



# The Community Health Council: Improving health services for people in North Wales

**Social and Health Care Overview and Scrutiny Committee  
31 January 2019**

Carol Williams - Deputy Chief Officer

Linda Harper - Chair Flintshire Local Committee



## North Wales CHC

- Is one of 8 independent bodies, established by the Welsh Assembly, to represent the interests of people who use health services.
- Engages with as many people as possible to collect feedback about the NHS.
- Represents those views at local and national level.
- Has an overall membership of 72 with 6 local committees which cover each local authority area. These are made up of 3 people from the voluntary sector, 3 from the local authority, and 6 people appointed by Welsh Government.

# What the CHC does

- Consults with the health board about new services or changes to current services.
- Regularly and formally meets with the health board, that provides information about its work and local service plans.
- Provides free, independent information about local health services.
- Provides a free, independent and confidential advocacy service for people who have a concern or complaint about their health care.

# How the CHC works

- Seeks out the views of local people through meetings, exhibition stands at events, members networks and communities.
- Takes and makes opportunities to present local views, experiences and opinions to health service decision makers by sitting on various groups and attending stakeholder events.
- Makes unannounced and planned monitoring visits to NHS premises, including hospitals, GP and dental surgeries, pharmacies and opticians.
- Responds to health board consultations on a range of issues.

## Flintshire examples of CHC work

- Various inputs to meetings including the 50+ Forum, Blood Cancer Forum and exhibitions at various locations including Ysbyty Maelor and Glan Clwyd, community hospitals and the Quay Medical Centre.
- Conducting hospital and ward monitoring visits that are “RAG” rated, the findings being sent to the health board for action.
- Review patient experience e.g. the open appointment system at The Laurels GP surgery, Managed Practice review of Panton Surgery.
- Wider GP review is being planned.

# CHC Key Points

- All members are volunteers and there are staffed offices in Bangor and Wrexham. The Advocacy Team are employees and are based at both locations.
- Engagement and consultation is conducted through formal exercises and includes members, local community groups and experts in various fields.
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