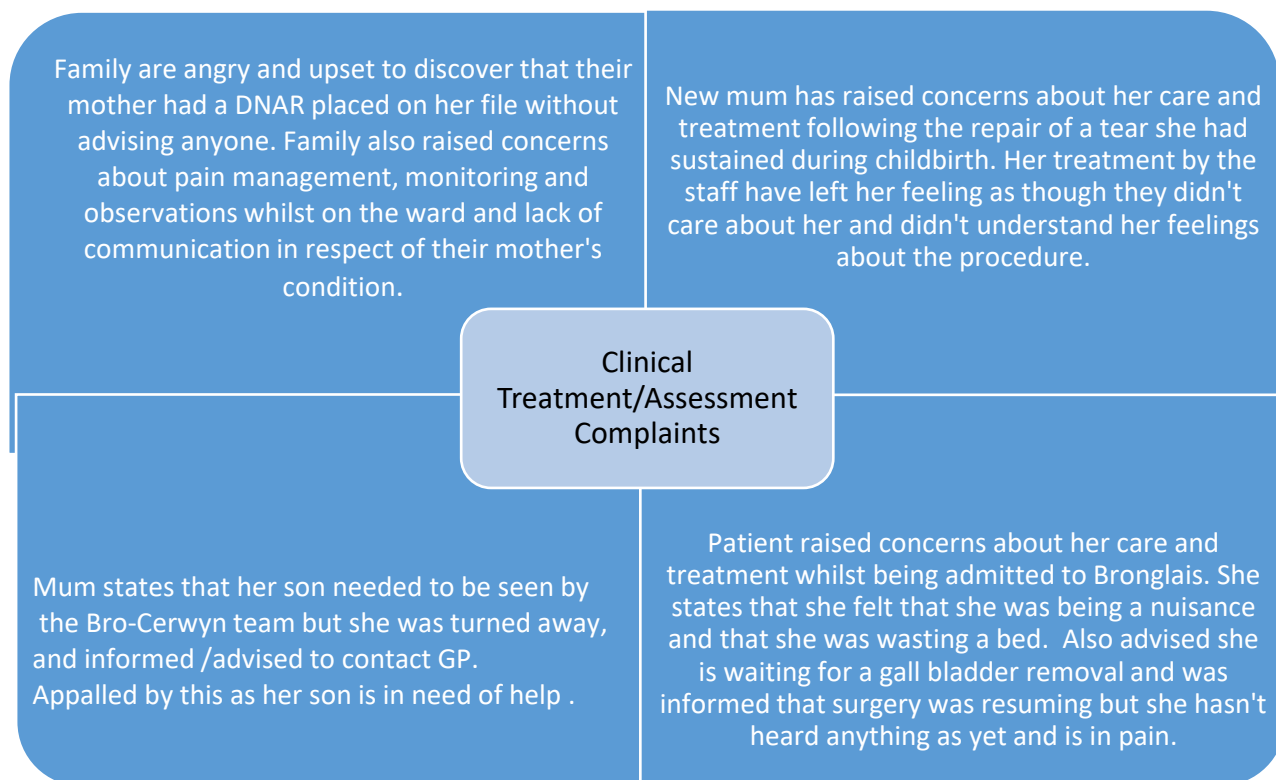
Complaints Received and Matters Complained About:

For the period 1st May 2020 to 30th June 2020, 487 enquiries and concerns were received and recorded. Of these, 194 were managed through the 'Putting Things Right' process.

The highest number of complaints related to the following specialties/ services:

	May	Jun	Total
Accident & Emergency	6	13	19
General Practice	10	7	17
Orthopaedics	6	10	16
Medicine	3	7	10
Urology	6	4	10
Community Services	3	4	7
Obstetrics	5	2	7
Surgery	2	5	7
Anaesthetics	2	4	6
Cardiovascular	1	5	6
Ophthalmology	3	3	6

Clinical Treatment/ Assessment were the main recorded subject areas for complaints within Accident & Emergency, Orthopaedics, Urology, Surgery, Anaesthetics and Ophthalmology. However, on closer scrutiny, many of these complaints may have been avoided if communication with the patient or their families/ advocates had been of a better standard.

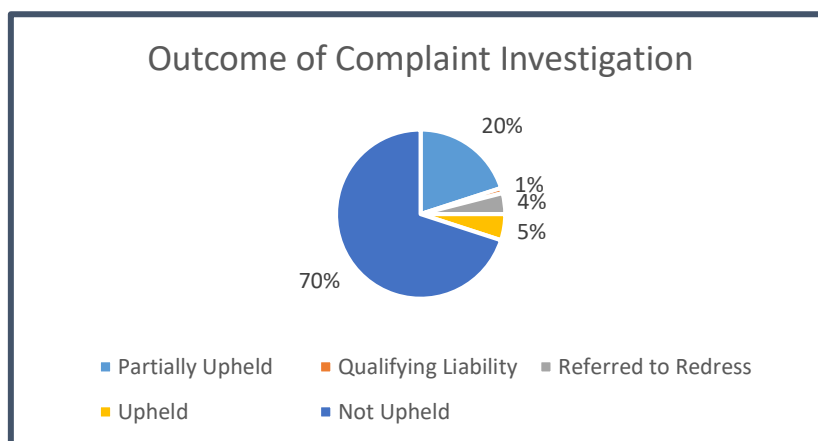


All of the above specialties received complaints about appointments and communication issues, mostly in relation to the impact of COVID-19, with patients seeking to learn when their appointments would be reinstated.

As would be expected, these complaints contribute to the number received regarding communication, with many patients advising that they have received insufficient information to assure them that their treatment will take place as scheduled. Complaints were also received regarding communication relating to hospital/ service discharge, provision of test results, access to Mental Health care, access to GP and Do Not Attempt Resuscitation (DNAR) decisions.

Complaints Closed

173 of the complaints managed through the 'Putting Things Right' process were closed during this time period, of which 65% were closed within 30 working days during May and 75% during June:



12. Public Services Ombudsman for Wales

For the period ending 31st July 2020, 4 cases have proceeded to formal investigation by the Public Services Ombudsman. Three final reports have been received, which have been either upheld or partly upheld. The findings and associated learning action plans developed in response to the reports will be scrutinised by the Listening and Learning Sub-Committee.

The Public Services Ombudsman's Annual Report has recently been published, which highlights that the Health Board has seen a reduction in the number of cases referred to the Ombudsman's Office; and also in the number of cases requiring intervention from the Office.

The report can be accessed via the following link: <https://www.ombudsman.wales/wp-content/uploads/2020/07/PSOW-Annual-Report-and-Accounts-2019-20.pdf>

The HB will continue to improve upon this position and ensure that all lessons learned are addressed and closely monitored. Further detail will be provided at the next Board meeting, as the Ombudsman's Annual Letter to the Chief Executive and Chair is expected to be received imminently.

YOU SAID/ WE DID

The following are some examples of action taken in response to feedback received and lessons learned from complaints:

You said

We did

Patient was unable to sleep in A&E due to a very bright light in the bay	PALS arranged for other patients to use side lights, so that the main light could be switched off which helped the patient.
A stroke patient who is currently making a good recovery, requires clean clothing to assist with his rehabilitation. The family live away and it became increasingly challenging to ensure clean clothing for the patient as there are no current laundering arrangements/ processes in place with the current COVID19 restrictions.	PALS made many enquiries with various businesses and were able to make arrangements with a local launderette to launder the patient's clothing in line with COVID-19 infection control guidance – arrangements were made with the family to make direct payment and the clothes were collected and returned by the launderette to the hospital via the Stop, Drop and Go – Patient Experience initiative.
Patient unsatisfied with the handling of her emergency referral to a specialist clinic and felt disregarded.	PALS liaised with clinician who booked an appointment for the patient the following week.

Patient did not have her phone and did not want to ask the nursing staff to contact her family to advise she was in hospital.

PALS contacted the patient's family and provided them with an update on behalf of the patient.

Patient embarrassed about asking for clean clothing.

PALS arranged for nurses to provide items and toiletries

Patient complained because she had moved to her daughter's address temporarily, to help her recover from a hip fracture. The local GP practice would not register her.

The Primary Care Team confirmed that the practice did not have a 'closed list' and arranged the registration.

As discussed in previous reports, work is ongoing to address the common causes of complaints and dissatisfaction, such as communication, waiting times and appointments.

An update on the progress of these various actions will be featured in the next Board report.

The Health Board's Listening and Learning Sub-Committee has recently been established and will be reviewing the outcomes and lessons learned across the organisation. The themes arising from the work of this Sub-Committee will feature in future reports.

Stay in contact – Virtual or Telephone

You can stay in contact with loved ones who are in hospital by having a video call via mobile phone, facetime , facebook messenger or skype.



To use this service please call:

 **0300 0200 159**

Our call handlers will require the following information:

- Patient's name
- Hospital and Ward
- Date of Birth
- Date and time that you would like the call to take place.
- What app you would prefer

Our team will then make arrangements with the ward staff.

Stay in contact – Thinking of You

We understand and appreciate that this is an anxious time and the need to stay in touch is very important to us all.

You can send a message to anyone who is a patient staying at any of our Hospitals by using the "Thinking Of You" online form



Please scan the QR Code or visit:
<http://ratenhs.uk/luqqmz>

You can also send your messages which can include, photos, poems and cards by using our dedicated email address.

 **Email:**
ThinkingOfYou.HDD@wales.nhs.uk

This service is provided by the Patient Experience Teams in all our Hospitals. They will print the messages for your loved ones and deliver them in person to the ward. Any messages that patients want to send and return we can make the necessary arrangements with the respective ward.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Staying Connected During the COVID-19 Pandemic



Introduction

Due to the current COVID-19 Pandemic, the Hywel Dda University Health Board have needed to bring in a number of measures that restrict normal visiting arrangements at all of our hospitals.

These measures have been put in place to protect our patients, staff and the public.

The measures in place are being reviewed on a regular basis and you can get information on the current visiting restrictions by visiting our website or by calling us.



Please scan the QR Code or visit:
www.hduhb.nhs.wales

 **0300 0200 159**

To help patients and their families cope with these changes we have introduced new ways in which you can contact, leave messages and drop off belongings to loved ones.

Stop, Drop and Go Service

We are now operating a **Stop, Drop and Go** and **Pick up Service** for patient's laundry and non-valuable items. This support service can be arranged by calling:

 **0300 0200 159**

Our call handlers will require the following information:

- Patient's full name
- Hospital and Ward, Date of Birth, Home Address
- Your contact number
- Items for collection

Time slots will be agreed with relatives, friends or carers to deliver patient items. Please ensure that all items are placed in **a disposable carrier bag within a carrier bag**. It must be secured and clearly labelled with the patient's name and date of birth. Please can you make sure that the bag is filled to a maximum of three quarter's full.

You will be met outside the Hospital's main entrance by a member of our staff to complete the drop off/pick up.

If It Matters To You – It Matters To Us

Share Your Experience

Quality drives everything we do and for us to continue to improve we'd like to know about your experience of using any Hywel Dda University Health Board services.

We Are Listening

Please give us your feedback using our online survey forms, which are available in a wide range of languages.

Please scan the QR Code or visit:
<http://ratenhs.uk/L6rcJP>



Disclaimer

Hywel Dda University Health Board is unable to take responsibility for the loss of personal property – please do not bring in any valuable items.



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board



GIG

Aros mewn cysylltiad yn ystod Pandemig COVID-19

Er mwyn helpu cleifion a'u teuluoedd i ymdopi â'r newidiadau hyn rydym wedi cyflwyno ffyrdd newydd y gallwch gysylltu, gadael negeseuon a gollwng eiddo i anwyliaid.

Aros mewn cysylltiad: Meddwl Amdanoch chi

Gallwch anfon neges at unrhyw un sy'n glaf sy'n aros yn unrhyw un o'n hysbytai trwy ddefnyddio'r ffurflen ar-lein "Meddwl amdanoch chi"

Gallwch hefyd anfon eich negeseuon a all gynnwys, lluniau, cerddi a chardiau trwy ddefnyddio ein cyfeiriad e-bost prwpasol.

✉ **E-bost:**
ThinkingOfYou.HDD@wales.nhs.uk

Darperir y gwasanaeth hwn gan y Tim Profiad Cleifion yn ein holl Ysbytai. Byddant yn argraffu'r negeseuon ar gyfer eich anwyliaid ac yn eu danfon yn bersonol i'r ward. Gall trefniadau i anfon a dychwelyd unrhyw negeseuon gan gleifion gael eu gwneud gyda'r ward berthnasol.



Sganiwch y côd QR neu ewch i:
<http://ratenhs.uk/luqqmz>

Cadw mewn cysylltiad – trwy dechnoleg neu'r ffôn

Gallwch aros mewn cysylltiad ag anwyliaid sydd yn yr ysbyty trwy gael galwad fideo trwy ffôn symudol, Facetime, Facebook neu Skype.

I ddefnyddio'r gwasanaeth yma ffoniwch:

0300 0200 159

Bydd angen y wybodaeth ganlynol arnom:

- Enw'r Claf
- Ysbyty neu Ward
- Dyddiad Geni
- Dyddiad ac amser yr hoffech i'r alwad ddigwydd
- Pa ap fyddai orau gennych?

Yna bydd ein tîm yn gwneud trefniadau gyda chi.



Cyflwyniad

Oherwydd y Pandemig COVID-19 cyfredol, bu'n rhaid i Fwrdd Iechyd Prifysgol Hywel Dda ddod â nifer o fesurau sy'n cyfyngu ar drefniadau ymweld arferol ym mhob un o'n hysbytai.

Mae'r mesurau hyn wedi'u rhoi ar waith i amddiffyn ein cleifion, staff a'r cyhoedd.

Mae'r mesurau sydd ar waith yn cael eu hadolygu'n rheolaidd a gallwch gael gwybodaeth am y cyfyngiadau ymweld cyfredol trwy ymweld â'n gwefan neu trwy ein ffonio.

0300 0200 159



Sganiwch y côd QR neu ewch i:
www.hduhb.nhs.wales

Os yw'n bwysig i chi – mae'n bwysig i ni

Rhannwch eich profiad

Mae ansawdd yn gyrru popeth a wnawn ac er mwyn i ni barhau i wella, hoffem wybod am eich profiad o ddefnyddio gwasanaethau Bwrdd Iechyd Prifysgol Hywel Dda.

Rydym yn gwrando

Rhowch eich adborth gan ddefnyddio ein ffurflenni arolwg ar-lein, sydd ar gael mewn ystod eang o ieithoedd.



Sganiwch y côd QR neu ewch i:
<http://ratenhs.uk/L6rcJP>

Gwasanaeth Aros, Gollwng a Mynd

Rydym bellach yn gweithredu Gwasanaeth **Aros, Gollwng, Mynd a Chasglu** ar gyfer golchi dillad cleifion ac eitemau nad ydynt yn werthfawr. Gellir trefnu'r gwasanaeth cymorth hwn trwy ffonio:

0300 0200 159

Bydd angen y wybodaeth ganlynol arnom:

- Enw llawn y claf
- Ysbyty a Ward, Dyddiad Geni, Cyfeiriad Cartref
- Eich rhif cyswllt
- Eitemau i'w casglu

Cytunir ar slotiau amser gyda pherthnasau, ffrindiau neu ofalwyr i ddosbarthu eitemau cleifion. Sicrhewch fod yr holl eitemau'n cael eu rhoi mewn **bag tafladwy mewn bag siopa**. Rhaid ei gau a'i labelu'n glir gydag enw a dyddiad geni'r claf. A allwch sicrhau bod y bag wedi'i lenwi i uchafswm o dri chwarter llawn.

Bydd aelod o'n staff yn cwrdd â chi y tu allan i brif fynedfa'r Ysbyty i gasglu/dychwelyd eitemau.