



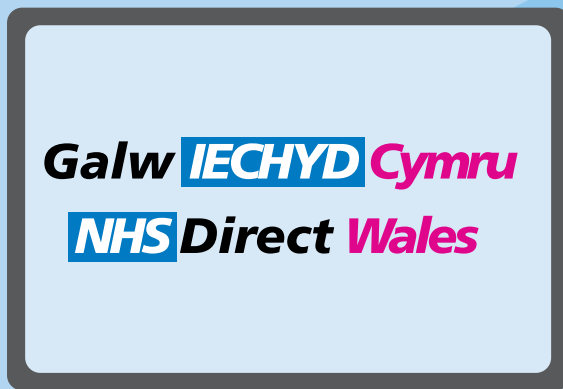
Welsh Ambulance Services
NHS Trust

Listening to our patients

Network NEWS



Through the roof!
4.5m website visits in the last year



Health Topics Symptom Checkers Services

<http://www.nhsdirect.wales.nhs.uk>

WE ARE **CLICK HAPPY!**

Visits to the NHS Direct Wales website have broken all previous records for accessing online health information.

Over 4.5 million visitors over the last year have clicked through information on a wide range of health topics, services and symptom checkers to access the right information for them.

One of the biggest attractions to the site has been the online self assessment symptom checkers.

Cough, Dental and Cold & Flu have been the most popular with more people checking their symptoms online than calling the NHS Direct Wales helpline.

New features are being added to the site based on people's feedback. A big THANK YOU to everyone who logged on to the site and posted their feedback to us, as it's your comments and suggestions that are helping to make the site better!

Summer 2015

Welcome

Welcome to the Summer 2015 edition of Network News. In this edition, we are pleased to introduce Catrin Convery, a Clinical Team Leader in Aberystwyth. Also read about some of our engagement activities and patient stories presented to our Trust Board and Quality Delivery Committee.

Find out about some new projects we are working on to help ease the pressure on our busy service.

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Follow us on social media!

We are on Twitter and Facebook



Spotlight on

Catrin Convery, Clinical Team Leader, Aberystwyth

Catrin took on the role of a Clinical Team Leader for Aberystwyth in 2013. Having qualified as Nurse, she changed careers in 2005 and became a paramedic working in Carmarthen and then moving to Aberystwyth.

Catrin accepted the Team Leader role to influence her team to provide a high quality clinical service – which is her primary focus. She believes that whatever care and treatment we give to our patients, they must be of the highest standard.



At a recent Carer's event in Aberystwyth, Catrin was able to talk to carers about the service and talk about the role our frontline staff have in supporting carers through their journey.

The day was a huge success with a lot of positive feedback that Catrin has taken back to her team.

Challenging times... but we are making progress!

More people than ever before are relying on our ambulance service. That's why we're rolling out innovative new projects to help ease the pressure.

In Aneurin Bevan, for example, we've introduced the Physician Response Unit, where a paramedic in a car is joined by an emergency department consultant in order to get to patients quickly and assess whether they need to go to A&E. Early evidence suggests that the number of avoidable hospital admissions has reduced. We've also introduced clinicians into our control rooms to ensure we're sending the most appropriate resource to patients. They're also able to provide additional support and advice to patients over the telephone and signpost them to alternative care if necessary.

Paramedics with additional training are providing specialist healthcare at the scene of an incident or at a patient's home

to try and reduce unnecessary hospital admissions, and many low acuity patients have made their own way to hospital in a taxi or with a friend or relative since we launched a new 'alternative transport' scheme to free up our busy ambulances.

One of our challenges is still the handover of patients to hospitals and that's why, in partnership with our health board colleagues, we've agreed national handover guidance which we expect will help our ambulances to be released in a more timely fashion.

We're very grateful that Welsh Government has recognised the significant pressure we are under, and we welcome additional funding which is going to help us respond to increasing levels of demand and also introduce additional brand new vehicles into our fleet.


We'd like to reassure the public that we're not a million miles away


from our target and that most patients aren't being forced to wait hours for help in a serious or life threatening emergency.

In order to support us to help you when you need us, if you're not seriously ill or injured, please do not call 999 – consider your GP or pharmacist or a Minor Injuries Unit instead. Find out where your local services are on the NHS Direct Wales website www.nhsdirect.wales.nhs.uk.

Don't forget that NHS Direct Wales is available on 0845 4647, 24/7 for information and advice if you're ill and are unsure what to do. Let's keep our emergency ambulances for emergencies.

Follow us on social media

 Twitter @WelshAmbulance & @WelshAmbPIH

 Find us on Facebook www.facebook.com/welshambulanceservice

Patient Stories

Red 1 to Ferndale

This was a patient story about Mr & Mrs Prowle presented to our Quality Delivery Committee in January this year.

Mr Prowle was extremely unwell, sweating and holding his chest so a 999 call was made.

The ambulance crew who arrived intended to take Mr Prowle to the University Hospital of Wales, Cardiff however as Mr Prowle was so desperately ill; a decision was made to rush him to Prince Charles Hospital in Merthyr Tydfil.

His condition was deteriorating and it was essential he was stabilised with clot busters before transferring him to Cardiff with a Police escort where the cardiac arrest team were waiting.

From the time it took the crew to get Mr Prowle to Prince Charles he had suffered 9 cardiac arrests. The crew continually worked on him for the whole journey. Mr Prowle made a full recovery and was eventually discharged after 2 weeks in hospital.

The family are extremely grateful for the care and dedication the staff gave that day and for saving a life!

This story demonstrated the professionalism, skill and commitment of ambulance staff under very difficult circumstances. As a result of this story the experiences of Mr and Mrs Prowle and the actions of the ambulance crew that day are being turned into a case study for future training for new ambulance recruits.

Mr Powell's story

Mr Powell's story was presented at Trust Board in January.

Mr Powell had fallen at home and feared that he had broken his neck. He was taken to the Emergency Department at Swansea's Morriston Hospital, but a backlog of patients meant that he had to wait several hours in the back of an ambulance.

He praised the care of the ambulance staff saying that he was treated professionally and with dignity and respect. The experience of Mr Powell helped to improve understanding of key issues that are at the heart of the Trusts performance improvement discussions with Local Health Boards.

We love hearing your stories. If you want to share your story our contact details are at the back of the newsletter!

Encouraging our staff to learn British Sign Language (BSL)

Through our work, we hear lots of stories that tell us why good communication between staff and patients is so important. Deaf communities have told us that just by staff knowing a few BSL phrases would go a long way to ease their anxiety in an emergency. As a result we have filmed some phrases in BSL showing 5 key signs (suggested by deaf communities).

We are sharing this far and wide across the service to encourage all NHS staff to learn them! View our Deaf and Hard of Hearing section on the Welsh Ambulance Service website to see them and other BSL clips!

hello my name is...

Thanks for your feedback!

- They were both extremely competent, calm and reassuring to both my dad and myself
- The crew just went that "extra mile"
- People are far too quick to complain so I thought I would like to say a massive thank you for a change
- He went above and beyond call of duty. He showed genuine concern, he was just awesome



Working better together

improving experiences for people in Cwm Taf

The Welsh Ambulance Service with Cwm Taf Health Board came together to improve access to ambulance services and improve the experiences of local people living in Cwm Taf.

The aim of this collaboration was to make sure there were emergency vehicles available for life threatening calls and to inform the public how to:

- use the right service at the right time
- know where their local health services are and how to access them

Between March and April staff worked to make improvements across Cwm Taf. Our engagement team shared information in lots of different ways including the use of social media, holding events at various venues and promoting leaflets/posters at various places. The Trust continues to monitor improvements but it is the feedback from local people on their experiences of using health services that will provide how successful this work has been.

We encourage you to share your experience with us, our contact details are at the back of the newsletter!



Time to celebrate – young carers!

Carers pack a punch in the ring at Port Talbot

Supporting young carers through engagement and information has seen the Trust host a number of events at various venues across Wales. Using schools, community halls, holiday parks and even fitness clubs these events have celebrated young carers and provided them with practical help

and information for themselves and those they care for.

Throughout the year over 300 young carers have been able to participate in CPR demonstrations, take part in fun, creative activities, and share their experiences about how they use health services.



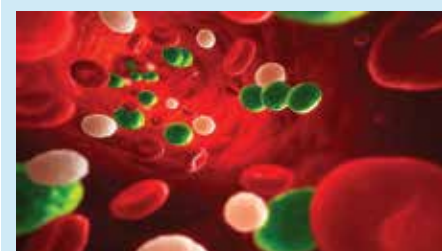
Preventing Sepsis in Wales

Sepsis is a common and potentially life-threatening illness caused by an infection.

If not treated quickly, sepsis can eventually lead to multiple organ failure and death. We understand the key role we have to play in recognising sepsis and treating patients quickly.

We held our first sepsis event and workshop in March. It was a great day and really well attended with a mix of 40 staff and colleagues from other Trusts and Local Health Boards.

The aim of the day was to build on our achievements so far on the early recognition and treatment of sepsis and rapid transport of patients to hospital. The workshop gave people the opportunity to share ideas that led to lots of suggestions for future work. We discussed the challenges we are faced with when trying to recognise and manage sepsis and how we can improve our practice and measure improvements. We will keep you updated with this work!



Respecting Mental Health

There are an estimated 45,000 people in Wales living with dementia. The Trust is working towards becoming Dementia friendly and has been taking forward dementia friendly sessions for staff which will be rolled out across the Trust throughout the year. The Trust is also taking forward "This is me" a document that can be carried

on Trust vehicles and given to appropriate patients.

A number of 'pathways' have been developed to reduce unnecessary hospital admissions and make better use of services in the community. One of these has been the mental health pathway piloted in Cardiff. Instead of taking a patient to A&E, paramedics

have been able to call the health board's 'crisis team' – mental health professionals available 24 hours a day who advise on the most appropriate course of action. That could be to refer patients to their GP, admit them directly to a hospital unit, or advise patients over the telephone about how to take their medications correctly.

Advocating for people with visual impairments

It is not always easy for people to share their concerns with us about their experiences of using services. To get around the problem VI Voices North Denbighshire group invited us to visit them to talk about concerns they had regarding access to services provided by the Welsh Ambulance Service.

Members of the Trust went along and listened to their concerns. These concerns mainly focused on Non Emergency Patient Care

Transport (PCS). The group raised concerns around the Patient Needs Assessment (PNA), repetitive and intrusive questioning, and timeliness of pickups and the level of sensory loss awareness training offered to staff.

We were able to answer many of their questions and their feedback has been shared with colleagues responsible for the Trust's PCS modernisation plan. This level of engagement offered

staff the opportunity to hear the experiences of patients as well as extending invitations to members of the group to visit the control centre and see what goes on behind the scenes. A great deal more work is planned to improve services for people with sensory loss which we will share through our newsletters. If you have a group that you would like us to meet please get in touch. Our contact details are at the back of the newsletter.

Listening to the voices from BME Forum

The BME Voices Forum is delivered in partnership by Swansea Bay Regional Equality Council (SBREC), Ethnic Youth Support Team (EYST) and the African Community Centre.

BME Voices Forum shared feedback where some members had expressed concerns about the way they had been treated by the Ambulance Service. They said they felt staff were rude or dismissive and they felt this could have been because they were asylum seekers. One forum member used the Ambulance Service in an emergency and didn't realise



she wouldn't be given transport home after being discharged from hospital.

It was suggested to us to hold an open meeting where members and others could come along to learn more about how the Welsh Ambulance Service works, when it's appropriate to call for an emergency 999 ambulance and where to go for help when it's not an emergency. The meeting held

at the EYST Community Centre was attended by Ambulance staff and gave an excellent opportunity to engage, answer questions and listen to concerns and experiences about using the Welsh Ambulance Service.

This work will continue to ensure that their experiences influence change so that all users of our services have positive experiences.

Here comes Summer!

It's that time of year again when the lighter evenings and warmer weather means you have extra time to spend outside. If you fancied getting healthier you could be doing some light exercise such as walking, gardening or cycling.

Don't sneeze or wheeze through summer

You don't want to miss the summer because allergies have got the better of you. Pollen's, stings and air pollution can all trigger an allergy. Signs can include: A runny or itchy nose; watery or itchy eyes, sneezing and coughing. So don't ignore those tell tale signs and seek help and advice from your GP, Pharmacist or NHS Direct Wales.

Be sun wise

It's more important during summer to stay safe in the sun. Be sun wise and use a suitable sun screen on your skin and protective clothing such as loose fitting clothes, hats and sun glasses. Staying safe in the sun is particularly important for children and young babies.

Be safe

This summer there will be plenty of events going on around Wales like the Royal Welsh Show, National Eisteddfod and numerous agricultural shows so ensure you stay safe. Remember if you enjoy a drink be sensible and make sure you have plenty of water. Accidents don't just happen they are caused so be safe, be sensible and help keep emergency calls down.



Have your best summer ever, not the worst one to remember.

Useful information

The NHS Direct Wales website has lots of useful information to get you through the summer including:

- Travel health – including vaccines, insurance, EHIC and more
- Sunburn and hayfever symptom checkers
- Sun safety
- Physical activity
- Healthy Eating
- Alcohol

Learn more by visiting:

www.nhsdirect.wales.nhs.uk or phone 0845 4647



Follow us.....
we'll follow you

The Partners in Healthcare team are now on Twitter! There have been some great tweets so far showcasing real patient stories and choose well education messages.

Give us a follow at @WelshAmbPIH and we will follow you back.

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 or phone 01792 311773.

Useful websites for information and advice

www.ambulance.wales.nhs.uk
www.nhsdirect.wales.nhs.uk
www.choosewellwales.org.uk
www.cwmtafuhb.wales.nhs.uk/
www.alzheimers.org.uk/thisisme

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



Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru

Gwranddo ar ein cleifion NEWYDDION Y Rhwydwaith



Trwy'r to!

4.5 miliwn o ymwelwyr i'r wefan
yn y flwyddyn diwethaf

Galw **IECHYD** Cymru
NHS Direct Wales

Gwybodaeth
Iechyd

Gwirwyr
Symptomau

Gwasanaethau

<http://www.nhsdirect.wales.nhs.uk>

Haf 2015

Croeso

Croeso i rifyn Haf 2015 o Newyddion y Rhwydwaith. Yn y rhifyn hwn, rydym yn falch o allu cyflwyno Catrin Convery, Arweinydd Tîm Clinigol yn Aberystwyth. Hefyd, darllenwch am rai o'n gweithgareddau ymgysylltu a storïau cleifion a gyflwynwyd i Fwrdd ein Hymddiriedolaeth a'r Pwyllgor Cyflenwi Ansawdd.

Cael gwybod am rai prosiectau newydd rydym yn gweithio ar i helpu i leddfu'r pwysau ar ein gwasanaeth prysur.

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Dilynwch ni ar gyfryngau cymdeithasol!

Rydym ar Twitter a Facebook



CLICIWCH YN HAPUS

Mae ymweliadau â gwefan Galw Iechyd Cymru wedi torri pob record flaenorol am geisio gwybodaeth am iechyd ar-lein.

Wnaeth dros 4.5 miliwn o ymwelwyr, dros y flwyddyn diwethaf, clicio drwy wybodaeth am ystod eang o bynciau, gwasanaethau a gwirwyr symptomau er mwyn gael y wybodaeth gywir iddyn nhw.

Un o'r atyniadau mwyaf i'r safle oedd y gwirwyr symptomau

hunanasesu ar-lein. Peswch, Deintyddol ac Annwyd a Ffliw oedd y mwyaf poblogaidd gyda mwy o bobl yn gwirio eu symptomau ar-lein yn hytrach na galw llinell gymorth Galw Iechyd Cymru.

Mae pethau newydd yn cael eu hychwanegu at y safle ar sail adborth pobl. DIOLCH YN FAWR IAWN i bawb oedd yn logio ar y safle ac yn postio eu hadborth i ni. Eich sylwadau a'ch awgrymiadau chi sy'n ein helpu i wneud y safle'n well!

Sbotolau ar

Catrin Convery, Arweinydd Tim Clinigol, Aberystwyth

Cymerodd Catrin y rôl o Arweinydd Tim Clinigol ar gyfer Aberystwyth yn 2013. Ar ôl cymhwyso fel Nyrs, wnaeth hi newid gyrfaoedd yn 2005 a daeth yn parafeddyg yn gweithio yng Nghaerfyrddin ac yna symudodd i Aberystwyth.

Derbyniodd Catrin rôl Arweinydd Tim i ddylanwadu ar ei thim i ddarparu gwasanaeth clinigol o ansawdd uchel – sef ei brif ffocws. Mae'n credu beth bynnag gofal a thrinniaeth a roddwn i'r cleifion, rhaid iddynt fod o'r safon uchaf posib.



Mewn digwyddiad Gofalwyr ddiweddar yn Aberystwyth, roedd Catrin yn gallu siarad â gofalwyr ynghylch y gwasanaeth a siarad am y rôl mae ein staff rheng flaen yn cael wrth gefnogi gofalwyr drwy eu taith.

Roedd y diwrnod yn llwyddiant mawr gyda llawer o adborth cadarnhaol a wnaeth Catrin cymryd yn ôl at ei thim.

Amseroedd heriol... ond rydym yn gwneud cynnydd!

Mae mwy o bobl nag erioed o'r blaen yn dibynnu ar ein gwasanaeth ambiwlans.

Dyna pam ein bod yn cyflwyno prosiectau newydd arloesol i helpu leddfu'r pwysau.

Yn Aneurin Bevan, er enghraifft, rydym wedi cyflwyno'r Uned Ymateb Meddyg, lle mae parafeddyg mewn car yn cael ei ymuno gan ymgynghorydd adran achosion brys er mwyn cyrraedd cleifion yn gyflym ac asesu a oes angen iddynt fynd i'r adran damweiniau ac achosion brys. Mae dystiolaeth gynnar yn awgrymu bod nifer o dderbyniadau ddiangen i'r ysbyty wedi lleihau. Rydym hefyd wedi cyflwyno clinigwyr yn ein canolfannau sy'n derbyn galwadau er mwyn sicrhau ein bod yn anfon yr adnoddau mwyaf priodol i gleifion. Maent hefyd yn gallu darparu cymorth a chynghor ychwanegol i gleifion dros y ffôn ac eu cyfeirio at ofal arall os bydd angen.

Mae parafeddygon sydd â hyfforddiant ychwanegol yn darparu gofal iechyd arbenigol yn lleoliad y digwyddiad neu gartref y claf

i geisio lleihau derbyniadau i'r ysbyty sydd yn ddiangen, ac mae llawer o gleifion lefel aciwt isel wedi gwneud ffordd eu hunain i'r ysbyty mewn tacsï neu gyda ffrind neu berthynas ers i ni lansio cynllun 'cludiant amgen' newydd i ryddhau ein ambiwlansys prysur. Un o'n heriau, sydd dal i fod, yw y trosglwyddiad o gleifion i ysbytai a dyna pam, mewn partneriaeth â'n cydweithwyr bwrdd iechyd, rydym wedi cytuno ar ganllawiau trosglwyddo cenedlaethol a rydym yn disgwyl y bydd hyn yn helpu ein cerbydau ambiwlans i gael eu rhyddhau mewn modd mwy amserol.


Rydym yn ddiolchgar iawn bod Llywodraeth Cymru wedi cydnabod y pwysau sylweddol rydym o dan, ac rydym yn croesawu arian ychwanegol sy'n mynd i'n helpu i ymateb i lefelau galw cynyddol a hefyd cyflwyno cerbyddau newydd sbon ychwanegol i mewn i'n fflyd. Hoffem sicrhau'r cyhoedd nid ydym yn fliw'n o filltiroedd i ffwrdd oddi wrth ein targed ac nad yw'r rhan

fwyaf o gleifion yn cael eu gorfodi i aros oriau am gymorth ar gyfer argyfwng difrifol neu sy'n bygwth bywyd.

Er mwyn ein cynorthwyo i'ch helpu pan fyddwch ein angen ni, os nad ydych yn ddifrifol o wael neu wedi'u hanafu, peidiwch ffonio 999 – ystyriwch eich meddyg teulu neu fferylllydd neu Uned Mân Anafiadau yn lle. Darganfyddwch ble mae eich gwasanaethau lleol ar wefan Galw Iechyd Cymru www.nhsdirect.wales.nhs.uk. Peidiwch ag anghofio bod Galw Iechyd Cymru ar gael ar 0845 46 47, 24/7 am wybodaeth a chynghor os ydych yn sâl ac yn ansicr beth i'w wneud. Gadewch i ni gadw ein ambiwlansys brys ar gyfer achosion brys.

Dilynwch ni ar gyfryngau cymdeithasol

 Twitter @WelshAmbulance & @WelshAmbPIH

 Dewch o hyd i ni ar Facebook www.facebook.com/welshambulanceservice

Coch 1 i Lynrhedynog

oedd stori claf am Mr a Mrs Prowle a gyflwynwyd i'n Pwyllgor Cyflenwi Ansawdd ym mis Ionawr eleni.

Roedd Mr Prowle yn sâl iawn yn chwysu ac yn dal ei frest felly gwnaed galwad 999.

Roedd y criw ambiwlans a aeth at Mr Prowle yn bwriadu mynd ag ef i Ysbyty Prifysgol Cymru, Caerdydd. Fodd bynnag gan fod Mr Prowle mor ddifrifol wael, penderfynwyd mynd ag ef ar frys i Ysbyty'r Tywysog Siarl, Merthyr. Roedd ei gyflwr yn dirywio ac roedd yn

hanfodol ei fod yn cael ei sefydlogi gyda chwalwyr ceuladau cyn ei drosglwyddo i Gaerdydd gyda'r Heddlu yn ei hebrwng. Roedd y tîm ataliad y galon yn aros yno amdano.

Yn yr amser yr oedd y criw yn mynd â Mr Prowle i Ysbyty'r Tywysog Siarl, roedd wedi cael 9 ataliad ar y galon. Roedd y criw'n gweithio arno drwy'r amser yn ystod y siwrne. Mae Mr Prowle wedi cael adferiad llwyr a chafodd ei ryddhau yn y diwedd ar ôl 2 wythnos mewn ysbyty. Mae'r teulu'n hynod o ddiolchgar am

y gofal a'r ymroddiad a gafodd gan y staff y diwrnod hwnnw ac am achub ei fywyd!

Mae'r stori hon yn dangos proffesiynoldeb, sgiliau ac ymrwymiad y staff ambiwlans o dan amodau hynod o anodd. O ganlyniad i'r stori hon, mae profiadau Mr a Mrs Prowle a'r gwaith a wnaeth y criw ambiwlans yn cael eu troi'n astudiaeth achos ar gyfer hyfforddidiad recriwtiaid ambiwlans newydd yn y dyfodol.

Stori Mr Powell

Cyflwynwyd stori Mr Powell i Fwrdd yr Ymddiriedolaeth yn ei gyfarfod mis Ionawr. Roedd Mr Powell wedi syrthio yn ei gartref ac yn ofni iddo dorri ei wddf. Aethpwyd ag ef i Adran Achosion Brys Ysbyty Treforys Abertawe ond roedd ciw o gleifion yn aros a bu'n rhaid iddo aros am oriau lawer yng nghefn yr ambiwlans.

Roedd yn canmol gofal staff yr ambiwlans gan ddweud iddo gael ei drin yn broffesiynol a gydag urddas a pharch. Roedd profiad Mr Powell yn helpu i wella dealltwriaeth materion allweddol sy'n ganolog i drafodaethau gwella perfformiad yr Ymddiriedolaeth gyda Byrddau Iechyd Lleol.

Rydym wrth ein bodd yn clywed eich storïau. Os hoffech chi rannu eich stori, mae ein manylion cyswllt ar gefn y daflen newyddion!

Annog ein staff i ddysgu iaith Arwyddion Prydeinig (BSL)

Drwy ein gwaith, rydym yn clywed llawer o straeon sy'n dweud wrthym pam fod cyfathrebu rhwng staff a chleifion mor bwysig. Mae cymunedau byddar wedi dweud wrthym os bydd staff yn adnabod ychydig o arwyddion BSL bydd hyn yn mynd yn bell i leddfu eu pryder mewn argyfwng. O ganlyniad, rydym wedi ffilmio rhai arwyddion mewn BSL sy'n dangos 5 arwyddion allweddol

(a awgrymwyd gan gymunedau byddar). Rydym yn rhannu hyn ar ddraws y gwasanaeth i annog holl staff y GIG i ddysgu nhw! Edrychwch ar ein adran Byddar a Thrwem eu Clyw ar wefan Gwasanaeth Ambiwylans Cymru er mwyn ei gweld nhw... a chlipiau BSL eraill.

hello my name is...

Diolch am eich adborth!

- Roedd y ddau yn hynod o gymwys, tawel a calonogol i fy nhad a minnau
- Wnaeth y criw fynd y "filltir ychwanegol"
- Mae pobl yn llawer rhy gyflym i gwyno, felly wnaethaf feddwl y byddwn yn hoffi dweud diolch yn fawr i chi.
- Gwnaeth fynd y tu hwnt alwad dyletswydd. Dangosodd bryder gwirioneddol, roedd ef yn 'awesome'



Cydweithio'n well gwella profiadau cleifion yng Nghwm Taf

Daeth Gwasanaethau Ambiwylans Cymru a Bwrdd Iechyd Cwm Taf at ei gilydd i wella mynediad i wasanaethau ambiwlans a gwella profiadau pobl leol sy'n byw yng Nghwm Taf.

Nod y cydweithio hwn oedd sicrhau bod cerbydau brys ar gael ar gyfer galwadau sy'n bygwth bywyd ac i hysbysu'r cyhoedd sut i:

- ddefnyddio'r gwasanaeth cywir ar yr amser cywir
- wybod ble mae eu gwasanaethau iechyd lleol a sut i gael mynediad iddyn nhw

Rhwng mis Mawrth a mis Ebrill, roedd y staff yn gweithio i wneud gwelliannau ar draws Cwm Taf.

Roedd ein timau ymgysylltu'n rhannu gwybodaeth mewn nifer o wahanol ffyrdd gan gynnwys defnyddio cyfryngau cymdeithasol, cynnal digwyddiadau mewn amrywiol leoliadau a dosbarthu taflenni/ posteri mewn amrywiol fannau. Mae'r Ymddiriedolaeth yn parhau i fonitro gwelliannau ond yr adborth gan bobl leol am eu profiadau wrth ddefnyddio'r gwasanaethau iechyd fydd yn dangos pa mor llwyddiannus mae'r gwaith hwn wedi bod.

Rydym yn eich annog i rannu eich profiad gyda ni. Mae ein manylion cyswllt ar gefn y daflen newyddion hon!



Atal Sepsis yng Nghymru

Mae sepsis yn salwch cyffredin ac allai fygwth fywyd sy'n cael ei achosi gan haint.

Os na chaiff ei drin yn gyflym, gall sepsis, yn y pen draw arwain at fethiant organau lluosog a marwolaeth. Rydym yn deall y rôl allweddol sydd gennym i'w chwarae o ran adnabod sepsis a thrin cleifion yn gyflym.

Cynhaliwyd ein digwyddiad sepsis cyntaf a gweithdy ym mis Mawrth. Roedd yn ddiwrnod gwych ac wnaeth nifer dda o bobl troi i fyny, gyda chymysgedd o 40 staff a chydweithwyr o Ymddiriedolaeth eraill a Byrddau Iechyd Lleol.

Nod y diwrnod oedd i adeiladu ar ein llwyddiannau hyd yn hyn ar y gydnabyddiaeth gynnar a thriniaeth o sepsis a chluant cyflym o gleifion i'r ysbty. Rhoddodd y gweithdy gyfle i bobl rannu syniadau a wnaeth arwain at lawer o awgrymiadau ar gyfer gwaith yn y dyfodol. Buom trafod yr heriau sy'n ein hwynebu wrth geisio adnabod a rheoli sepsis a sut y gallwn wella ein hymarfer a mesur gwelliannau. Byddwn yn eich diweddarau gyda'r gwaith hwn!



Amser i ddathlu- gofalwyr ifanc Gofalwyr yn ennill rownd ym Mhort Talbot

Mae cefnogi gofalwyr ifanc drwy ymgysylltu a gwybodaeth wedi gwneud i'r Ymddiriedolaeth gynnal nifer o ddigwyddiadau mewn amrywiol leoliadau ar draws Cymru. Drwy ddefnyddio ysgolion, neuaddau cymuned, parciau gwyliau a hyd yn oed clybiau ffitrwydd, mae'r digwyddiadau hyn wedi dathlu gofalwyr ifanc a rhoi

cymorth ymarferol a gwybodaeth iddyn nhw eu hunain ac i'r rhai y maen nhw'n gofalu amdany'n nhw.

Drwy gydol y flwyddyn, mae 300 o ofalwyr ifanc wedi gallu cymryd rhan mewn arddangosfeydd CPR, gweithgareddau creadigol, hwyliog a rhannu eu profiadau am sut maen nhw'n defnyddio gwasanaethau iechyd.

Parchu Iechyd Meddwl

Mae tua 45,000 o bobl yng Nghymru'n byw gyda dementia. Mae'r Ymddiriedolaeth yn gweithio tuag at fod yn gyfeillgar i Dementia ac mae wedi bod yn cynnal sesiynau cyfeillgar i dementia i staff. Bydd y rhain yn cael eu treiglo ar draws yr Ymddiriedolaeth drwy gydol y flwyddyn. Mae'r Ymddiriedolaeth hefyd yn datblygu "Dyma fi"

- dogfen y gellir ei chario ar gerbydau'r Ymddiriedolaeth a'i rhoi i gleifion priodol.

Datblygwyd nifer o 'lwybrau' i leihau'r nifer o dderbyniadau i ysbtyai ac i wneud gwell defnydd o wasanaethau yn y gymuned. Un o'r rhain oedd cynnal peilot o'r llwybr iechyd meddwl yng Nghaerdydd. Yn lle mynd â chlaf i'r adran D&A, mae parafeddygon

wedi gallu galw ar 'dîm argyfwng' y bwrdd iechyd - gweithwyr proffesiynol iechyd meddwl sydd ar gael 24 awr y dydd sy'n cynghori ar y camau mwyaf priodol i'w cymryd. Gallai hyn olygu cyfeirio cleifion at eu Meddygon Teulu, mynd â nhw'n uniongyrchol i uned ysbyty neu gynghori cleifion dros y ffôn sut i gymryd eu meddyginiaethau'n gywir.

Eiriol dros bobl â nam golwg

Nid yw bob amser yn hawdd i bobl rannu eu pryderon gyda ni am eu profiadau wrth ddefnyddio'r gwasanaethau. Felly, i oresgyn y broblem gwahoddodd grŵp VI Voices Gogledd Sir Ddinbych ni i ymweld â nhw i siarad am eu pryderon am gael mynediad i wasanaethau sy'n cael eu darparu gan Wasanaethau Ambiwylans Cymru.

Aeth aelodau'r Ymddiriedolaeth i'r cyfarfod i wrando ar eu pryderon. Roedd y pryderon hyn yn bennaf

am Gludiant Gofal Cleifion nad sy'n achosion Brys (PCS). Mynegodd y grŵp bryderon am yr Asesiad Anghenion Cleifion (PNA), yr holi ailadroddus ac ymwthiol, a phrydlondeb codi cleifion a'r lefel o hyfforddiant ymwybyddiaeth diffyg synhwyrâu a gynigir i staff.

Roedden ni'n gallu ateb nifer o'u cwestiynau a rhannwyd eu hadborth gyda chydweithwyr sy'n gyfrifol am gynllun moderneiddio PCS yr Ymddiriedolaeth. Roedd y lefel hon o ymgysylltu'n rhoi cyfle

i'r staff glywed am brofiadau cleifion ynghyd â rhoi gwahoddiad i aelodau'r grŵp ymweld â'r ganolfan reoli i weld yr hyn sy'n digwydd yno y tu ôl i'r llenni. Bwriedir gwneud llawer mwy o waith i wella gwasanaethau i bobl â diffyg synhwyrâu a byddwn yn rhannu hyn drwy ein taflenni newyddion. Os oes gennych chi grŵp yr hoffech i ni ei gyfarfod, cofiwch gysylltu â ni. Mae ein manylion cyswllt ar gefn y daflen newyddion hon.

Gwrando ar y lleisiau o'r Fforwm BME

Cynhelir y Fforwm Lleisiau BME mewn partneriaeth gyda Chyngor Cydraddoldeb Rhanbarthol Bae Abertawe (SBREC), Tîm Cymorth Ieuenctid Ethnig (EYST) a Chanolfan y Gymuned Affricanaidd.

Roedd Fforwm Lleisiau BME yn rhannu adborth lle'r oedd rhai aelodau wedi mynegi pryderon am y modd roedden nhw wedi cael eu trin gan Wasanaethau Ambiwylans Cymru. Roedden nhw'n dweud eu bod yn teimlo bod staff yn anghwrtais neu'n ddifater a theimlent y gallai hyn fod oherwydd eu bod yn geiswyr lloches.



Defnyddiodd un aelod o'r Fforwm y Gwasanaethau Ambiwylans mewn argyfwng ac nid oedd wedi sylweddoli na fyddai'n cael cludiant adef ar ôl ei rhyddhau o'r ysbyty.

Awgrymwyd y dylem gynnal cyfarfod agored lle gallai aelodau ac eraill fynychu i ddysgu mwy am sut mae Gwasanaethau Ambiwylans Cymru'n gweithio, pryd mae'n briodol i ffonio am ambiwlans brys 999 a lle i fynd am gymorth pan nad yw'n argyfwng. Mynychodd

staff Ambiwylans y cyfarfod a gynhaliwyd yng Nghanolfan Gymuned EYST a chawsant gyfle gwych i ymgysylltu, ateb cwestiynau a gwranddo ar bryderon a phrofiadau wrth ddefnyddio Gwasanaethau Ambiwylans Cymru.

Bydd y gwaith hwn yn parhau i sicrhau bod eu profiadau'n dylanwadu ar newid fel bod holl ddefnyddwyr ein gwasanaethau'n cael profiadau positif.

Mae'r Haf yn dod!

Mae'n amser hynny o'r flwyddyn eto pan fydd y nosweithiau'n fwy golau a'r tywydd yn gynhesach. Mae hyn yn golygu y bydd gennym fwy o amser i'w dreulio y tu allan. Os ydych chi'n hoffi'r syniad o fod yn iachach, gallech chi fod yn gwneud ychydig o ymarfer ysgafn fel cerdded, garddio neu feicio.

Peidiwch â thisian na gwichian drwy'r haf

Nid ydych am golli'r haf oherwydd bod alergeddau wedi cael y gorau arnoch. Gall pail, pigladau a llygredd yn yr aer ysgogi alergedd. Gall arwyddion gynnwys: trwyn yn rhedeg neu'n cosi, llygaid yn dyfrio neu'n cosi, tisian a phesychu. Felly, peidiwch ag anwybyddu'r arwyddion hyn a gofynnwch am help a chyingor gan eich Meddyg Teulu, y Fferylllydd neu Galw Iechyd Cymru.

Byddwch yn ddoeth yn yr haul

Mae'n bwysig iawn yn ystod yr haf i fod yn ddiogel yn yr haul. Byddwch yn ddoeth a defnyddio sgrin haul addas ar eich croen a dillad amddiffynnol fel dillad llac, het a sbectol haul. Mae bod yn ddiogel yn yr haul yn hynod bwysig i blant a babanod ifanc.

Byddwch yn ddiogel

Yn ystod yr haf eleni, bydd digon o ddigwyddiadau'n cael eu cynnal o gwmpas Cymru fel y Sioe Frenhinol, yr Eisteddfod Genedlaethol a nifer o sioeau amaethyddol felly gwnewch yn siŵr eich bod yn ddiogel. Cofiwch, os ydych chi'n mwynhau diod, byddwch yn synhwyrol a sicrhau eich bod yn yfed digon o ddŵr. Nid yw damweiniau'n digwydd heb reswm, maen nhw'n cael eu hachosi. Felly, byddwch yn ddiogel, yn synhwyrol a helpwch i sicrhau cyn lleied o alwadau brys ag sy'n bosibl.



Mwynhewch yr haf gorau posibl i chi, nid yr un gwaethaf i'w gofio.

Gwybodaeth ddefnyddiol

Mae gan wefan Galw Iechyd Cymru lawer o wybodaeth ddefnyddiol i sicrhau eich bod yn cael haf da gan gynnwys:

- Iechyd wrth Deithio – gan gynnwys brechiadau, yswiriant, EHC a mwyl
- Llosg haul a gwirwyr symptomau clefyd y gwair
- Diogelwch yn yr haul
- Ymarfer corff
- Bwyta'n iach
- Alcohol

Dysgwch fwy trwy fynd i:

www.galwiechdymru.wales.nhs.uk
neu ffoniwch 0845 46 47



Dilynwch ni.....
byddwn ni'n
eich dilyn chi

Mae tîm Partneriaid mewn Gofal Iechyd yn awr ar Twitter! Bu rhai negeseuon diddorol hyd yn hyn yn dangos storiâu cleifion go iawn a negeseuon ynglŷn â dewis doeth.

Dilynwch ni ar @WelshAmbPIH a byddwn ni'n ymateb yn ôl.

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

Cofiwch roi gwybod i ni os oes unrhyw beth yr hoffech chi i ni ei gynnwys yn y daflen newyddion hon. Cysylltwch â'r Tîm Partneriaid mewn Gofal Iechyd drwy e-bost ppi.team@wales.nhs.uk neu ffoniwch 01792 311773.

Gwefannau defnyddiol i gael gwybodaeth a chyingor

www.ambiwlans.wales.nhs.uk
www.galwiechdymru.wales.nhs.uk
www.dewisdoethcymru.org.uk
www.cwmtafuhb.wales.nhs.uk/
www.alzheimers.org.uk/thisisme

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