



Listening to our patients

Network News

Summer 2010

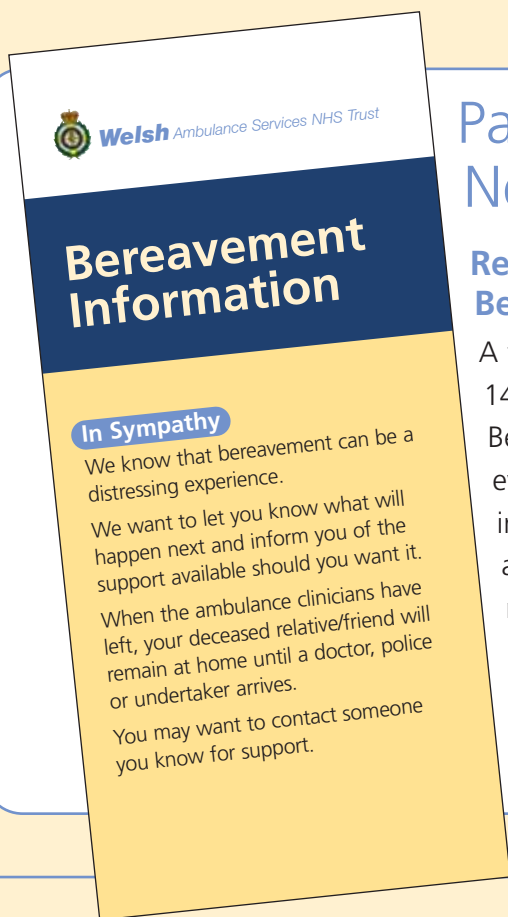
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Welcome

Welcome to the summer 2010 edition of **'Network News'**. In our fourth edition we feature the different ways that you have helped to make a difference to our service. Our 'Spotlight' feature introduces Network members who are working with us on different projects and activities.

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



Partners in Healthcare Network Activities

Readers Panel assess a new Bereavement Information Leaflet

A fourth Readers Panel exercise ran from 14th January to the 10th February, with a Bereavement Information Leaflet being evaluated. The leaflet is for paramedics to leave information with individuals/families following a sudden death. There was a 70% response rate to this exercise, and the highest scoring leaflet to date. A copy of the leaflet can be viewed on our website:

www.ambulance.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.

Mystery Shopper

Following feedback from users of the NHS Direct Wales **Online Enquiry Service**, we will be undertaking a 'Mystery Shopper' exercise. For this exercise, we will ask different service users (including our Network members, and other groups/organisations) to enter enquiries onto the Online Enquiry Service. We aim to learn from people about the value of the service.

Everyone taking part in this exercise will receive full instructions on what to do and ongoing support with questions or queries. Scenarios will be set, and access to a computer and the internet will be essential in order to take part in this exercise. The exercise is planned for later this year, if you are interested in being involved please get in touch.

To see the Online Enquiry Service, please visit the NHS Direct Wales website at www.nhsdirect.wales.nhs.uk

Pilot for patients with a Laryngectomy/Tracheostomy

In March, NHS Direct Wales began a 12 month pilot with patients with a tracheostomy/laryngectomy living in the Swansea area. This work has been developed from a Patients Story about the experience of a laryngectomy patient needing an urgent 999 response, which was covered in Network News Winter 2009.

For this pilot, NHS Direct Wales is working with Ear, Nose and Throat Nurses, and ambulance staff. When patients with a laryngectomy/tracheostomy contact NHS Direct Wales and need a 999 response, the call taker will inform ambulance control of the reason for the 999 response, and that the patient has a laryngectomy/ tracheostomy. This information will be passed by ambulance control to the responding crew. It is hoped that sharing this information will contribute to increasing patient safety and the most appropriate care and treatment.

Every 3 months questionnaires will be sent to patients to evaluate their experience of the service they have received.



Renal Transport Services

Patient forums have been carried out at all Renal units in Wales, as well as five units who have been given the opportunity to comment on a selection of vehicles being considered for the renal transport service. St Woolos Renal Unit has been selected as a pilot site to test out a new dedicated transport service.

These developments are being presented to the newly formed All Wales Renal Network Board soon where it is hoped that the pilot will be taken forward.

When the pilot starts it will be evaluated to make sure that the costs and benefits of this dedicated service are successful in providing a better service for patients.



Making sure we are on the right track

The National Leadership & Innovation Agency for Healthcare (NLIAH) has kindly supported Partners in Healthcare to undertake a review of our work. The review looks at how the Partners in Healthcare Team are involving people and different communities across Wales and what can be improved. This is a good opportunity for us to learn how we can develop our work further. A report has been written following the review, and this is being shared with organisations and colleagues from across Wales for people to share best practice and learn lessons from each other.



Raising awareness about Warfarin

NHS Direct Wales is piloting a small study that aims to increase people's awareness of the issues involved in taking the medicine Warfarin. Callers who access the NHS Direct Wales service and who take the blood thinning drug Warfarin are being offered information that will help to increase their knowledge. They are then asked to complete a postal questionnaire which finds out whether the information has helped them learn more about Warfarin.

This pilot is supporting the '1000 Lives' campaign that aims to prevent 1,000 deaths and to avoid 50,000 episodes of harm in the health service in Wales from 2008 – 2010, and part of this campaign is about the better management of medicines.

'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 your profile, please get in touch.



Frances Barham – Service User Representative

I first joined the Partners in Healthcare Network as a member of the Readers Panel which was set up to evaluate information leaflets developed by Welsh Ambulance Services NHS Trust (WAST). I was then

invited to join the Partners in Healthcare Panel as a lay member last year, which involved attending meetings within the service. I was delighted to be offered this opportunity to broaden my knowledge of the work of WAST, having already had some hands-on experience as a Community First Responder for eight years.

The recruitment of lay members is a relatively new venture and the Partners in Healthcare Panel has made every effort to ensure that lay members, known as Service User Representatives, feel welcome and valued. We are looking forward to an induction programme and exploring the possibilities of expanding our involvement. Meanwhile it has been a steep learning curve in discovering the range of services that are provided by WAST but the message that comes across loud and clear is that there is a real commitment to involving people and that their views are valued and can make a real difference.

Lynn Coleman – Partnership working in the Community



We at Swansea People First Peer Health Advocacy Project became part of the Partners in Healthcare Network following a chance meeting with them at a community event. I am the Project Coordinator of Swansea People First, which is a small registered charity and our main aim is to advocate with and for adults with learning disabilities in order to improve their health outcomes. The health care that adults with learning disabilities receive can be very poor and can often result in premature death.

One of the main reasons cited for the poor health outcomes for adults with learning disabilities is communication and their ability to obtain and act upon health messages due to poor literacy and cognitive skills. Therefore it is very important that this information is delivered in an accessible format.

Members and staff of Swansea People First, the Partners in Healthcare team, as well as Matthew James from the Speech and Language Therapy Department worked for nearly a year to design and produce an accessible leaflet on 'What happens when you call 999'. It was a long and sometimes difficult journey but we have now an excellent piece of work which is being sent across Wales and is receiving some very admirable feedback and reviews.

We have been very pleased to work with the Partners in Healthcare Network and hope to do more work with them in the future making information accessible so that everyone can understand these important health messages which help to improve health outcomes.

What's New? Developing easy-read information in partnership

The 'What happens when you call 999' booklet advises people what questions will be asked when using the service, and what to do until help arrives.

The bilingual booklet has received an enthusiastic response from a number of organisations including The British Institute of Learning Disabilities as this work is a great example



of developing information that is easy to use and understand.

Rachel Evans, Senior Project Co-ordinator for the 'Help4Carers Project' in Ceredigion & Carmarthenshire, said: "This booklet gives very straight forward information and is a real gem as it reassures people about what to do in an emergency".

The booklet can be downloaded from our website or you can request hard copies from the Partners in Healthcare Team.

Did you know?

Don't forget your green bag

Welsh Ambulance Service NHS Trust is raising staff and public awareness of a scheme that improves the care and safety of patients going into hospital. The 'Green Bag Scheme' aims to make sure patients being admitted to hospital take all their own medicines with them. All medication should go in the bag including tablets, capsules, liquid medicines, creams, inhalers, injections and any herbal supplements. Green bags are available on ambulances and from hospital pharmacies. An information flyer is available in English, Welsh and 12 ethnic languages.

Staying in hospital?

Don't forget your green bag!

If you take regular medication it's a good idea to keep it all in a safe, easily-accessible place.

Did you know that you can now get a free green bag to keep all your medicines in?

What's more, if you have to go in to hospital, you can take your green bag with you so that hospital staff will know what medicines you're taking.

This means that during your stay in hospital:

- You can carry on taking your medicines as normal
- Your medicines are given correctly (the right dose at the right time)
- You can take any new medication safely.

Green bags are available on ambulances and from hospital pharmacies.

Don't forget to ask for yours.

Important Patient's own Medicines

Address graph label available

Patient's Information
Please bring all your medicines with you as they may be used as part of your treatment. The Hospital staff looking after you need to see them and it will help to make sure that your treatment is not interrupted. You will be given a supply of all the medicines that you need when you return home.

The following is to be completed by Hospital Staff

Patients Name Unit No

Date of admission Ward

The contents of this bag are awaiting:
* Assessment of patient's own medicine for reuse"

Assessed by Date

Ward Staff
Please store these medicines in the designated area on the ward for patients own medicines.

WARNING
Please keep bag away from babies and children to avoid risk of suffocation. If this bag is found outside the hospital and it contains medicines please return to your nearest pharmacy.

Which medicines should go in the bag?

- Tablets and capsules
- Liquid medicines
- Creams and ointments
- Inhalers
- GTN sprays/tablets for angina
- Patches
- Injections
- Any medicines or supplements you are using from the pharmacy, supermarket or herbalist.

www.ambulance.wales.nhs.uk



Welsh Ambulance Services NHS Trust

Your Stories

The Partners in Healthcare Team are continuing to collect patient's experiences in the form of digital stories.

The stories provide a valuable insight into a person's experience of the Ambulance service first hand. These stories help the Trust reflect on current practices and make changes to improve the services we provide.

Recently a story was collected from a member of the public who regularly uses the NHS Direct Wales service to get advice and information, and was pleased by the quality and amount of information she found on the NHS Direct Wales website. The fact that the information was also available in Welsh meant that she could read it in her language of choice.

As a result of this story we are now planning a Wales wide promotional campaign to raise awareness of the website and it's key features.

All of the digital stories we collect are available to view on our website www.ambulance.wales.nhs.uk, with information explaining what the Trust have done as a result of the person's experience. The Trusts Board meetings are opened with a patient story.

If you are interested in sharing your story with us, contact the Partners in Healthcare Team or see the website for more information.

Partners in Healthcare Directory

We have created a Directory to help us record and share the work we are doing across the service. This will help us to coordinate all of our Network activities and show others how we gather feedback, views and suggestions from our Network members. The Directory is available for everyone to view on the website, so that people can see the work we do. By sharing the Directory with staff, the public and other organisations, we can share best practice and inform people on how patient feedback and suggestions are making a difference.

In the Directory you can view examples of our activities including: any open days/events that we attend; surveys we carry out; leaflets we develop; and examples of stories that we collect from people.

You can view the Directory by going on the Trust website, and visiting the 'Get Involved' section: www.ambulance.wales.nhs.uk

Below is a **patient's story** recently submitted on our website:

"I wish to extend my appreciation with the way your staff dealt with my recent cardiac problem on Sunday the 8th of November 2009 at my home in Pontypridd. The first response Paramedic dealt with my condition in a very professional and reassuring manner and the subsequent Ambulance Paramedic team who transported me to the Royal Glamorgan Hospital also showed the same professional care. They not only put me at ease but also my wife, who accompanied me in the ambulance. I do not know the names of the team.

I speak from a position of experience having spent some 20 years in the operating theatres and ITU having held the post of theatre practitioner. Please could you find the record of those Paramedics who attended and extend my grateful appreciation."



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.swanseapeoplefirst.co.uk

www.stroke.org.uk/kybp



Gwranddo ar ein cleifion

Newyddion Rhwydwaith

Haf 2010

Y TU MEWN I'R RHIFYN HWN

Rydych chi wedi dweud... rydyn ni wedi gwranddo Gwasanaethau Cludo Cleifion yr Arennau - Diweddariad 2

Sicrhau ein bod ar y llwybr cywir Codi ymwybyddiaeth am Warfarin 3

Sbotolau ar...Beth sy'n Newydd? 4

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Cyfeiriadur Partneriaid mewn Gofal Iechyd Stori Claf

Beth hoffech chi ei weld yn Newyddion Rhwydwaith?

Gwefannau defnyddiol 6

Croeso

Croeso i rifyn haf 2010 o **'Newyddion Rhwydwaith'**. Yn ein pedwerydd rhifyn, dangoswn sut rydych chi wedi helpu i wneud gwahaniaeth i'n gwasanaeth. Mae ein herthygl 'Sbotolau' yn cyflwyno aelodau'r Rhwydwaith sy'n gweithio gyda ni ar wahanol brosiectau a gweithgareddau.

Diolchwn i holl aelodau Rhwydwaith am eu cefnogaeth barhaus drwy ein helpu i sicrhau bod eich sylwadau a'ch ymateb yn ein cefnogi ni i wella'r gwasanaethau rydych chi'n eu derbyn.

Gwybodaeth adeg Profedigaeth

Mewn Cydymdeimlad

Gwyddom y gall profedigaeth fod yn brofiad trallodus.

Ein dymuniad ni yw rhoi gwybod i chi beth sy'n digwydd nesaf a'r cymorth sydd ar gael os byddwch yn dymuno ei gael.

Pan fydd y clinigwyr ambiwlans wedi gadael, bydd perthynas/ ffrind i'r ymadawedig yn aros gartref hyd nes i feddyg, swyddog o'r heddlu neu ymgymrwyr gyrraedd.

Mae'n bosibl y byddwch chi'n dymuno cysylltu â rhywun rydych chi'n ei adnabod i chi gael cefnogaeth.

Gweithgareddau Rhwydwaith PIH

Mae'r Panel Darllenwyr yn asesu Taflen Wybodaeth newydd i'r rhai mewn Profedigaeth

Cynhaliwyd pedwerydd ymarfer y Panel Darllenwyr o 14 Ionawr i 10 Chwefror lle gwerthuswyd y Daflen Wybodaeth i'r rhai mewn Profedigaeth. Mae'r daflen yn cyfeirio at farwolaeth sydyn oedolyn a bydd ar gael gan y parafeddygon a all adael gwybodaeth gydag unigolion/gyda theuluoedd yn dilyn marwolaeth. Cafwyd ymateb gan 70% i'r ymarfer hwn a hon oedd y daflen â'r sgôr uchaf hyd yn hyn. Gellir gweld copi o'r daflen ar ein gwefan: www.ambulance.wales.nhs.uk

Rydych chi wedi dweud - 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.

Siopwr Cudd

Yn dilyn ymateb gan ddefnyddwyr y **Gwasanaeth Ymholiadau Ar Lein**, Galw lechyd Cymru, byddwn yn cynnal ymarfer 'Siopwr Cudd'. Ar gyfer yr ymarfer hwn, byddwn yn gofyn i wahanol ddefnyddwyr y gwasanaethau (gan gynnwys aelodau ein Rhwydwaith, a grwpiau/sefydliadau eraill) osod ymholiadau ar y Gwasanaeth Ymholiadau Ar Lein. Ein nod yw dysgu oddi wrth bobl am werth y gwasanaeth.

Bydd pawb fydd yn cymryd rhan yn yr ymarfer hwn yn cael cyfarwyddiadau llawn ar beth i'w wneud a chefnogaeth barhaus gyda chwestiynau neu ymholiadau. Gosodir senarios, a bydd yn rhaid bod gennych gyfrifiadur a'r rhyngwrdd ar gael i gymryd rhan yn yr ymarfer hwn. Bwriedir cynnal yr ymarfer yn nes ymlaen yn y flwyddyn. Os bydd gennych ddi-ddordeb mewn cymryd rhan, cofiwch ddod i gysylltiad.

I weld y Gwasanaeth Ymholiad Ar Lein ewch at gwefan Galw lechyd Cymru sef www.galwiechycymru.wales.nhs.uk

Peilot i gleifion sy'n dioddef gan Laryngectomi/Tracheostomi

Ym mis Mawrth, dechreuodd Galw lechyd Cymru ar beilot 12 mis gyda chleifion sy'n dioddef gan tracheostomi/laryngectomi ac sy'n byw yn ardal Abertawe. Datblygwyd y gwaith hwn o Stori Claf am brofiad claf laryngectomi angen ymateb brys 999. Gwelwyd y stori hon yn Newyddion Rhwydwaith Gaeaf 2009.

Ar gyfer y peilot hwn, mae Galw lechyd Cymru'n gweithio gyda Nyrsys Clust, Trwyn a Gwddf a staff ambiwlans. Pan fydd cleifion sy'n dioddef gan laryngectomi/tracheostomi yn cysylltu â Galw lechyd Cymru ac angen ymateb 999, bydd derbynnydd yr alwad yn hysbysu ystafell reoli'r ambiwlans am y rheswm dros yr ymateb 999 a bod y claf yn dioddef gan laryngectomi/ tracheostomi. Bydd y wybodaeth hon yn cael ei throsglwyddo gan ystafell reoli'r ambiwlans i'r criw ymateb. Gobeithir y bydd y wybodaeth hon yn cyfrannu at gynyddu diogelwch y claf ac at y driniaeth a'r gofal fwyaf priodol.

Bob 3 mis anfonir holiaduron at y cleifion i werthuso eu profiad o'r gwasanaeth y maen nhw wedi'i dderbyn.



Gwasanaethau Cludo Cleifion yr Arennau

Cynhaliwyd fforymau cleifion ym mhob uned Arennau yng Nghymru. Mae pum uned hefyd wedi cael y cyfle i fynegi barn ar y dewis o gerbydau sy'n cael eu hystyried ar gyfer y gwasanaeth cludo cleifion yr arenau. Dewiswyd Uned Arennau Ysbyty Gwynllyw fel safle peilot i brofi gwasanaeth cludo penodedig newydd.

Cyflwynir y datblygiadau hyn yn fuan i'r Bwrdd Rhwydwaith Arennau Cymru gyfan sydd newydd ei sefydlu lle gobeithir y bydd y peilot yn cael ei ddatblygu.

Pan fydd y peilot yn dechrau, bydd yn cael ei werthuso i sicrhau bod costau a buddiannau'r gwasanaeth penodedig hwn yn llwyddo i gynnig gwell gwasanaeth i gleifion.

Sicrhau ein bod ar y llwybr cywir



Mae Asiantaeth Genedlaethol Arwain ac Arloesi mewn Gofal Iechyd (NLIAH) yn garedig iawn wedi cefnogi Partneriaid mewn Gofal Iechyd i gynnal adolygiad o'n gwaith. Mae'r adolygiad yn edrych ar sut mae'r Tîm Partneriaid mewn Gofal Iechyd yn cynnwys pobl a chymunedau amrywiol ar draws Cymru a'r hyn y gellir ei wella. Mae hwn yn gyfle da i ni ddysgu sut gallwn ni ddatblygu ein gwaith ymhellach. Ysgrifennwyd adroddiad yn dilyn yr adolygiad ac mae hwn wedi'i rannu gyda sefydliadau a chydweithwyr ar draws Cymru er mwyn i bobl rannu arfer gorau a dysgu gwersi oddi wrth ei gilydd.



Codi ymwybyddiaeth am Warfarin

Mae gwasanaeth Galw Iechyd Cymru yn cynnal astudiaeth fechan sy'n ceisio cynyddu ymwybyddiaeth pobl o'r materion sy'n ymwneud â chymryd y cyffur Warfarin. Mae galwyr sy'n cysylltu â'r gwasanaeth Galw Iechyd Cymru ac sy'n cymryd y cyffur teneuo gwaed Warfarin, yn cael cynnig gwybodaeth fydd yn helpu i gynyddu eu hymwybyddiaeth. Yna, gofynnir iddyn nhw gwblhau holiadur drwy'r post sy'n holi a ydy'r wybodaeth wedi eu helpu i ddysgu mwy am Warfarin.

Mae'r pilot hwn yn cefnogi'r ymgyrch '1000 o Fwydau' sy'n ceisio atal 1,000 o farwolaethau ac osgoi 50,000 achos o niwed yn y gwasanaeth iechyd yng Nghymru o 2008 – 2010. Mae rhan o'r ymgyrch hwn yn ymwneud â rheoli meddyginiaethau'n well.

'Sbotolau ar'

Hoffwn godi proffil aelodau ein Rhwydwaith a'u cyfraniadau i'n sefydliad a'n cymunedau lleol, ynghyd â dysgu o a rhannu syniadau, profiadau ac arfer da. Os dymunwch rannu eich proffil, cysylltwch â ni.



Frances Barham – Cynrychiolydd Defnyddwyr Gwasanaethau

Ymunais â Rhwydwaith Partneriaid mewn Gofal Iechyd am y tro cyntaf fel aelod o'r Panel Darllenwyr a sefydlwyd i werthuso taflenni gwybodaeth a ddatblygwyd gan Y Gwasanaeth

Ambiwllans Cymru (WAST). Yna, y llynedd cefais wahoddiad i ymuno â Phanel Partneriaid mewn Gofal Iechyd fel aelod llewyg. Roedd hyn yn golygu mynychu cyfarfodydd o fewn y gwasanaeth. Roeddwn yn falch o gael cynnig y cyfle hwn i ehangu fy ngwybodaeth am waith WAST gan i mi gael profiad ymarferol yn barod fel un o Ymatebwyr Cyntaf y Gymuned am wyth blynedd.

Mae recriwtio aelodau llewyg yn fenter cymharol newydd ac mae'r Panel Partneriaid mewn Gofal Iechyd wedi gwneud pob ymdrech i sicrhau bod aelodau llewyg, a elwir yn Gynrychiolwyr Defnyddwyr Gwasanaethau, yn teimlo eu bod yn cael croeso a'u bod yn cael eu gwerthfawrogi. Edrychwn ymlaen at raglen ymsefydlu ac at ymchwilio i'r posibilïadau o ymestyn ein hymrwymiad. Yn y cyfamser, bu'n gromlin ddysgu serth i geisio darganfod yr amrywiaeth o wasanaethau sy'n cael eu darparu gan WAST. Ond y neges sy'n dod i'r amlwg yn uchel ac yn glir o hyd yw bod ymrwymiad cadarn i gynnwys pobl a bod eu sylwadau'n cael eu gwerthfawrogi ac y gallan nhw wneud gwahaniaeth.

Beth sy'n Newydd? Datblygu gwybodaeth hawdd ei darllen mewn partneriaeth

Mae'r llyfryn 'Beth sy'n digwydd pan fyddwch chi'n ffonio 999' yn cynghori pobl ynglŷn â pha gwestiynau fydd yn cael eu gofyn wrth ddefnyddio'r gwasanaeth a'r hyn y dylid ei wneud cyn i help gyrraedd.

Mae'r llyfryn dwyieithog wedi derbyn ymateb brwdfrydig gan nifer o sefydliadau gan gynnwys

Lynn Coleman – Partneriaeth yn gweithio yn y Gymuned



Daethon ni y Prosiect Eiriolaeth Iechyd Cyfoed Pobl yn Gyntaf Abertawe yn rhan o Rwydwaith Partneriaid mewn Gofal Iechyd yn dilyn cyfarfod ar hap gyda nhw mewn digwyddiad yn y gymuned.

Fi ydy Cydlynnydd Prosiect Pobl yn Gyntaf Abertawe sy'n elusen gofrestrdig fechan a'n prif nod yw eiriol gydag oedolion ag anableddau dysgu a throstyn nhw er mwyn gwella eu deilliannau iechyd. Gall y gofal iechyd mae oedolion ag anableddau dysgu'n ei dderbyn fod yn hynod wael ac yn aml, gall esgor ar farwolaeth gynamserol.

Un o'r prif resymau sy'n cael ei roi am ddeilliannau iechyd gwael oedolion ag anableddau dysgu yw cyfathrebu a'u gallu i gael a gweithredu ar negeseuon iechyd oherwydd sgiliau llythrennedd a gwybyddol gwael. Felly, mae'n bwysig iawn bod y wybodaeth hon yn cael ei chyflwyno mewn fformat hawdd cael ati.

Bu aelodau a staff Pobl yn Gyntaf Abertawe, y tîm Partneriaid mewn Gofal Iechyd ynghyd â Matthew James o'r Adran Therapi Iaith a Lleferydd yn gweithio am bron i flwyddyn yn cynllunio ac yn cynhyrchu taflen hygyrch ar 'Beth sy'n digwydd pan fyddwch chi'n ffonio 999'. Bu'n siwrne hir ac anodd weithiau ond mae gennym ddarn rhagorol o waith sy'n cael ei anfon ar draws Cymru ac mae'n esgor ar adborth ac adolygiadau canmoladwy iawn.

Rydym wedi bod yn falch o allu gweithio gyda'r Rhwydwaith Partneriaid mewn Gofal Iechyd. Gobeithiwn allu gwneud mwy gyda nhw yn y dyfodol er mwyn sicrhau bod gwybodaeth yn hygyrch i bobl a'u bod yn gallu delio â'r negeseuon iechyd pwysig hyn sy'n helpu i wella deilliannau iechyd.

Sefydliad Prydeinig Anableddau Dysgu gan fod y gwaith hwn yn enghraifft da o ddatblygu gwybodaeth sy'n hawdd i'w defnyddio a'i deall.

Dywedodd Rachel Evans, Uwch Gydlynnydd Prosiect y 'Prosiect 'Help4Carers' yng Ngheredigion a Sir Gaerfyrddin: "Mae'r llyfryn hwn yn rhoi gwybodaeth syml a chlir ac mae'n em gan ei fod yn rhoi sicrwydd i bobl ynglŷn â'r hyn y dylen nhw ei wneud mewn argyfwng'.

Gellir lawr lwytho'r llyfryn o'n gwefan neu gallwch ofyn am gopiau caled gan y Tîm Partneriaid mewn Gofal Iechyd.

Oeddech chi'n Gwybod?

Peidiwch ag anghofio eich bag gwyrdd

Mae Ymddiriedolaeth GIG Gwasanaethau Ambiwllans Cymru'n codi ymwybyddiaeth staff a'r cyhoedd am gynllun sy'n gwella gofal a diogelwch cleifion sy'n gorfod mynd i mewn i ysbyty. Nod y 'Cynllun Bag Gwyrdd' yw sicrhau bod cleifion sy'n gorfod mynd i mewn i ysbyty'n mynd â'u meddyginiaethau i gyd gyda nhw. Dylid rhoi'r holl feddyginiaethau yn y bag gan gynnwys tabledi, capsïwlau, meddyginiaethau mewn poteli, eli, mewnanadlwyr, chwistrellwyr ac unrhyw feddyginiaethau llysieuol. Mae bagiau gwyrdd ar gael mewn ambiwlansys ac o fferyllfeydd ysbytai. Mae taflen wybodaeth ar gael yn y Gymraeg, y Saesneg a 12 o ieithoedd ethnig eraill.

Aros mewn ysbyty?

Peidiwch ag anghofio eich bag gwyrdd!

Os ydych chi'n cymryd meddyginiaethau'n rheolaidd, mae'n syniad da eu cadw i gyd mewn man diogel lle gallwch gael hyd iddyn nhw'n hawdd.

Ydych chi'n gwybod eich bod chi'n gallu cael bag gwyrdd am ddim i gadw eich holl feddyginiaethau?

Hefyd, os bydd yn rhaid i chi fynd i mewn i ysbyty, gallwch fynd â'ch bag gwyrdd gyda chi er mwyn i staff yr ysbyty wybod pa feddyginiaethau rydych chi'n eu cymryd.

Yn ystod eich arhosiad mewn ysbyty, mae hyn yn golygu:

- Y gallwch barhau i gymryd eich meddyginiaethau fel arfer
- Bod eich meddyginiaethau'n cael eu rhoi yn gywir (y ddos gywir ar yr amser cywir)
- Y gallwch gymryd unrhyw feddyginiaethau newydd yn ddiogel.

Mae bagiau gwyrdd ar gael mewn ambiwlansys ac o fferyllfeydd ysbytai. Peidiwch ag anghofio gofyn am un.

Important Patient's own Medicines

Address graph label available

Patient's Information
Please bring all your medicines with you as they may be used as part of your treatment. The Hospital staff looking after you need to see them and it will help to make sure that your treatment is not interrupted. You will be given a supply of all the medicines that you need when you return home.

The following is to be completed by Hospital Staff

Patients Name Unit No

Date of admission Ward

The contents of this bag are awaiting:
* Assessment of patient's own medicine for reuse*

Assessed by Date

Ward Staff
Please store these medicines in the designated area on the ward for patients own medicines.

WARNING
Please keep bag away from babies and children to avoid risk of suffocation. If this bag is found outside the hospital and it contains medicines please return to your nearest pharmacy.

Pa feddyginiaethau ddylai fynd i'r bag?

- Tabledi a chapsïwlau
- Chwistrellwyr/tabledi GTN ar gyfer angina
- Meddyginiaethau hylifol
- Clytau
- Hufenau ac eli
- Pigjadau
- Mewnanadlwyr
- Unrhyw feddyginiaethau neu ychwanegiadau rydych chi'n eu defnyddio o'r fferyllfa, archfarchnad neu llysieuydd.

www.ambiwllans.wales.nhs.uk



Ymddiriedolaeth GIG
Gwasanaethau Ambiwllans **Cymru**

Eich storïau

Mae'r Tim Partneriaid mewn Gofal Iechyd yn parhau i gasglu profiadau cleifion ar ffurf storïau digidol.

Mae'r storïau'n rhoi cipolwg gwerthfawr i brofiad ymarferol person o'r gwasanaeth Ambiwllans. Mae'r storïau hyn yn helpu'r Ymddiriedolaeth i ailedrych ar arferion presennol ac i wneud newidiadau i wella ein gwasanaethau.

Yn ddiweddar, casglwyd stori oddi wrth aelod o'r cyhoedd sy'n defnyddio gwasanaeth Galw Iechyd Cymru'n rheolaidd i gael cyngor a gwybodaeth. Roedd yn hapus iawn gydag ansawdd y wybodaeth a faint o wybodaeth a gafodd ar wefan Galw Iechyd Cymru. Roedd y ffaith bod y wybodaeth ar gael hefyd yn y Gymraeg yn golygu ei bod yn gallu darllen y wybodaeth yn ei dewis iaith. O ganlyniad i'r stori hon, rydyn ni'n awr yn trefnu ymgyrch hyrwyddo dros Gymru gyfan i godi ymwybyddiaeth am y wefan a'i nodweddion allweddol.

Mae pob stori ddigidol sydd ar gael i'w gweld ar ein gwefan www.ambulance.wales.nhs.uk gyda gwybodaeth yn egluro'r hyn mae'r Ymddiriedolaeth wedi'i wneud o ganlyniad i brofiad y claf. Agorir pob un o gyfarfodydd Bwrdd yr Ymddiriedolaeth gyda stori am brofiad claf.

Os ydych chi'n awyddus i rannu eich stori gyda ni, gallwch gysylltu â'r Tim Partneriaid mewn Gofal Iechyd neu ymweld â'r wefan i gael mwy o wybodaeth.

Cyfeiriadur Partneriaid mewn Gofal Iechyd

Rydyn ni wedi creu Cyfeiriadur i'n helpu i gofnodi a rhannu'r gwaith rydyn ni'n ei wneud ar draws y gwasanaeth. Bydd hyn yn ein helpu i gydlynu holl weithgareddau ein Rhwydwaith ac yn dangos i eraill sut byddwn ni'n casglu adborth, sylwadau ac awgrymiadau oddi wrth aelodau ein Rhwydwaith.

Mae'r Cyfeiriadur ar gael i bawb ei weld ar y wefan er mwyn i bobl weld y gwaith rydyn ni'n ei wneud. Drwy rannu'r Cyfeiriadur gyda staff, y cyhoedd a sefydliadau eraill, gallwn rannu arfer gorau a hysbysu pobl am sut mae adborth ac awgrymiadau cleifion yn gwneud gwahaniaeth.

Yn y Cyfeiriadur, gallwch weld enghreifftiau o'n gweithgareddau gan gynnwys: unrhyw ddigwyddiadau/ ddyddiau agored rydyn ni'n eu mynychu, arolygon rydyn ni'n eu cynnal, taflenni rydyn ni'n eu datblygu ac enghreifftiau o storïau y byddwn ni'n eu casglu oddi wrth bobl. Gallwch weld y Cyfeiriadur drwy ymweld â gwefan yr Ymddiriedolaeth ac ymweld â'r adran 'Cymryd rhan': www.ambulance.wales.nhs.uk

Isod mae **stori claf** a gyflwynwyd yn ddiweddar ar ein gwefan:

"Hoffwn gyflwyno fy ngwerthfawrogiad am y modd yr oedd eich staff yn delio â'm problem y galon ddiweddar ar ddydd Sul, 8 Tachwedd 2009 yn fy nghartref ym Mhontypridd. Roedd y Parafeddyg ymateb cyntaf yn delio â'm cyflwr mewn modd hynod o broffesiynol ac yn rhoi cysur i mi. Yna roedd tîm Parafeddygon yr Ambiwllans oedd yn fy nghludo i Ysbyty Brenhinol Morgannwg hefyd yn cynnig yr un gofal proffesiynol. Nid yn unig roedden nhw'n fy ngwneud yn gyfforddus ond fy ngwraig hefyd oedd yn mynd gyda fi yn yr ambiwlans. Nid wyf yn gwybod enwau aelodau'r tîm.

Rydw i'n siarad o brofiad gan i mi dreulio rhyw 20 mlynedd yn y theatrau a'r adrannau ITU fel ymarferydd theatr. A fyddech chi cystal â chael hyd i enwau'r Parafeddygon hynny oedd yn fy helpu a mynegi fy ngwerthfawrogiad iddyn nhw."



Beth hoffech **chi** ei weld yn Newyddion Rhwydwaith?

A fyddech chi cystal â rhoi gwybod i ni os oes rhywbeth yr hoffech ei gynnwys yn ein taflenni newyddion. Byddwn yn gwneud ein gorau i wneud hynny neu os bydd gennych unrhyw sylw, cofiwch gysylltu â'r Tîm Partneriaid mewn Gofal Iechyd drwy e-bost ppi@ambulance.wales.nhs.uk neu dros y ffôn **01792 776252 est 5400**.

Mae'r daflen newyddion hon ar gael hefyd 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.nhsdirect.wales.nhs.uk

www.swanseapeoplefirst.co.uk

www.stroke.org.uk/kybp