



**Welsh Ambulance Services**  
NHS Trust

Listening to our patients

# Network NEWS



## Partners in Healthcare Events

# International Women's Day celebrations

As part of the world wide celebrations to mark International Women's Day, we worked in partnership with BAWSO (an organisation that supports people from Black and Minority Ethnic backgrounds) to host an event on the 11th March 2013.



The theme this year was Visible women: Empowering girls and women in Wales.

The event held in Cardiff, attracted over 100 women from the local Black and Minority Ethnic community. We wanted to empower them and provide them with skills and training to help them manage their own health and that of their families. It was an informative and interactive

day with inspirational speakers, information stands, resuscitation demonstrations and workshops for head massage and exercise.

Following this event, we provided a basic life support course, free of charge, to those women who wanted to receive accredited training.

## Summer 2013

# Welcome

Welcome to the summer 2013 edition of 'Network News'. We are proud to present our tenth edition of this newsletter. In this edition you can find out how we have been listening to different groups and communities, and how feedback is helping us to develop the service.

Get your top health tips with advice on keeping fit, healthy and staying safe this summer.

### INSIDE THIS ISSUE

Your Stories	2
You said, we did	3
Spotlight on	4
Community education	5
Did you know?	6





## Your Stories

**I would like to praise the first responder and back up ambulance that attended my call last night when I experienced symptoms of heart problems.** Not only were both teams here in very quick time I would like to praise both their obvious skills in dealing with this type of problem but also the way they made me feel comfortable at was for me a worrying episode. I would like you to please pass on my grateful thanks to those concerned. Many thanks. They are a credit to your service.

**Thank you for being so professional and looking after my son today. My son couldn't breathe and I called your service. I didn't guess that your service would be of such high standard. I wanted to compliment you on your professionalism and for looking after my son and me as well. Thank you**



# Getting your views on local transport



We have recently carried out some work to get feedback from people who have used our transport service to and from hospital appointments. We wrote to people across parts of Wales who had recently used the service. Most feedback was positive, with lots of people saying that they had a good service and the staff were friendly and helpful.

Other feedback suggested people were not comfortable on the vehicles, and that some had to wait a long time for a vehicle to take them home.

In response to the comments on vehicles being uncomfortable, the Welsh Ambulance Service Trust (WAST) has explained that it has a rolling replacement programme for vehicles, and are in the process of introducing a number of people carrier type vehicles across the Trust which are smaller and more comfortable than the mini-bus type of vehicles. These vehicles allow for shorter journeys with fewer patients on board.

Due to the nature of our work, WAST has to ensure that vehicles can be configured to convey a range of patients from walking patients to stretcher cases, all vehicles need to be cleaned thoroughly to reduce any cross infection.

Whilst our dedicated teams of planners and day controllers work closely with our Ambulance liaison staff that are based at each of the main hospital sites, unfortunately there are occasions when some patients are at clinics longer than anticipated. WAST constantly reviews waiting times to try to minimise any delays. The service does everything it can to minimise disruption but there are occasions when these delays are out of our control.

**"Whilst I appreciate the Patient Transport Service, I would like it to be more direct i.e. not going miles and miles to pick up someone else."**

**"Could be much quicker. This does vary, but have been kept waiting."**

**"I have always found the drivers to be very helpful and pleasant. They make what is probably a stressful visit to the hospital easier."**

"Very good. Could do with more comfortable vehicles, as the ones now are most uncomfortable."

**"I have found the service very efficient and courteous at all times. Excellent."**

# YOU SAID WE DID



## More advice online

**You said you wanted more online self assessment tools... We have developed a Dental Symptom Checker**

**for you to get advice on toothache, dental swelling, or help to find a dentist.**

By answering a few questions about your symptoms and general health you will receive advice on what to do next.

**We have also developed a Self Assessment Tool for Head Lice that provides advice on what action to take.** The Symptom Checkers can be found on the NHS Direct Wales website under the 'Looking after yourself' section. Visit [www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk) and carry out an interactive assessment.

## You said you wanted more pictures



We have received some suggestions from NHS Direct Wales website users that they would like to see what rashes look like. In response to this we've developed an interactive slide show on the website for people to see pictures of different rashes, along with information on symptoms and treatments. We hope that these pictures will support people to recognise the visual signs of different rashes.

## Information for children

**Staff said... we want educational materials about the ambulance service to use with children and young people..**



Following a public consultation (with children, teachers and our staff) we have developed a bilingual school booklet called 'Jack tells you about the Welsh Ambulance Service'. The booklet is suitable for 6-8 year olds and aims to support staff visiting local schools/clubs to educate children about the ambulance service and what to do in an emergency.

The booklet is available bilingually on the Welsh Ambulance Service youth website 'The Room' and has been sent to all schools across Wales for it to be used on classroom whiteboards where siren sounds can be played.

A fun bilingual activity pack is also available.





## Spotlight on

# Local awareness session



Earlier this year we held a forum in Swansea where patients, public and a range of other local organisations had the opportunity to learn more about local news and developments in the Welsh Ambulance Service. There were opportunities to meet local staff, and find out about the ways we are trying to involve local people.

Mike Collins Head of Service for Abertawe Bro Morgannwg

delivered an informative presentation to the group about local work and there were opportunities to ask questions. There were discussions about hospital handovers, staff training and the role of Advanced Paramedic Practitioners.

MIKE SAID

**"It was a great opportunity to talk honestly and openly with the local community and those who have an interest in what's going on in our service. Events like this allow you to reach the local population you serve, and address the issues that matter to them."**

Feedback from others who attended:

- I found the session very interesting and informative.

- It improved my understanding of local services and I would recommend the session to anyone that would be interested in finding out more about the services that the Welsh Ambulance Service provide.
- A useful session for information sharing. Of particular interest to me was hearing about the extra training that some paramedics have received to allow them to do more and perhaps save a patient from going to the hospital.
- A lot of criticism of services could be tempered if information was shared more frequently and widely in meetings such as this. People want to ask questions. So this is one thing a local group can offer.

If you want to get involved in local awareness sessions across Wales, please contact us.



The number of people calling 999 for minor illnesses or injuries is rising. Evidence reveals that a significant number of people dial 999 for an ambulance or go to A&E departments despite there being other more suitable services available to help them. The public are encouraged to make the most appropriate choice when seeking healthcare, to ensure that they

get the best treatment. Making the right choice also allows busy NHS services (such as 999 and Emergency Departments) to help the people who need them most. A new bilingual Choose Well app has been developed by the Welsh Government and is now available to download for FREE on iOS (i-phone and i-pad) platforms.

A series of Choose Well Coasters have been developed and have been distributed to different groups and communities across Wales. Get your FREE Choose well coaster (or supply of coasters) from us. Our contact details are at the back of this newsletter.

### Everyone's got a story, what's yours?

Have you used any of the Welsh Ambulance Services or NHS Direct Wales? Your story can help us think about the way we work, and improve the services we provide for you.

Have your say

#### Visit us

[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

#### Telephone us

01792 311773

#### Email us

[ppi.team@wales.nhs.uk](mailto:ppi.team@wales.nhs.uk)

# Community Education

## Improving communication with patients

To improve communication between staff and service users, we have developed a bilingual communication guide. This work is based on the successful guide developed by London Ambulance Service for the 2012 London Olympics. This will mean better communication with those:

**who are deaf or hard of hearing**

**for whom English is not their first language**

**with learning disabilities**

**whose illness or injury affects their communication**

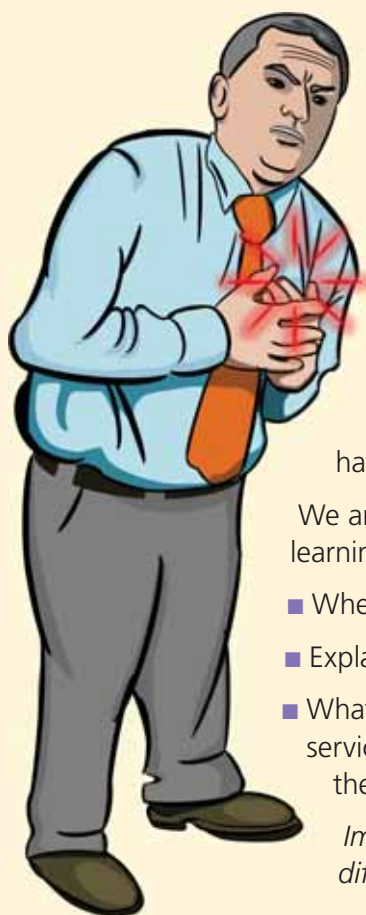
The guide will help us to communicate with people who have a range of different needs.

There are pictures and words that can help to explain to people what we need to do for them, and for the service user to give us important information about themselves and their problem.

The guide will have sections on:

- Finding out patient details and medical history
- What caused the injury/illness
- Symptoms and treatments

In developing the guide, we consulted with a range of people including service users, members of the public and support organisations. Feedback was overwhelmingly positive, with a lot of great suggestions of things to include in the guide.



## Big and Little Accident INTERACTIVE GAME

Working in partnership with learning disability groups across Wales, has resulted in a lot of great developments. We began work a few years ago with the launch of an easy read booklet explaining what to expect when you ring 999. More recent work has involved planning 'Emergency Services Events' where we have carried out role play and other fun learning activities. The team have visited a number of learning disability groups across Wales to discuss their experiences of using our services and have used a 'Big & Little Accident game' to show how to use the 999 service responsibly. These visits have been tremendously successful as they have been interactive with great audience participation.

We are now working on developing the project further to provide learning packs in a variety of formats which will cover:

- When to ring 999 and what to expect
- Explanations of different staff roles in the service
- What to do when you feel ill and what alternative healthcare services are available when it's not an emergency, promoting the Welsh Government's Choose Well campaign.

*Images taken from our learning pack of people with different symptoms.*



# Summer HEALTH TIPS

Keep active

Sun safety

Take care in the water

Be safe at the beach Summer allergies

Protect your eyes Keep hydrated

Healthy summer foods

Summer is a really good time to improve your health. Lighter evenings will allow you extra time to fit in some exercise, it could be a walk or even some gardening. Warmer weather may help you to manage your diet so that you can have lighter, healthier meals.

If you're on holidays in sunny weather, be sure to protect your skin from the sun. Get the right sun screen for your skin and apply regularly. Think about protective clothing like hats and sun glasses.

Enjoy summer! Give your mind and body time to relax!

Get your summer health tips on the NHS Direct Wales website.  
[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

## Did you know?

### Rise in website visits

The website has hit a record number of visits over the last couple of months. During the month of January 2013 we hit nearly a quarter of a million visits, and numbers have continued to rise. In 2012, we had just over 1.6 million visitors to the website!

You can view our new online developments under the 'Looking after Yourself' section on the website. Take a look at our:

- **Pregnancy Guide** – this includes over 80 pages of advice and information for pregnant women and what they can expect throughout their pregnancy. Within the pregnancy guide there is interactive tools such as an ovulation calendar and a due date calendar.



- **A Medicine Cabinet** - shows what medication you should store in your medicine cabinet at home, in case of minor ailments or illnesses.

### Useful websites for information and advice

[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

[www.choosewellwales.org.uk](http://www.choosewellwales.org.uk)

What do  
**you want**  
included?  
...contact us

Please let us know if there is anything that you would like included in this newsletter. Contact the Partners in Healthcare Team by e-mail [ppi.team@wales.nhs.uk](mailto:ppi.team@wales.nhs.uk) or phone 01792 311773.

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





Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru

Gwrando ar ein cleifion

# NEWYDDION Y Rhwydwaith



## Digwyddiadau Partneriaid mewn Gofal Iechyd

### Dathliadau **Diwrnod Rhyngwladol y Menywod**

Fel rhan o'r dathliadau byd-eang i nodi Diwrnod Rhyngwladol y Menywod roedden ni'n gweithio mewn partneriaeth gyda BAWSO (sefydliad sy'n cefnogi pobl o gefndiroedd Du a Lleiafrifoedd Ethnig) i gynnal digwyddiad ar 11 Mawrth 2013.



Y thema eleni oedd Merched Gweladwy: Grymuso merched a menywod yng Nghymru.  
Cynhaliwyd y digwyddiad eleni yng Nghaerdydd ac roedd dros 100 o ferched o'r gymuned Ddu a Lleiafrifoedd Ethnig yn mynychu. Roeddem am eu grymuso a sicrhau bod ganddyn nhw'r sgiliau a'r hyfforddiant i'w helpu i reoli eu hiechyd eu hunain a iechyd eu teuluoedd. Roedd yn ddiwrnod

addysgiadol a rhyngweithiol gyda siaradwyr ysbrydoledig, stondinau gwybodaeth, arddangosfeydd adfywio a gweithdai ar gyfer tyliino pen ac ymarfer.  
Yn dilyn y digwyddiad hwn, cynigiwyd cwrs cefnogi bywyd sylfaenol am ddim i'r merched hynny oedd yn dymuno cael hyfforddiant achrededig.

## Haf 2013

### Croeso

Croeso i rifyn haf 2013 o 'Newyddion y Rhwydwaith'. Rydym yn falch o allu cyflwyno ein degfed rhifyn o'r daflen newyddion hon. Yn y rhifyn hwn, gallwch weld sut rydyn ni wedi bod yn gwrando ar wahanol grwpiau a chymunedau a sut mae adborth yn ein helpu i ddatblygu'r gwasanaeth.

Mynnwch eich awgrymiadau iechyd gyda chynghor ar gadw'n heini, gadw'n iach a bod yn ddiogel yr haf hwn.

Y TU MEWN I'R RHIFYN HWN	
Eich Storiâu	2
Rydych chi wedi dweud... rydyn ni wedi gwneud	3
Sbotolau ar	4
Addysg yn y gymuned	5
Oeddech chi'n gwybod?	6





**Hoffwn ganmol yr ymatebwr cyntaf a'r ambiwlans cefnogol a ymatebodd i'm galwad neithiwr pan roedd gennyf symptomau problemau calon.** Nid yn unig roedd y ddau dîm yma mewn dim o amser ond hoffwn ganmol eu sgiliau amlwg wrth ddelio â'r math hwn o broblem. Hefyd, roedden nhw'n sicrhau fy mod yn gyfforddus yn ystod yr amser a oedd i mi yn gyfnod pryderus. Hoffwn i chi drosglwyddo fy niolch didwyll i'r rhai daeth ataf. Diolch yn fawr iawn. Maen nhw'n gredyd i'r gwasanaeth.

**Diolch am fod mor broffesiynol a gofalu am fy mab heddiw. Ni allai fy mab anadlu felly gelwais ar eich gwasanaeth. Nid oeddwn yn meddwl y gallai eich gwasanaeth fod o safon mor uchel. Hoffwn eich canmol am eich proffesiynoldeb ac am ofalu am fy mab a fi mor dda. Diolch yn fawr.**



# Cael eich barn am gludiant lleol



Yn ddiweddar, rydym wedi cynnal rhywfaint o waith i gael adborth gan bobl sydd wedi defnyddio ein gwasanaeth cludiant i ac o apwyntiadau ysbytai. Gwnaethom ysgrifennu at bobl ar draws rhannau o Gymru a oedd wedi defnyddio'r gwasanaeth yn ddiweddar. Roedd y mwyafrif o'r adborth yn bositif gyda llawer o bobl yn dweud eu bod wedi cael gwasanaeth da a bod y staff yn gyfeillgar ac yn dda am gynorthwyo.

Roedd adborth arall yn awgrymu nad oedd pobl yn gyfforddus ar y cerbydau a bod rhai wedi gorfod aros am amser hir i gerbyd ddod i'w cludo adref.

Mewn ymateb i'ch sylwadau ar gerbydau anghyfforddus, mae gennym raglen dreigl amnewid ar gyfer ein cerbydau. Rydym yn y broses o gyflwyno nifer o gerbydau math cludo criwiau ar draws yr Ymddiriedolaeth. Mae'r rhain yn debyg ond yn fwy cyfforddus na cherbydau math bysys mini. Mae'r cerbydau hyn yn sicrhau siwrneiau byrrach gyda llai o gleifion.

Oherwydd natur ein gwaith, rhaid i ni sicrhau y gall cerbydau gael eu ffurfweddu i gludo ystod o gleifion - o gleifion cerdded i achosion ar stretsieri. Rhaid i'r holl gerbydau gael eu glanhau'n drwyadl i leihau'r perygl o unrhyw draws heintio.

Tra bod ein timau ymroddedig o gynllunwyr a rheolwyr dydd yn gweithio'n agos gyda'n staff cyswllt Ambiwllans ym mhob un o'r prif ysbytai, yn anffodus, mae sefyllfaoedd pan fydd rhai cleifion mewn clinigau'n hirach nag a ddisgwylid. Er ein bod yn adolygu amseroedd aros yn gyson i geisio lleihau unrhyw oedi, mae amgylchiadau pan fydd oedi'n effeithio ar ein gwasanaeth. Gwnawn bob peth o fewn ein gallu i leihau unrhyw aflonyddwch ond mae achlysuron pan fydd yr oedi hyn y tu hwnt i'n rheolaeth ni.

**“Er fy mod i'n gwerthfawrogi'r Gwasanaeth Cludo Cleifion, hoffwn petai'n fwy uniongyrchol h.y. ddim yn mynd am filltiroedd i godi rhywun arall.”**

**“Gallai fod yn llawer cynt. Mae hyn yn amrywio, ond rydw i wedi gorfod aros amdano.”**

**“Rydw i bob amser wedi gweld y gyrwyr yn rhai hynod garedig a dymunol. Maen nhw'n gwneud rhywbeth sydd, mae'n debyg, yn ymweliad llawn straen i'r ysbyty, yn llawer rhwyddach.”**

“Da iawn. Gallen nhw drefnu cerbydau mwy cyfforddus gan fod y rhai sydd ar gael yn awr yn anghyfforddus iawn.”

**“I mi, mae'r gwasanaeth wedi bod yn hynod effeithlon a chwrtais bob amser.”**



RYDYCH CHI  
WEDI DWEUD...  
**RYDYN NI WEDI  
GWNEUD**



**Mwy o gyngor ar-lein**  
Roeddech chi'n dweud eich  
bod am gael mwy o offer  
hunan-asesu ar-lein...Rydyn  
ni wedi datblygu Gwiriwr  
Symptomau Deintyddol er

**mwyn i chi gael cyngor ar  
y ddannodd, chŵydd yn y  
dannedd neu eich helpu i  
gael hyd i ddeintydd.** Drwy  
ateb ychydig o gwestiynau am  
eich symptomau a'ch iechyd yn  
gyffredinol, byddwch chi'n cael  
cyngor am yr hyn i'w wneud  
nesaf.

**Rydym hefyd wedi datblygu  
Gwiriwr Symptomau Llau  
Pen yn rhoi cyngor am beth i  
wneud.**

Gellir cael hyd i'r Gwiriwr  
Symptomau ar wefan Galw  
Iechyd Cymru yn yr adran  
'Gofalu am eich hun'. Ewch i:  
[www.galwiechycymru.wales.nhs.uk](http://www.galwiechycymru.wales.nhs.uk)  
a chynhaliwch asesiad  
rhyngweithiol.

**Dywedoch  
eich bod  
eisiau mwy  
o luniau**



Rydym wedi derbyn rhai  
awgrymiadau oddi wrth  
ddefnyddwyr gwefan Galw Iechyd  
Cymru yn dweud yr hoffon nhw  
weld sut mae gwahanol frech  
yn ymddangos. Mewn ymateb i  
hyn, rydym ni wedi datblygu sioe  
sleidiau rhyngweithiol ar y wefan  
er mwyn i bobl weld lluniau o  
wahanol fathau o frech ynghyd  
â gwybodaeth am symptomau  
a thriniaethau. Gobeithio y bydd  
y lluniau hyn yn gymorth i bobl  
adnabod arwyddion gweledol  
gwahanol fathau o frech.

## Gwybodaeth i blant

**Dywed y staff... hoffon ni gael deunyddiau addysgol am  
y gwasanaethau ambiwlans i'w defnyddio gyda phlant a  
phobl ifanc.**



Yn dilyn ymgynghoriad  
cyhoeddus (gyda phlant,  
athrawon a'n staff) rydym wedi  
datblygu llyfryn dwyieithog i  
ysgolion o'r enw 'Mae Jac yn  
sôn am Wasanaeth Ambiwllans  
Cymru'. Mae'r llyfryn yn addas  
i blant 6-8 oed a'r nod yw  
cefnogi staff sy'n ymweld ag  
ysgolion/clybiau lleol i addysgu  
plant am y gwasanaethau  
ambiwllans a'r hyn i'w wneud  
mewn  
argyfwng.

Mae'r llyfryn ar gael yn  
ddwyieithog ar wefan ieuencid Gwasanaethau  
Ambiwllans Cymru 'Yr Ystafell' ac mae wedi'i anfon  
at bob ysgol ar draws Cymru i'w ddefnyddio ar fyrdau  
gwyn ystafelloedd dosbarth lle gellir chwarae sŵn y seiren.

Mae pecyn gweithgareddau dwyieithog hwyliog  
hefyd ar gael.



## Sbotolau ar

# Sesiwn ymwybyddiaeth leol



Ynghynt eleni, cynhaliwyd fforwm yn Abertawe lle'r oedd cleifion, y cyhoedd ac ystod o sefydliadau lleol eraill yn cael cyfle i ddysgu mwy am newyddion a datblygiadau lleol o fewn Gwasanaethau Ambiwylans Cymru. Roedd cyfle i gyfarfod staff lleol a darganfod mwy am ein dulliau o geisio cynnwys pobl leol.

Cafodd y grŵp gyflwyniad addysgiadol gan Mike Collins, Pennaeth Gwasanaeth Abertawe Bro Morgannwg am waith lleol ac roedd cyfle i ofyn cwestiynau.

Cafwyd trafodaethau am drosglwyddo mewn ysbytai, hyfforddiant staff a rôl yr Uwch Ymarferwyr Parafeddygol.

DYWEDODD MIKE

**"Roedd yn gyfle gwych i siarad yn onest ac yn agored gyda'r gymuned leol a'r rhai sydd â diddordeb yn yr hyn sy'n digwydd o fewn ein gwasanaethau. Mae achlysuron fel hyn yn caniatáu i chi gyrraedd y bobl leol rydych chi'n eu gwasanaethu a delio â'r materion sy'n bwysig iddyn nhw."**

Adborth gan eraill oedd yn mynychu:

- Roeddwn i'n meddwl bod y sesiwn yn hynod ddiddorol ac addysgiadol.
- Roedd yn gwella fy nealltwriaeth am wasanaethau lleol a byddwn

yn argymhell y sesiwn i unrhyw un sydd â diddordeb mewn dysgu mwy am y gwasanaethau y mae Gwasanaethau Ambiwylans Cymru'n eu darparu.

- Sesiwn defnyddiol ar gyfer rhannu gwybodaeth. O ddiddordeb arbennig i mi oedd clywed am yr hyfforddiant ychwanegol y mae rhai parafeddygon wedi'i dderbyn i ganiatáu iddyn nhw wneud mwy ac efallai arbed claf rhag mynd i ysbyty.
- Byddai llawer o feirniadaeth am wasanaethau yn gallu cael ei thymheru petai gwybodaeth yn cael ei rhannu'n amlach ac yn ehangach mewn cyfarfodydd fel hyn. Mae pobl am ofyn cwestiynau. Felly, dyma un peth y gall grŵp lleol ei gynnis. Os ydych chi am fod yn rhan o sesiynau ymwybyddiaeth leol ar draws Cymru, cofiwch gysylltu â ni.

Mae'r nifer o bobl sy'n ffonio 999 ar gyfer mân salwch neu anafiadau'n cynyddu. Dengys tystiolaeth bod nifer sylweddol o bobl yn deialu 999 am ambiwlans neu'n mynd i adrannau D&A er waetha'r ffaith bod gwasanaethau mwy priodol eraill ar gael i'w helpu.

Anogir y cyhoedd i wneud y dewis mwyaf priodol wrth geisio gofal iechyd i sicrhau eu bod yn cael y driniaeth orau. Mae gwneud y dewis

cywir hefyd yn caniatáu i wasanaethau prysur y GIG (fel 999 a'r Adrannau Achosion Brys) helpu'r bobl sydd eu hangen fwyaf. Mae app dwyieithog newydd Dewis Doeth wedi'i ddatblygu gan Lywodraeth Cymru ac mae ar gael yn awr i'w lawr lwytho am DDIM ar lwyfannau iOS (i-ffôn ac i-pad).

Datblygwyd cyfres o Fatiâu Diod 'Dewis Doeth' a dosbarthwyd hwy i wahanol grwpiau a chymunedau ar draws Cymru.

Mynnwch eich matiau diod Dewis Doeth AM DDIM (neu gyflenwad o matiau diod) oddi wrthym ni.

### Mae gan bawb stori, beth yw eich un chi?

Ydych chi wedi defnyddio unrhyw un o Wasanaethau Ambiwylans Cymru neu Galw Iechyd Cymru? Gall eich stori ein helpu i feddwl am y modd rydyn ni'n gweithio a gwella'r gwasanaethau rydyn ni'n eu darparu ar eich cyfer.

**Dweud eich dweud**

**Ymweld â ni ar-lein**

[www.ambiwylans.wales.nhs.uk](http://www.ambiwylans.wales.nhs.uk)

**Ein ffonio ni ar**

01792 311773

**Anfon e-bost atom ar**

[ppi.team@wales.nhs.uk](mailto:ppi.team@wales.nhs.uk)

# Addysg yn y Gymuned

## Gwella cyfathrebu gyda chleifion

I wella cyfathrebu rhwng staff a defnyddwyr gwasanaethau, rydym wedi datblygu canllaw cyfathrebu dwyieithog. Mae'r gwaith hwn wedi'i seilio ar y canllaw dwyieithog a ddatblygwyd gan Wasanaethau Ambiwylans Llundain ar gyfer Gêmau Olympaidd Llundain 2012. Bydd hyn yn golygu gwell cyfathrebu gyda'r rhai:

**sy'n fyddar neu'n drwm eu clyw**

**Ile nad Saesneg yw eu mamiaith**

**sydd ag anableddau dysgu**

**y mae salwch neu anaf yn affeithio ar eu cyfathrebu**

Bydd y canllaw yn ein helpu i gyfathrebu gyda phobl ag ystod o anghenion gwahanol. Mae lluniau a geiriau a all helpu i egluro'r hyn rydyn ni angen ei wneud iddyn nhw ac ar gyfer defnyddwyr gwasanaethau i roi gwybodaeth bwysig i ni amdany'n nhw eu hunain a'u problemau.

Yn y canllaw, bydd adrannau ar:

- Ddarganfod manylion a hanes meddygol claf
- Beth achosodd yr anaf/salwch
- Symptomau a thriniaethau

Wrth ddatblygu'r canllaw, roedden ni'n ymgynghori gyda nifer o bobl gan gynnwys defnyddwyr gwasanaethau, aelodau'r cyhoedd a



sefydliadau cefnogi. Roedd yr adborth yn hynod gadarnhaol gyda llawer o awgrymiadau gwych am bethau i'w cynnwys yn y canllaw.

## Damwain Fawr a Bach

### GÊM RYNGWEITHIOL



Mae gweithio mewn partneriaeth gyda grwpiau anableddau dysgu ar draws Cymru wedi esgor ar lawer o ddatblygiadau mawr. Ychydig flynyddoedd yn ôl, roedden ni'n dechrau gweithio drwy lansio llyfryn darllen hawdd sy'n egluro beth i'w ddisgwyl pan fyddwch chi'n ffonio 999. Mae'r gwaith mwyaf diweddar wedi golygu cynllunio 'Digwyddiadau Gwasanaethau Achosion Brys' lle'r ydyn ni wedi bod yn cynnal chwarae rôl a gweithgareddau dysgu hwyliog eraill. Mae'r tîm wedi ymweld â nifer o grwpiau anableddau dysgu ar draws Cymru i drafod eu profiadau o ddefnyddio ein gwasanaethau ac wedi defnyddio'r gêm 'Damwain Fawr a Bach' i ddangos sut i ddefnyddio'r gwasanaeth 999 yn gyfrifol. Bu'r ymweliadau hyn yn hynod lwyddiannus gan eu bod wedi bod yn rhyngweithiol gyda chyfranogiad mawr gan y gynulleidfa.

Rydyn ni'n awr yn gweithio ar ddatblygu'r prosiect ymhellach i ddarparu pecynnau dysgu mewn sawl fformat fydd yn cynnwys:

- Pryd i ffonio 999 a beth i'w ddisgwyl
- Eglurhad o wahanol roliau staff yn y gwasanaeth
- Beth i'w wneud pan fyddwch chi'n teimlo'n sâl a pha wasanaethau gofal iechyd eraill sydd ar gael pan nad yw'n achos brys gan hybu ymgyrch Dewis Doeth Llywodraeth Cymru.

*Delweddau o'n pecyn dysgu am bobl â symptomau gwahanol.*





# AWGRYMIADAU IECHYD AR GYFER YR **HAF**

## Cadw'n actif

Diogelwch yn yr haul

## Bod yn ofalus yn y dŵr

**Bod yn ddiogel ar y traeth** Alergeddau'r Haf

Amddiffynnwch eich llygaid Cadw'n hydrad

## Bwydydd haf iach

Mae'r haf yn adeg dda o'r flwyddyn i wella eich iechyd. Bydd nosweithiau golau'n rhoi mwy o amser i chi wneud rhai ymarferion - mynd i gerdded neu hyd yn oed arddio. Gall tywydd cynhesach eich helpu i reoli eich diet ac felly cael prydau ysgafnach, iachach.

Os byddwch chi ar eich gwyliau mewn tywydd heulog, cofiwch ddiogelu eich croen rhag yr haul. Mynnwch yr eli haul cywir i'ch croen a'i ddefnyddio'n rheolaidd. Meddylwch am ddillad amddiffynnol fel hetiau a sbectol haul.

Mwynhewch yr haf! Rhowch gyfle i'ch meddwl a'ch corff ymlacio!

Cewch eich amgwybiadau iechyd ar wefan Galw Iechyd Cymru.

[www.galwiechycymru.wales.nhs.uk](http://www.galwiechycymru.wales.nhs.uk)

## Oeddech chi'n gwybod?

### Cynnydd mewn ymweliadau â'r wefan

Mae'r wefan wedi torri record yn y nifer o ymweliadau dros yr ychydig fisoedd diwethaf. Yn ystod mis Ionawr 2013 roedden ni'n cyrraedd chwarter miliwn o ymweliadau, ac mae'r niferoedd wedi dal i gynyddu. Yn 2012, cawsom ychydig dros 1.6 miliwn o ymwelwyr â'r wefan!

Gallwch weld ein datblygiadau newydd ar-lein yn yr adran 'Gofalu amdanoch eich hun' ar y wefan. Edrychwch ar ein:

■ **Arweiniad i Feichiogrwydd** – mae hwn yn cynnwys dros 80 o dudalennau o gyngor a gwybodaeth ar gyfer merched beichiog a'r hyn y gallan nhw ei ddisgwyl drwy gydol eu beichiogrwydd. O fewn yr arweiniad i feichiogrwydd mae offer rhyngweithiol fel calendar ofwriad a chalendr dyddiad geni.



■ **Cabinet Meddyginiaethau** - mae'n dangos pa feddyginiaethau y dylech chi eu storio yn eich cabinet meddyginiaethau yn y cartref rhag ofn i chi gael mân salwch neu anhwylder.

### Gwefannau defnyddiol i gael gwybodaeth a chyngor

[www.ambiwlans.wales.nhs.uk](http://www.ambiwlans.wales.nhs.uk)

[www.galwiechycymru.wales.nhs.uk](http://www.galwiechycymru.wales.nhs.uk)

[www.dewisdoethcymru.org.uk](http://www.dewisdoethcymru.org.uk)

Beth  
**hoffech chi**  
**ei gynnwys?**  
...cysylltwch â ni

Cofiwch ddweud wrthym os oes unrhyw beth yr hoffech chi ei gynnwys yn y daflen newyddion hon. Cysylltwch â Thîm Partneriaid mewn Gofal Iechyd drwy e-bost [ppi.team@wales.nhs.uk](mailto:ppi.team@wales.nhs.uk) neu dros y ffôn 01792 311773.

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