

Freedom of Information Request	FOI 21-417	2 nd November 2021
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I'm currently looking at how health boards and trusts in Wales incorporate the patient voice in the development of services. Are you able to refer me to a relevant document/provide me with information about how your health board engages directly with patients please, including capturing lived experience across the range of services from mental to physical health. I understand for example, that some patient groups are for specific conditions such as a Bowel cancer.

Patient engagement and communication is fundamental to the development of health services, and Health Boards in Wales utilise a number of options to ensure that the patient voice is heard, either directly or through recognised representative forums. Key examples include the following:-

- Unlike England, Wales has maintained the role of Community Health Councils (CHCs). CHCs are independent bodies, set up by law, who listen to what individuals and the community have to say about the health services with regard to quality, quantity, access to and appropriateness of the services provided for them. There are seven CHCs in Wales and their role is to represent the patient and public voice in their respective part of Wales and to ensure that in doing so these voices can have a real influence on the shape of healthcare services. Health Boards have a statutory duty to consult with CHCs when any significant service change is proposed - within Aneurin Bevan University Health Board (ABUHB), Executives, planners and operational managers are in regular contact with the local CHC, initiating discussions, providing regular briefings on developments, formal presentations and responses to queries as and when these arise.
- Incorporation of patient representatives on to planning and working groups e.g. ABUHB has a diabetes planning and delivery group whose membership includes two patient representatives who make active contributions
- Specific communication, engagement and consultation initiatives relating to proposed service developments or reconfigurations e.g. work undertaken over the past year as part of the planned creation of a vascular service network for South East Wales. As part of the formal engagement exercise, patients currently being looked after by the vascular service were invited to join workshops to hear about the proposed changes and to give their views

In addition, the Health Board currently use the following opportunities to collect patient feedback:

- Patient Reported Outcome Measures Surveys (PROMS) which provide clinicians with the feedback on the outcomes of the clinical care provided and influences individual care plans

- Patient Reported Experience Measure Surveys (PREMS) which provide feedback on the experience a patient has had on a ward or clinical area. This is used as a listen and learn opportunity and can influence service provision and staff training
- Bespoke surveys may be used to gather feedback from specific areas or services to aid Service Improvement work
- Patient Stories are a powerful form of feedback and can work at different levels. They allow a person to share their experience with others which can be useful for other patients/clients/relatives where there may be a shared experience. It can allow others to talk and share which can be beneficial in a healing process but also reassuring knowing that others have felt as you do. These stories allow staff to understand a situation from a patients perspective/experience and to 'listen and learn' which may influence service improvement and staff training.
- The Health Board use Facebook Live consultations which give people the opportunity to share their experiences
- The Community Health Council, as an independent organisation, engage directly with patients to gain feedback regarding their experience. Their reports are shared with the Health Board.