

# Newport Carers Network

## Information Bulletin

January 2021

For support in your caring role contact 01633 656656 or visit [www.newport.gov.uk/carers](http://www.newport.gov.uk/carers) for lots of helpful resources

If you have received this email from a third party and would like to receive regular carer information from us, please email [community.connectors@newport.gov.uk](mailto:community.connectors@newport.gov.uk) and ask to join the Carers Network

## News...

### The Trinity Protocol

The Trinity Protocol is an opportunity for parents/carers, or an individual to register details if they have additional needs such as Autism, Global Delay, Attention Deficit Hyperactivity Disorder (ADHD), Learning Difficulties etc. on Gwent Police systems.

It will allow Officers to be better informed of the individual and help them to adapt their response to support the person should they need to defuse a threatening situation peacefully, find a missing person or communicate with a witness / victim of crime.

Register with a simple form which contains vital information about the person that can be added to our police systems with a recent photograph.

Contact us via email : [crimeprevention@gwent.pnn.police.uk](mailto:crimeprevention@gwent.pnn.police.uk) to request a form.

### Patient Liaison Team

Aneurin Bevan University Health Board

Telephonists at each main hospital site will serve as a point of contact for callers enquiring for updates on relatives and friends (for a period of 3 months from 13<sup>th</sup> January 2021).

ABUHB are aware of the significant difficulties the public have experienced/are experiencing when trying to contact wards during these very challenging times. They express sincere apologies for the distress this is causing and wish to reassure you that they are recruiting additional staff to support the ward areas.

Telephonists will act as a link between callers and the wards. Whilst they will be unable to discuss clinical information, they will be able to pass messages to the wards and inform callers of when the ward will ring callers back.

Please continue to ring the ward first. If you are unable to get through to the ward, ring these dedicated lines between 8am – 10am, 12pm – 2pm and 4pm – 6pm (7 days a week)

Royal Gwent Hospital, St Woolos Hospital and Ysbyty Ystrad Fawr: 01633 234748

Nevill Hall Hospital and Ysbyty Aneurin Bevan: 01873 733016

The Grange University Hospital, County Community Hospital and Chepstow Community Hospital: 01633 493626

General Enquiries: Switchboard  
01633 234234 or 01873 732732

## Carers Wales Wellbeing Days

Friday 29<sup>th</sup> January  
Saturday 27<sup>th</sup> February  
Friday 26<sup>th</sup> March

Sessions include mindfulness, laughing yoga, relaxation through dance and music, and sleep therapy. Each session is individual, and you can join as many or as few as you like throughout the day.

To find out more click here:

<https://www.eventbrite.co.uk/e/carers-wales-wellbeing-day-tickets-135986279623>



## Your Views Matter...

### GP Surgery Patient Survey

As the COVID pandemic hit the UK, GP surgeries were instructed to change the way that they worked and to deal with problems remotely where they could. GPs locally are keen to work with Aneurin Bevan Community Health Council to assess patients experience. This survey will provide very useful feedback, please see the link below.

**English survey** - <https://tas.survey-me.com/take-a-survey/ex6nr>

**Welsh Survey** - <https://tas.survey-me.com/take-a-survey/ez6nr>

### Welsh Ambulance Service

If you, or someone you know has needed to use any Welsh Ambulance Service over this past year, please get in touch. Your story is really important as it will help the Welsh Ambulance Service to understand patient experience, and help them think ahead about the next stages.

- Email: [Isobel.Jones@wales.nhs.uk](mailto:Isobel.Jones@wales.nhs.uk)
- Arrange a telephone discussion
- Isobel can meet you or your community group on 'Zoom' or 'Teams'
- Write a letter:

Isobel Jones, Patient Experience and Community Involvement Coordinator, Welsh Ambulance Services Trust, Matrix One, 1 Matrix Park, Swansea Enterprise Park, SA68RE

Or: contact the Peci Team at:  
Patient Experience & Community Involvement Team  
Telephone: 01792 311773  
Email: [Peci.team@wales.nhs.uk](mailto:Peci.team@wales.nhs.uk)  
Visit the Get Involved page on our website [www.ambulance.nhs.uk](http://www.ambulance.nhs.uk)  
Twitter: @WelshAmbPIH

If you would like us to promote your carers service please email your article to [community.connectors@newport.gov.uk](mailto:community.connectors@newport.gov.uk)