

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English



Children's Services

Floor 3A, Clinical Accommodation Block, Morriston Hospital
Swansea, SA6 6NL

Your Ref/Eich Cyf:

☎ Direct line/Rhif llinell union xxxxxxxx

Our Ref/Ein Cyf:

Date/Dyddiad: xxxxxxxx

Email: xxxxxxxxxxxxxxxxxxxx

Dear Parent/Carer

I am writing to you as the Group Director for Neath Port Talbot & Singleton Hospitals, to give you an update on how we have been progressing with the recommendations from the external review into the Childrens Community Nursing Service. I know many of you were contacted by the reviewers to share your experience of having a child or young person who received care from the service and you kindly gave your time to give them the important information they required.

Following completion of the review everyone was given a copy of the External Report summary, written by the reviewers. I know many of you also took up the offer to receive verbal feedback from the reviewers in December 2021. If you decided not to be involved at the time I do apologise for sending you this letter today, but I wanted to give you an opportunity to keep up to date with actions we have been taking. Additionally, we also wanted to check if you would now be willing to assist us in any decisions about how we take the service forward following the review.

There is an improvement plan we have developed to ensure all the recommendations in the report are acted upon, however we are aware that you will have views and suggestions as to what actions we take, which is why we are asking if you would be available at various times (to suit you and your commitments) to make sure we keep going in the right direction. This support could be just to respond to something (such as giving your view on information for parents/ carers or on a proposal to make a small change) , to a commenting on larger service matters or to being involved in a patient/parent



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

engagement group, which can be run virtually to enable families who want to attend and may find it difficult to attend the group meeting in person.

Jane Phillips who is the newly appointed Head of Quality Improvement in Singleton & Neath Port Talbot Service Group will now be responsible for overseeing and supporting the Childrens Services with the Improvement Plan. Prior to being appointed into this post she worked in the Childrens Service for 15 months as the Interim Head of Nursing which has meant she has already learnt a lot about the service and was involved with the early changes during the review period.

It is very important we to us to listen to the views of families, your children or the staff before making changes/improvements to the service. We really don't want to intrude into your busy family lives and therefore it would be helpful if you could consider if you want to be involved/included in any of the service improvements. If you are happy to be involved and receive updates from us, please send an email confirming that. Alternatively, if you don't feel you have the time or would rather not be involved could you please let us know (if at any point you change your mind and would like us to send you updates just email). The Email is to : jade.joseph@wales.nhs.uk

Finally, we would value and welcome your views on two matters:

- The newly developed parent/carer agreement which once you have had an opportunity to look at – we plan to use in the future (once we have made any suggested changes). I have attached it to this letter – any comments please send to Jade's email above.
- Each month we really want to know how the care/service has been – that's not to say if you have any immediate feedback to give us you need to wait for the end of the month! Would you please look at these few questions and let us know if you think they would help us to know how things are and assist in making improvements?

Thank you so much for taking the time to read through my letter, again apologies if you did not want to be contacted, I will make sure we do not contact you again if you let us know by e-mailing Jade on the e-mail address above.

Kind regards

Jan Worthing
Group Director for Neath Port Talbot & Singleton Hospitals

