



Listening to our patients

Network News

Welcome

Welcome to the winter 2010 edition of **'Network News'**. In our fifth edition we feature the different ways that you have helped to make a difference to our service. We bring you examples of work where patient involvement is at the heart of what we do.

We thank all of our Network members for your continued support in helping us to make sure that your views and feedback are supporting us to improve the services you receive.

Winter 2010

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Partners in Healthcare Network Activities

Members carry out a 'Mystery Shopper' exercise online

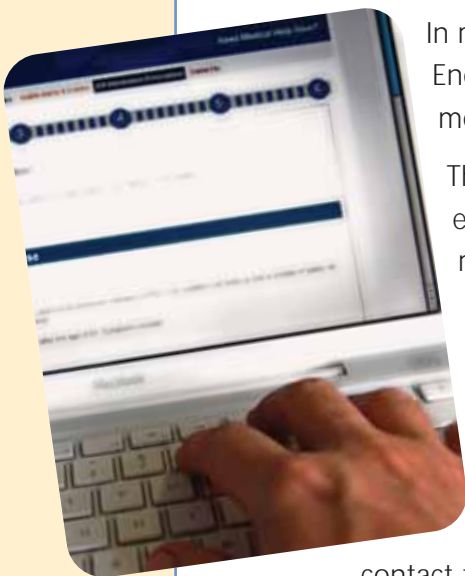
In response to feedback from users of the NHS Direct Wales Online Enquiry Service a 'Mystery Shopper' exercise was undertaken by public members of the Partners in Healthcare Network.

Throughout the summer members were given a series of scenarios to email the online enquiry service for information including; toothache, residential care home fees, travel vaccinations, IVF and Angioplasty. Using the scenarios members were able to assess the information and responses received by the NHS Direct Wales service.

Overall the results were positive but there were some areas for improvement and refresher training has been put on for staff.

Mystery Shopper exercises will continue as part of our ongoing review of the service. If you would like to get involved please

contact the Partners in Healthcare team; if you would like to use the Online Enquiry Service you can visit the NHS Direct Wales website www.nhsdirect.wales.nhs.uk



You've told us - we've listened

In this section we want to show you how we've used your feedback to develop services. Below are two examples of how listening to people has improved our services.

Warfarin Information Study

In our summer edition of Network News we announced that NHS Direct Wales would be piloting a small study aimed at increasing people's awareness of the issues involved in taking the medicine Warfarin.

Between March and June callers to NHS Direct Wales who had an information or medication query and were taking Warfarin were asked to take part in the study. The findings showed that all respondents taking part had been prescribed Warfarin by a Doctor or Consultant within the

hospital; all had an INR (international normalized ratio) undertaken within the last 3 months and all were aware why they had been prescribed Warfarin. However, not all were aware of the importance of changes to their diet, foods to avoid and advice regarding alcohol consumption. Some respondents were not aware of the side effects associated with taking Warfarin.

Half the respondents felt the Warfarin Information Leaflet designed for the study increased their existing knowledge. Following the study the Trusts' Readers Panel carried out an evaluation of the leaflets design, language and readability with positive feedback.

A further pilot is anticipated to commence with a GP practice in Llandrindod Wells.

Introducing Senior Paramedic Practitioners

The traditional demand placed on the 999 ambulance service of responding to life threatening emergencies has significantly changed over the years.

Feedback from patients, their families and collected evidence now shows that a high number of patients are calling due to minor illness, social circumstances, or worsening of their chronic condition e.g. breathing problems, diabetes, musculo skeletal and mobility problems. As such paramedics are required to manage these calls as part of their daily emergency workload.

The development of Senior Paramedic Practitioner's in Wales has been based on the diversity of the calls coming into the 999 ambulance service. In addition to their paramedic role, Senior Practitioners have extended education and development in order to be able to assess and manage more patients at home who have less serious illness or injuries.

Senior Practitioners can also refer patients to more appropriate points of health and social care as an alternative to an emergency department. These new roles have already had a positive impact on patients. Earlier this year a patient was treated by a Paramedic Senior Practitioner after experiencing a fall. Following assessment of the patient it was clear there were no injuries or concerns for the health and welfare of the patient. The patient was treated at home, avoided a hospital admission and was less anxious after falling. The patient received the right care, in the right place and at the right time.



Cold Home Checker

Cold, damp homes can harm people's physical and mental health and that of anyone in the same household. A new checklist to assess whether households may need further advice or assistance on how to stay safe, warm and healthy this Winter is now available on the NHS Direct Wales website. The checklist has been developed in partnership with National Energy Action and signposts to relevant organisations for support. Visit the website www.nhsdirect.wales.nhs.uk to carry out a check on your home.

Alternatively, ring our Health Information Team on 0845 46 47 where you can speak to someone to discuss winter health issues and where you can go for support and advice.



Welsh Language Services

Earlier this year the Welsh Online Enquiry Service was launched on the NHS Direct Wales website, and since then the Partners in Healthcare team have continued to promote the service within Welsh language speaking communities. We have received positive feedback with a number of people saying it is a useful service.

The Partners in Healthcare team also attended this year's Eisteddfod in Ebbw Vale to promote Welsh language services across the Trust. It was certainly worthwhile and the team intends to participate at next year's event to be held in Wrexham, North Wales.



In your community

On Sunday 12th September, Cockett Police Station opened its doors to the public for its first ever open day. This was the first time an event of this nature had been held in the Swansea area and was extremely well attended by over 2500 visitors. Representatives from the Partners in Healthcare Team were invited to host a stand and were supported by Paramedic staff who attended with an ambulance and a Rapid Response Vehicle (RRV).

Members of the public were able to see the inside of the ambulance and ask questions about the equipment on board. This proved extremely popular throughout the day particularly amongst children who enjoyed learning about the vehicles.

'Spotlight on'

We continue to raise the profile of our Network members and their contributions to our organisation, and to their local communities. If you would like share to your profile, please get in touch.

Rhian Pearce, Health Initiatives Officer, Age Cymru

Age Cymru is a national charity working to improve the lives of older people; it combines Age Concern Cymru and Help the Aged in Wales to form a single voice for older people.

"I work in the Healthy Ageing Team with a focus on year round health promotion activities for older people. One of my key areas of work is to coordinate the Keep Well this Winter Campaign on behalf of the Welsh Assembly Government. This campaign aims to help those over 65 years of age to maintain their health during the winter through providing information and



advice on the key themes of Keep Warm, Keep Well and Keep Safe. This preparation for a cold winter is especially important when you consider that during the 2008/09 winter there was an estimated 2,500 excess winter deaths in Wales, which is an increase of 74 per cent compared to the year before. Of this, 34 per cent of winter deaths were caused by respiratory problems, including flu, which become exacerbated by the cold."



To raise awareness of the need to prevent cold related illnesses, Age Cymru and NHS Direct Wales are producing room thermometer cards for older people to check that they are heating their homes within the safe temperature range of 18-21°C (65-70°F). The thermometer cards will be available from the end of October and they will be distributed to older people around Wales via Keep Well this Winter partners in local Age Concerns, Public Health teams, Local Authorities and via NHS Direct Wales.

For more information on the Keep Well This Winter Campaign, please go to www.kwtw.org.uk or contact Age Cymru on 029 20431555.

Aileen Evans, Welsh Ambulance Services NHS Trust – new role, new challenge



Aileen is the Assistant Nurse Director for the Trust. Her role is to ensure a high standard of patient care and to develop the nurse teams within the service. Aileen has over 30 years experience in nursing in various clinical fields. Aileen joined NHS Direct Wales in 2000 where her main role was a Senior Nurse Adviser in the field of Education and Training.

Aileen believes that including patients and the public in the Trust's future will only help it to provide better and more patient centred services. "When people share their experiences with us, it helps us to find out what's working and what's not. Nurses are now working much more in partnership with patients, carers and families to listen to their views and provide care and advice which is tailored to their needs."

Your Stories

Below is a transcript of a digital story recorded with one of the Partners in Healthcare Network members Mrs Anne Howard regarding the long wait for an ambulance called for her son Ben:

“Ben and his support worker had enjoyed a visit to Cardiff Bay. Later in the day we settled down to play cards. Suddenly I was aware that Ben was having difficulty with his cards and that his concentration was gone. Soon he was having a severe tonic-clonic seizure. I dialled 999; - a courteous voice asked for details and said an ambulance would soon be with us.

The First Responder had no problem finding us and arrived within a few minutes and was able to give Ben oxygen. We waited for the ambulance to arrive. 10 minutes – 20 minutes – 30 minutes but still no ambulance.

I left Ben with his support worker and went to try and find the ambulance. Because our address is not recognised by sat nav we have problems with people trying to find us.

Eventually, after 31 minutes the ambulance arrived. The paramedics were great and Ben and his support worker went in the ambulance and we followed behind to A&E at the Royal Glamorgan Hospital.

When we arrived I was surprised that the paramedics were still with Ben, waiting to hand him over to the nursing staff. After a while we realised that Ben was OK and, knowing his history, that all he needed was bed and sleep. The paramedic spoke to the nursing staff and we were allowed home.

The care we received was excellent once it arrived – but I wonder what could have happened in that half hour waiting time. And surely Ben could have been passed over to the hospital staff more quickly, leaving the paramedics freedom to return to standby.

I really felt that the system did not respond and cope quickly on that occasion – and hope in future we will not have these problems to face in an emergency.”

To watch the digital version of the story please visit the Welsh Ambulance Service website www.ambulance.wales.nhs.uk.



Since then...

Ben's story was shown at a Trust Board meeting and shared with the Patient Experience Manager at the Health Board in order to encourage wider joint resolution. As a Trust we are continuing to work closely with health boards throughout Wales to put robust plans in place to address issues with handover and turnaround times.

Mrs Howard also shared a copy of Ben's story to the Minister for Health and Social Services at the Welsh Assembly Government.

Share your experiences

If you have a story about your experiences of using our service, whether good or bad, let us know. You can visit our website www.ambulance.wales.nhs.uk and give your story, or get in touch with our Partners in Healthcare Team. If there is something we can learn from your experience, we can meet you to record your story.

Did you know?

The Welsh Ambulance Services NHS Trust is further improving the management of Category C 999 calls within its Control Centres. Ambulance responses are split by category;

A (life threatening)

B (serious but not life threatening) or

C (not serious or life threatening).

Using NHS Direct Wales Nurses to assess 'Category C' calls they will be able to ensure callers receive an appropriate and safe response to non-life threatening and non-serious 999 calls.

In the past every 999 call into Ambulance Control had always received the same recognition as a call that needed an emergency response. By using experienced nurses to assess Category C calls, patients who call the 999 service will benefit by being provided with clinical and self care advice more appropriate to their needs.

If immediate treatment is not required, a 999-caller could be given self care advice or referred to another healthcare provider such as a GP or local Pharmacy. By providing more appropriate care alternatives for callers, ambulances remain free for those patients who really need them.



What's New?

Alcohol Units Calculator available on the NHS Direct Wales website

People who enjoy a drink or two can now monitor how many units alcoholic beverages contain thanks to a new unit calculator on the NHS Direct Wales website.

Taking on heavy consumptions of alcoholic drinks instead of sensible moderation is a major, preventable cause of death and illness in Wales.

The health risks associated with drinking too much alcohol include; liver disease; heart muscle damage; alcoholic dementia and psychiatric disorders to name a few. Evidence shows that around 1,000 deaths are attributed to alcohol per year in Wales.

Leanne Hawker, Partners in Healthcare Lead for the Welsh Ambulance Service and NHS Direct Wales says "The Alcohol Units Calculator aims to inform users on the levels of units they are consuming in a way that is easy to use and interesting."

It is recommended that men should not regularly drink more than 3-4 units per day and women not more than 2-3 units per day.

The calculator and further information on alcohol can be viewed in the Health Information section of the website www.nhsdirect.wales.nhs.uk.

What do **you** want included?

Please let us know if there is anything that you want included in our newsletters and we will try our best to do so or if you have any comments please contact the Partners in Healthcare Team by email ppi@ambulance.wales.nhs.uk or phone **01792 776252 ext 5400**.

This newsletter is also available in Braille, other languages, large print and audio format upon request.

Useful websites for information and advice

www.ambulance.wales.nhs.uk

www.nhsdirect.wales.nhs.uk

www.kwtw.org.uk

www.ageuk.org.uk/cymru/



Gwranddo ar ein cleifion

Newyddion Rhwydwaith

Croeso

Gaeaf 2010

YN Y RHIFYN HWN

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Croeso i rifyn gaeaf 2010 o **'Newyddion Rhwydwaith'**. Yn ein pumed rhifyn, dangoswn i chi'r gwahanol ddulliau lle'r ydych chi wedi gwneud gwahaniaeth i'n gwasanaeth. Rydyn ni'n rhoi enghreifftiau lle mae cyfranogiad cleifion yn ganolog i'r hyn rydyn ni'n ei wneud.

Diolch i holl aelodau'r Rhwydwaith am eich cefnogaeth gyson i'n helpu i sicrhau bod eich barn a'ch adborth yn ein cefnogi i wella'r gwasanaethau rydych chi'n eu derbyn.

Gweithgareddau Rhwydwaith Partneriaid mewn Gofal Iechyd



Aelodau'n cynnal ymarfer 'Siopwr Cudd' ar-lein

Mewn ymateb i adborth gan ddefnyddwyr Gwasanaeth Ymholiadau Ar-lein Galw Iechyd Cymru, cynhaliodd aelodau'r cyhoedd y Rhwydwaith Partneriaid mewn Gofal Iechyd ymarfer 'Siopwr Cudd'.

Drwy gydol yr haf, cafodd aelodau gyfres o senarios i anfon e-byst i'r gwasanaeth ymholiadau ar-lein i ofyn am wybodaeth am: y ddannoedd, ffioedd cartrefi gofal preswyl, brechiadau teithio, IVF ac Angioplasti. Drwy ddefnyddio'r senarios, roedd aelodau'n gallu asesu'r wybodaeth a'r ymatebion a gafwyd gan y gwasanaeth Galw Iechyd Cymru.

Yn gyffredinol, roedd y canlyniadau'n gadarnhaol ond roedd rhai adrannau y gellid eu gwella a chyflwynwyd hyfforddiant diweddar ar gyfer y staff. Bydd yr ymarferion 'Siopwr Cudd' yn parhau fel rhan o'n harolwg parhaus o'r gwasanaeth. Os hoffech chi gymryd rhan, gallwch gysylltu â'r tîm Partneriaid mewn Gofal Iechyd; os hoffech chi ddefnyddio'r Gwasanaeth Ymholiadau Ar-lein, gallwch ymweld â gwefan Galw Iechyd Cymru www.galwiechydymru.wales.nhs.uk

Rydych chi wedi
dweud wrthym -

rydyn ni wedi gwrando

Yn yr adran hon, hoffem ddangos i chi sut rydyn ni wedi defnyddio eich ymateb i ddatblygu gwasanaethau. Isod, mae dau enghraifft o sut mae gwrando ar bobl wedi gwella ein gwasanaethau.

Astudiaeth o Warffarin

Yn rhifyn yr haf o Newyddion Rhwydwaith, roedden ni'n cyhoeddi y byddai Galw Iechyd Cymru'n cynnal peilot o astudiaeth fechan i geisio codi ymwybyddiaeth pobl o'r materion sy'n ymwneud â chymryd y feddyginiaeth Warffarin.

Rhwng mis Mawrth a mis Mehefin, gofynnwyd i'r rhai oedd yn cymryd Warffarin ac yn ffonio Galw Iechyd Cymru i ofyn am wybodaeth neu i ymholi am feddyginiaeth, gymryd rhan yn yr astudiaeth. Dangosodd y darganfyddiadau fod pob un o'r ymatebwyr wedi cael presgripsiwn Warffarin gan Feddyg neu Ymgynghorydd ysbyty; roedd pob un

wedi cael INR (cymhareb normaleiddio ryngwladol) o fewn y 3 mis cynt a phob un yn ymwybodol pam eu bod wedi cael presgripsiwn Warffarin. Fodd bynnag, nid oedd pob un yn ymwybodol o bwysigrwydd newid eu diet, bwydydd i'w hosgoi a chyngor am yfed alcohol. Nid oedd rhai ymatebwyr yn ymwybodol o'r sgil effeithiau sy'n gysylltiedig â chymryd Warffarin.

Teimlai hanner yr ymatebwyr fod y Daflen am Warffarin a luniwyd ar gyfer yr astudiaeth yn cynyddu eu gwybodaeth bresennol. Yn dilyn yr astudiaeth, cynhaliodd Panel Darllenwyr yr Ymddiriedolaeth werthusiad o gynllun, iaith a darllenadwyedd y daflen gydag adborth cadarnhaol. Rhagwelir y cynhelir peilot pellach mewn practis Meddyg Teulu yn Llandrindod.

Cyflwyno Uwch Ymarferwyr Parafeddygol

Mae'r galw traddodiadol ar y gwasanaeth ambiwlans 999 wrth ymateb i argyfyngau bygwth bywyd wedi newid yn sylweddol dros y blynyddoedd.

Mae adborth oddi wrth gleifion, eu teuluoedd a thystiolaeth a gasglwyd erbyn hyn yn dangos bod nifer uchel o gleifion yn galw oherwydd mân salwch, amgylchiadau cymdeithasol neu fod eu cyflwr cronig yn gwaethygu e.e. problemau anadlu, diabetes, problemau cyhyrol-ysgerbydol a symudedd. Oherwydd hyn, mae'n rhaid i'r parafeddygon reoli'r galwadau hyn fel rhan o'u llwyth gwaith brys dyddiol.

Mae datblygiad Uwch Ymarferwyr Parafeddygol yng Nghymru wedi'i seilio ar amrywiaeth y galwadau i'r gwasanaeth ambiwlans 999. Yn ychwanegol at eu rôl parafeddygol, mae Uwch Ymarferwyr wedi ymestyn eu haddysg a'u datblygiad er mwyn gallu asesu a rheoli mwy o gleifion yn eu cartrefi pan fyddan nhw'n sâl neu wedi'u hanafu'n llai difrifol

Gall Uwch Ymarferwyr hefyd gyfeirio cleifion at bwyntiau iechyd a gofal cymdeithasol mwy priodol yn hytrach na mynd i adran frys. Mae'r rolau newydd hyn wedi cael effaith cadarnhaol ar gleifion yn barod. Ynghynt eleni, cafodd claf ei drin/ thrin gan Uwch Ymarferwyr Parafeddygol ar ôl syrthio. Ar ôl asesu'r claf, roedd yn amlwg nad oedd anafiadau na phryderon am iechyd a lles y claf. Cafodd y claf ei drin/ thrin gartref gan arbed mynd i mewn i ysbyty ac roedd yn llai pryderus ar ôl syrthio. Derbyniodd y claf y gofal cywir, yn y lle cywir ac ar yr amser cywir.



Gwiriwr Cartref Oer

Gall cartrefi oer, llaith niweidio iechyd ffisegol a meddyliol pobl ac unrhyw un yn yr un cartref. Mae rhestr wirio newydd i asesu a ydy teuluoedd angen mwy o gymorth neu gyngor ar sut i gadw'n ddiogel, cynnes ac iach y gaeaf hwn, ar gael ar wefan Galw Iechyd Cymru. Datblygwyd y rhestr wirio mewn partneriaeth gyda National Energy Action ac mae'n cyfeirio pobl at fudiadau perthnasol i gael cefnogaeth. Ewch i wefan www.galwiechydymru.wales.nhs.uk i wirio eich cartref.

Neu ffoniwch ein Tîm Gwybodaeth Iechyd ar 0845 46 47. Gallwch siarad â rhywun i drafod materion iechyd y gaeaf a gallwch gael cymorth a chyngor.



Gwasanaethau Iaith Gymraeg

Ynghynt eleni, lanswyd y Gwasanaeth Ymholiadau Ar-lein Cymraeg ar wefan Galw Iechyd Cymru ac, ers hynny, mae'r Tîm Partneriaid mewn Gofal Iechyd wedi parhau i hyrwyddo'r gwasanaeth o fewn y cymunedau Cymraeg eu hiaith. Derbyniwyd adborth cadarnhaol gyda nifer o bobl yn dweud ei fod yn wasanaeth defnyddiol.



Roedd y Tîm Partneriaid mewn Gofal Iechyd hefyd yn mynychu'r Eisteddfod Genedlaethol yng Nglyn

Ebwy eleni i hyrwyddo'r gwasanaethau iaith Gymraeg ar draws yr Ymddiriedolaeth. Roedd yn bendant yn werth ei wneud ac mae'r tîm yn bwriadu cymryd rhan yn yr Eisteddfod y flwyddyn nesaf eto yn Wrecsam, Gogledd Cymru.



Yn eich cymuned

Dydd Sul, 12 Medi, agorodd Gorsaf Heddlu Cocyd ei drysau i'r cyhoedd ar gyfer ei diwrnod agored cyntaf erioed. Dyma'r tro cyntaf i ddigwyddiad o'r fath gael ei gynnal yn ardal Abertawe ac roedd dros 2500 o ymwelwyr yn mynychu. Gwahoddwyd cynrychiolwyr y Tîm Partneriaid mewn Gofal Iechyd i gynnal standin. Cafwyd cefnogaeth Andrew Mathews, Arweinydd Tîm Clinigol ac Adrian Gould, Parafeddyg oedd yn dod ag ambiwlans a Cherbyd Ymateb Sydyn (RRV).

Roedd aelodau'r cyhoedd yn gallu gweld y tu mewn i'r ambiwlans a gofyn cwestiynau am y cyfarpar arno. Profodd hyn yn hynod o boblogaidd drwy gydol y dydd ymhlith y plant. Roedden nhw'n mwynhau dysgu am y cerbydau.

'Sbotolau ar'

Rydyn ni'n parhau i godi proffil aelodau ein Rhwydwaith a'u cyfraniadau i'n sefydliad ac i'w cymunedau lleol. Os hoffech chi rannu eich proffil, cofiwch gysylltu â ni.

Rhian Pearce, Swyddog Mentrau Iechyd, Age Cymru

Elusen genedlaethol yw Age Cymru sy'n gweithio i wella bywydau pobl hŷn; mae'n cyfuno Age Concern Cymru a Help the Aged yng Nghymru i ffurfio un llais i bobl hŷn.

"Rydw i'n gweithio o fewn y Tim Heneiddio Iach gyda ffocws ar weithgareddau hybu iechyd i bobl hŷn drwy'r flwyddyn. Un o'm meysydd gwaith allweddol yw cydlynu'r Ymgyrch Gofal Piau Hi y Gaeaf Hwn ar ran Llywodraeth Cynulliad Cymru. Nod yr ymgyrch hwn yw helpu'r rhai dros 65 oed i gynnal eu hiechyd yn ystod y gaeaf drwy ddarparu gwybodaeth a chynghor ar brif themâu Cadwch yn



Gynnes, Cadwch yn Iach a Chadwch yn Ddiogel.

Mae'r paratoi hyn ar gyfer gaeaf caled yn arbennig o bwysig pan fyddwch chi'n ystyried eu bod yn brasamcanu bod dros 2,500 wedi marw yn ystod gaeaf 2008/09 yng Nghymru. Mae hwn yn gynnydd o 74 y cant o gymharu â'r flwyddyn flaenorol. O'r rhain, roedd 34 y cant o farwolaethau'r gaeaf yn cael eu hachosi gan broblemau resbiradol gan gynnwys ffliw sy'n gwaethygu mewn tywydd oer."



I godi ymwybyddiaeth o'r angen am atal salwch sy'n deillio o oerfel, mae Age Cymru a Galw Iechyd Cymru'n llunio cardiau thermomedr ystafell ar gyfer pobl hŷn i wirio eu bod yn cynhesu eu cartrefi o fewn ystod tymheredd diogel o 18-21°C (65-70°F). Bydd y cardiau thermomedr ar gael o ddiwedd mis Hydref a byddan nhw'n cael eu dosbarthu i bobl hŷn o gwmpas Cymru drwy bartneriaid Gofal Piau Hi y Gaeaf Hwn gan Age Concern Lleol, timau Iechyd y Cyhoedd, Awdurdodau Lleol a thrwy Galw Iechyd Cymru.

I gael mwy o wybodaeth am yr Ymgyrch Gofal Piau Hi y Gaeaf Hwn, ewch i www.kwtw.org.uk neu cysylltwch ag Age Cymru ar 029 20431555.



Aileen Evans, Ymddiriedolaeth GIG Gwasanaethau Ambiwylans Cymru - rôl newydd, her newydd

Aileen yw Cyfarwyddwraig Nyrsio Gynorthwyol yr Ymddiriedolaeth. Ei rôl yw sicrhau gofal cleifion o safon uchel a datblygu'r timau nyrsio o fewn y gwasanaeth. Mae gan Aileen dros 30 mlynedd o brofiad nyrsio mewn amrywiol feysydd clinigol. Ymunodd Aileen â Galw Iechyd Cymru yn 2000. Ei phrif rôl oedd Uwch Gyngorydd Nyrsio ym maes Addysg a Hyfforddiant.

Cred Aileen bod cynnwys cleifion a'r cyhoedd yn nyfodol yr Ymddiriedolaeth yn help mawr i ddarparu gwell gwasanaethau a rhai mwy claf-ganolog.

"Pan fydd pobl yn rhannu eu profiadau gyda ni, mae'n ein helpu ni i

ddarganfod yr hyn sy'n gweithio a'r hyn nad sy'n gweithio. Erbyn hyn, mae nyrsys yn gweithio llawer mwy mewn partneriaeth gyda chleifion, gofalwyr a theuluoedd i wrando ar eu barn a chynnig gofal a chynghor sydd wedi'u teiwra i'w hanghenion."

Eich Storiâu

Isod, mae trawsgrifiad o stori ddigidol a recordiwyd gan un o aelodau Rhwydwaith PIH, Mrs Anne Howard am yr amser y bu'n rhaid iddyn nhw aros yn hir i ambiwlans ddod at ei mab Ben:

"Roedd Ben a'i weithiwr cymorth wedi mwynhau ymweliad â Bae Caerdydd. Yn ddiweddarach yn y dydd, roedden ni'n eistedd i lawr i chwarae cardiau. Yn sydyn, roeddwn i'n ymwybodol bod Ben yn cael anhawster gyda'i gardiau a bod ei ganolbwyntio wedi mynd. Yn fuan, roedd yn cael trawiad tonig-glonig difrifol. Ffoniais 999 - gofynnodd llais cwrtais am fanylion a dywedodd y byddai ambiwlans yn ein cyrraedd yn fuan iawn.

Ni chafodd yr Ymatebwr Cyntaf unrhyw broblem i gael hyd i ni a chyrraeddodd o fewn ychydig funudau a rhoi ocsigen i Ben. Bu'n rhaid i ni aros i'r ambiwlans gyrraedd. 10 munud - 20 munud - 30 munud ac eto dim ambiwlans.

Gadewais Ben gyda'i weithiwr cymorth a mynd i chwilio am yr ambiwlans. Oherwydd nad yw ein cyfeiriad yn cael ei adnabod gan y llywiwr â lloeren, mae pobl yn ei chael hi'n anodd cael hyd i ni.

O'r diwedd, ar ôl 31 munud, cyrraeddodd yr ambiwlans. Roedd y parafeddygon yn wych ac aeth Ben a'i weithiwr cymorth yn yr ambiwlans gyda ni'n dilyn y tu ôl i'r Uned D&A yn Ysbyty Brenhinol Morgannwg.

Ar ôl cyrraedd, roeddwn i'n synnu i weld bod y parafeddygon yn dal gyda Ben yn aros i'w drosglwyddo i'r staff nysio. Ar ôl ychydig, sylweddolais fod Ben yn iawn ac, o wybod ei hanes, yr hyn oll roedd ei angen oedd gwely a chwsg. Bu'r parafeddyg yn sgwrsio gyda'r staff nysio a chawsom ganiatâd i fynd adref.

Roedd y gofal a gafodd yn wych ar ôl iddo gyrraedd - ond tybed beth allai fod wedi digwydd yn yr hanner awr hwnnw o aros. Oni byddai Ben wedi gallu cael ei drosglwyddo ynghynt i'r staff ysbyty gan adael y parafeddygon yn rhydd i ddychwelyd at eu gwaith.

Teimlais nad oedd y system wedi ymateb a delio â'r sefyllfa'n gyflym y tro hwn – gobeithio yn y dyfodol na fyddwn ni'n gorfod wynebu'r un problemau mewn argyfwng."

I wyllo fersiwn digidol y stori, gallwch fynd i wefan Gwasanaethau Ambiwllans Cymru www.ambulance.wales.nhs.uk



Ers hynny...

Dangoswyd stori Ben mewn cyfarfod o Fwrdd yr Ymddiriedolaeth a'i rhannu gyda Rheolwr Profiadau Cleifion yn y Bwrdd lechyd er mwyn annog atebion ehangach ar y cyd. Fel Ymddiriedolaeth, rydyn ni'n parhau i weithio'n agos gyda Byrddau lechyd ar draws Cymru i sicrhau cynlluniau cadarn i ddelio â phroblemau trosglwyddo ac amseroedd troi'r ambiwlans.

Roedd Mrs Howard hefyd yn rhannu copi o stori Ben gyda'r Gweinidog dros lechyd a Gwasanaethau Cymdeithasol yng Nghynulliad Llywodraeth Cymru.

Rhannu eich profiadau

Os oes gennych stori i'w hadrodd am eich profiadau wrth ddefnyddio ein gwasanaethau, pa un a ydy'r profiad yn un da neu'n un drwg, cofiwch roi gwybod i ni. Gallwch ymweld â'n gwefan www.ambulance.wales.nhs.uk ac adrodd eich stori ar-lein. Neu, gallwch gysylltu â'n Tim Partneriaid mewn Gofal lechyd. Os bydd rhywbeth y gallwn ni ddysgu o'ch profiad, gallwn ddod atoch i'ch cyfarfod a recordio eich stori.

Oeddech chi'n gwybod?

Mae Ymddiriedolaeth Gwasanaethau Ambiwylans Cymru'n gwella rheolaeth galwadau 999 Categori C yn ei Chanolfannau Rheoli. Mae ymatebion ambiwlans wedi'u rhannu fesul categori:

A (bygwth bywyd)

B (difrifol ond ddim yn bygwth bywyd) neu

C (ddim yn ddifrifol nac yn bygwth bywyd).

Drwy ddefnyddio Nyrsgys Galw Iechyd Cymru i asesu galwadau 'Categori C' byddan nhw'n gallu sicrhau bod galwyr yn derbyn ymateb priodol a diogel i alwadau 999 nad sy'n bygwth bywyd a'r rhai nad sy'n ddifrifol.

Yn y gorffennol, roedd pob galwad yn cael yr un derbyniad fel galwad oedd angen ymateb brys. Drwy ddefnyddio nyrsgys profiadol i asesu galwadau Categori C, bydd cleifion sy'n galw'r gwasanaeth 999 yn elwa o gael cyngor clinigol a hunanofal mwy priodol i'w hanghenion.

Os na fydd angen triniaeth ar unwaith, mae'n bosibl y bydd rhywun sy'n galw 999 yn cael cyngor hunanofal neu'n cael ei atgyfeirio at ddarparwydd gofal iechyd arall fel Meddyg Teulu neu Fferyllydd lleol. Drwy gynnig gofal mwy priodol gwahanol i'r rhai sy'n ffonio, mae ambiwlans ar gael i'r cleifion hynny sydd wirioneddol ei angen.



Beth sy'n Newydd?

Cyfrifiannell Unedau Alcohol ar gael ar wefan Galw Iechyd Cymru

Gall pobl sy'n mwynhau diod neu ddau yn awr fonitro sawl uned sydd mewn diodydd alcohol, diolch i gyfrifiannell uned newydd ar wefan Galw Iechyd Cymru.

Mae yfed diodydd alcohol yn ormodol yn lle cymedroldeb synhwyrol yn achos ataliol marwolaeth a salwch pwysig yng Nghymru.

Mae'r risgiau iechyd sy'n gysylltiedig ag yfed gormod o alcohol yn cynnwys: clefyd yr iau, niwed i gyhyrau'r galon, dementia alcoholaidd ac anhwylderau seiciatreg i enwi ychydig. Dengys tystiolaeth bod tua 1,000 o farwolaethau'n berthnasol i alcohol bob blwyddyn yng Nghymru.

Dywed Leanne Hawker, Arweinydd Partneriaid mewn Gofal Iechyd Gwasanaethau Ambiwylans Cymru a Galw Iechyd Cymru "Nod y Cyfrifiannell Unedau Alcohol yw hysbysu defnyddwyr am lefelau unedau maen nhw'n eu hyfed mewn modd sy'n hawdd i'w ddefnyddio a diddorol."

Argymhellir na ddylai dynion yfed mwy na 3-4 uned y dydd yn rheolaidd a merched dim mwy na 2-3 uned y dydd.

Gellir gweld y cyfrifiannell a chael mwy o wybodaeth yn adran Gwybodaeth Iechyd gwefan www.galwiechycymru.wales.nhs.uk

Beth hoffech chi ei weld yn y rhifynnau nesaf?

Cofiwch roi gwybod i fi os hoffech weld rhywbeth arbennig yn ein taflenni newyddion a byddwn yn gwneud ein gorau i'w gynnwys neu os bydd gennych unrhyw sylw gallwch gysylltu â'r Tim Partneriaid mewn Gofal Iechyd drwy anfon e-bost at ppi@wales.nhs.uk neu ffonio **01792 776252 est 5400**.

Mae'r daflen newyddion hon ar gael mewn Braille, ieithoedd eraill, print bras ac ar dâp sain, o wneud cais.

Gwefannau defnyddiol i gael gwybodaeth a chyngor

www.ambulance.wales.nhs.uk

www.galwiechycymru.wales.nhs.uk

www.kwtw.org.uk

www.ageuk.org.uk/cymru/