

Sgyrsiau Covid Arolwg Cyhoeddus Covid Conversations Public Survey

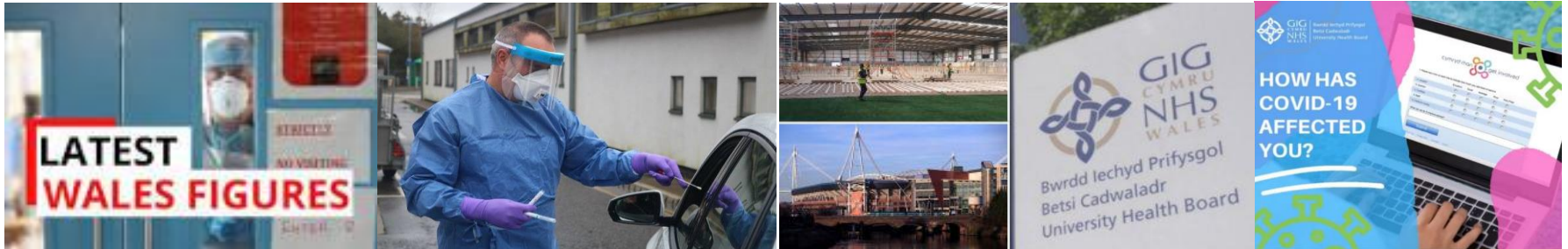


A word cloud featuring various terms related to community engagement and public participation. The words are arranged in a roughly circular shape, with some terms appearing more prominently than others. The terms include:

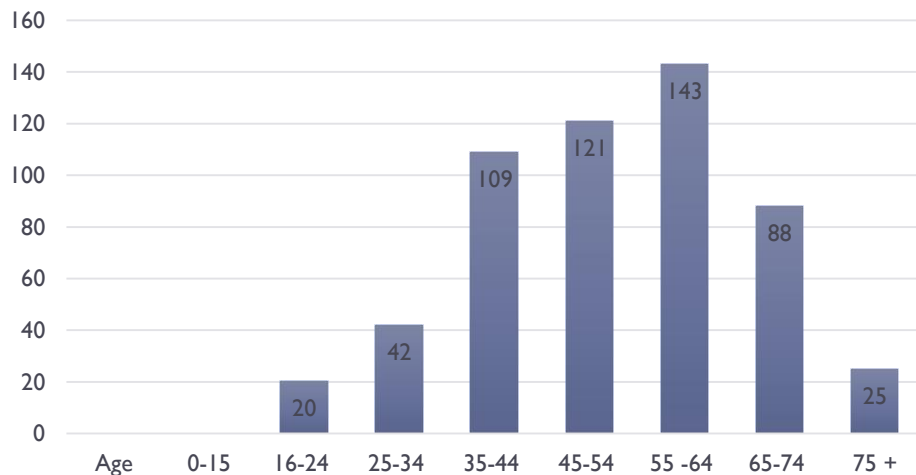
- relationship management
- citizen participation
- stakeholder engagement
- community relations
- public relations
- community development
- stakeholder management
- external relations
- external affairs
- stakeholder relations
- citizen engagement
- community engagement
- civic engagement
- public participation

Sgyrsiau Covid Arolwg Cyhoeddus Covid Conversations Public Survey

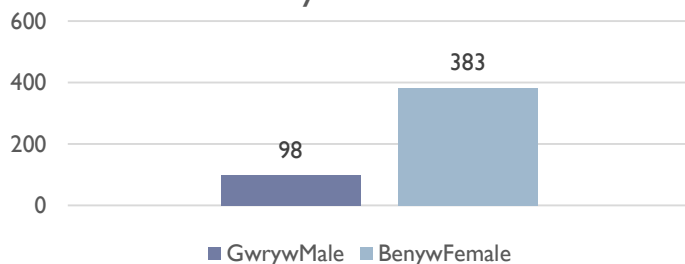
- Casglu adborth am newidiadau gwasanaeth
- Casglu mewnwelediad i ganfyddiadau, pryderon a phrofiadau cadarnhaol
- Hyrwyddo cyfryngau cymdeithasol a hefyd eu rhannu'n eang gan bartneriaid a rhwydweithiau
- Roedd yr arolwg hefyd ar gael ar ffurf iaith Arwyddion Prydain (IAP)
- Cwblhaodd **556** o bobl yr arolwg
- Capture feedback about service changes
- Gather insight into perceptions, anxieties and also positive experiences.
- Promoted social media and also shared widely by partners and networks
- The survey was also available in a British Sign Language (BSL) format
- **556** people completed the survey



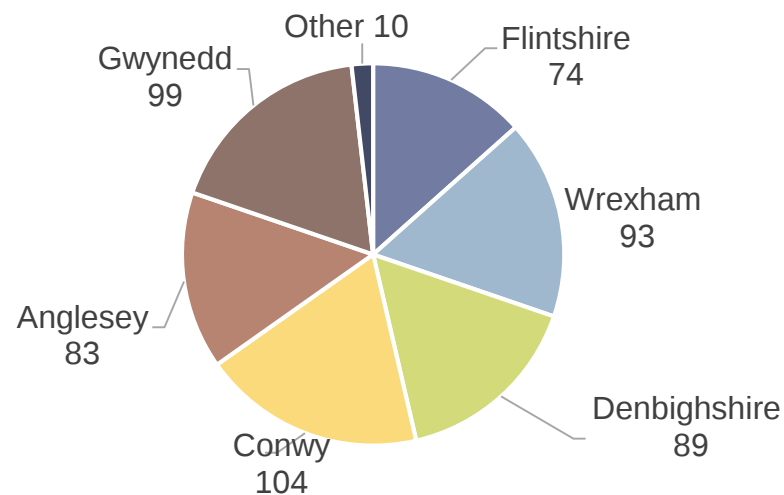
Proffil Oedran / Age Profile



Rhyw/Gender



Ymatebwyr yn ôl sir / Respondents by county



Newidiadau gwasanaeth allweddol Key service changes

Gofynnodd yr arolwg am brofiadau apwyntiadau iechyd a oedd wedi newid yn ystod yr argyfwng
Gwasanaethau allweddol:

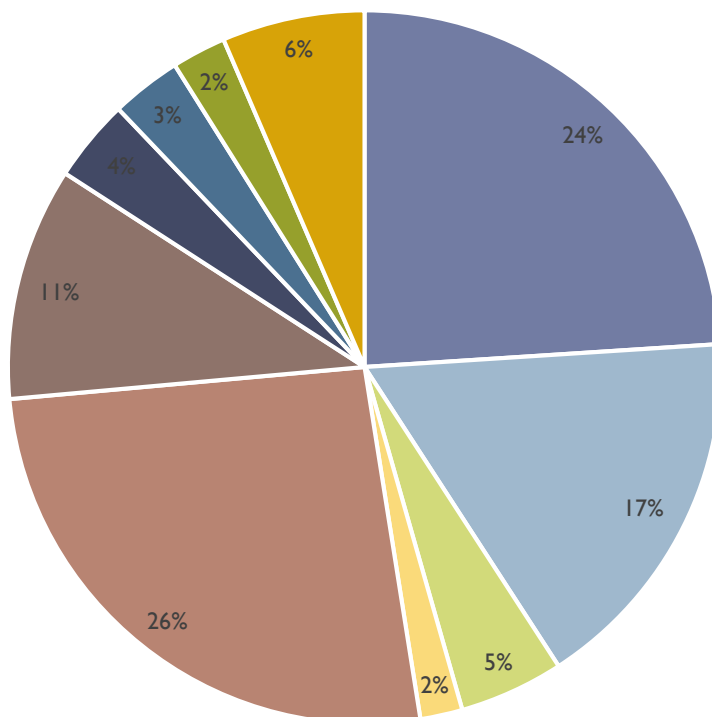
- Deintyddol (286)
- Meddyg Teulu (263)
- Cleifion Allanol (185)
- Optegydd (116)

The survey asked about experiences of health appointments that had changed during the crisis
Key services:

- Dental (286)
- GP (263)
- Outpatients (185)
- Optician (116)



Newidiadau i apwyntiadau Changes to appointments



- Meddyg Teulu/GP
- Cleifion allanol /Outpatients
- Therapiau/Therapies
- Mamolaeth/Maternity
- Deintyddol/Dental
- Optegydd /Optician
- Iechyd meddwl /Mental health
- Sgrinio Iechyd Cyhoeddus/Public Health Screening
- Apwyntiad yn Lloegr/Appointment in England
- Ni chafodd unrhyw apwyntiadau iechyd eu newid/No appointment changes

Apwyntiadau fideo a ffôn Video and telephone appointments

Y prif newidiadau i apwyntiadau oedd:

- canslo (317)
- wedi newid i apwyntiad ffôn (247)
- dywedodd 20 o bobl eu bod wedi cael ymgynghoriad fideo

Beth oedd eich profiad o ymgynghori dros y ffôn?

- Cytunodd neu gytunodd yn gryf 148 fod hwn yn brofiad positif
- Nododd 47 o bobl eu bod yn anghytuno neu'n anghytuno'n gryf bod hwn yn brofiad positif

**SGYRSIAU
COVID**



The main changes to appointments were:

- cancelled (317)
- changed to a telephone appointment (247)
- 20 people reported that they had a video consultation

What was your experience of telephone consultation?

- 148 agreed or agreed strongly that this was a positive experience
- 47 people stated that they disagreed or disagreed strongly that this was a positive experience

**COVID
CONVERSATIONS**

Adborth o ymgynghoriadau ffôn Views of telephone consultations

“Mae’n system dda iawn a dylir ei barhau ar ôl y pandemig, yn arbed llawer o amser i fy ngheulu... fel rhieni sy’n gweithio’n llawn amser gyda phlentyn 4 oed.”

“Cyflym a hawdd. Dim o’r oedi hir arferol yn aros mewn meddygfa.”

“Ddim yn bersonol, methu â darllen iaith gorff na mynegiant wyneb y person.”

“Nid yw apwyntiad galwad ffôn yn adlewyrchu gwir gyflwr a fynegydd.”

“Anodd iawn esbonio i feddyg teulu dros y ffôn sut rydw i’n teimlo gyda amryw o symptomau.”

“A very good system that should be continued after the pandemic, saves a lot of time for my family ... as parents that work full time with a 4 year old.”

“Quick and easy. None of the usual lengthy delays waiting in a doctor’s surgery.”

Not personal, unable to read the person’s body language or facial expression”

“A phone call appointment doesn’t reflect a true condition expressed.”

“Very difficult trying to explain to a GP over the phone how I am feeling with multiple symptoms.”



Effaith apwyntiadau wedi'u canslo neu eu gohirio Impact of cancelled or postponed appointments

- Nododd **137** o bobl fod hyn wedi effeithio ar eu cyflwr
- Roedd **106** yn cytuno neu'n cytuno'n gryf bod ei symptomau wedi gwaethgu
- Ar gyfer yr ymatebwyr hynny a gafodd lawdriniaeth wedi ei canslo neu ohirio, roedd **48** o bobl yn cytuno neu'n cytuno'n gryf bod eu symptomau wedi gwaethgu

“Cyflwr corfforol sy’n golygu fy mod mewn poen cyson. Mae'r boen bellach yn effeithio ar fy iechyd meddwl.”

“Anghysur cynyddol a masgio symptomau eraill o bosibl. Ond gan ei fod yn gyflwr nad yw'n peryglu bywyd, ni allaf hawlio unrhyw flaenoriaeth arbennig am lawdriniaeth. Ar ôl y cloi i lawr, bydd fy mywyd corfforol egniol yn cael ei gwtogi.”

- **137** people stated that this had affected their condition
- **106** agreed or agreed strongly that symptoms had got worse
- For those respondents who had a planned operation cancelled or postponed **48** people agreed or agreed strongly that their symptoms had worsened

“A physical condition that means I am in constant pain. The pain is now affecting my mental health.”

“Increasing discomfort and possible masking of other symptoms. But as it is a non-life-threatening condition I cannot claim any special priority for surgery. Post lockdown my physically very active life will be curtailed.”

- Nododd **34** o bobl y gallent gysylltu â'u perthynas â **47** yn nodi na allent wneud hynny
- Y prif ffyrdd o gysylltu oedd gyda ffôn symudol, iPad, negeseuon yn cael ei pasio ymlaen neu ganiatâd i ymweld
- I'r rhai nad oeddent yn gallu cysylltu, amlygodd y sylwadau ymdeimlad o rwystredigaeth a dig

“Roedd fy Nhaid yn yr ysbyty yn dilyn trawiad ar y galon, caniatwyd i fy mam ymweld am ychydig ond dim teulu estynedig.”

“Am wythnos olaf bywyd fy Ewyrth, nid oeddwn yn gallu ymweld ag ef yn yr ysbyty. Gan nad oedd ganddo blant ei hun ac roedd ei wraig dros 70 oed ac yn byw yn Pwllheli roedd yn anodd iawn.”

- **34** people stated that they could contact their relative with **47** people stating that they couldn't
- Main ways appear to be through mobile phone, iPad, passing on of messages or permission to visit
- For those that were unable to make contact the comments highlighted a sense of frustration and anger

“My Grandad was in hospital following a heart attack, my mum was allowed to visit briefly just not extended family.”

“For the last week of my Uncle's life, I was no longer able to visit him in hospital. As he had no children of his own and his wife was over 70 and lived in Pwllheli it was very hard.”

- Nododd **432** o bobl eu bod wedi defnyddio fferyllfa gymunedol yn ystod y pandemig
- Nododd **312** o bobl nad oeddent wedi cael unrhyw anhawster cael meddyginiaethau yr oedd eu hangen arnynt
- Nododd **93** o bobl fod anhawsterau cael meddyginiaeth
- Nododd **142** o bobl eu bod wedi defnyddio eu fferyllfa leol yn lle ymweld â'u meddygfa

Cynhyrchodd y pwnc mynediad i fferyllfeydd lawer o sylwadau yn dangos cymysgedd o brofiadau cadarnhaol a negyddol.

“Bu’n rhaid i mi giwio y tu allan i’r siop am 2 awr cyn derbyn y presgripsiwn.”

“Gwasanaeth rhagorol gan fferyllfa. Anfonodd y meddyg teulu y presgripsiwn atynt trwy e-bost roedd yn barod yn gyflym iawn.”

- **432** people stated that they had used a community pharmacy during the pandemic
- **312** people stated that they had no difficulty getting any medicines they needed.
- **93** people stated they did have problems.
- **142** people stated they had used their local pharmacy instead of visiting their GP practice

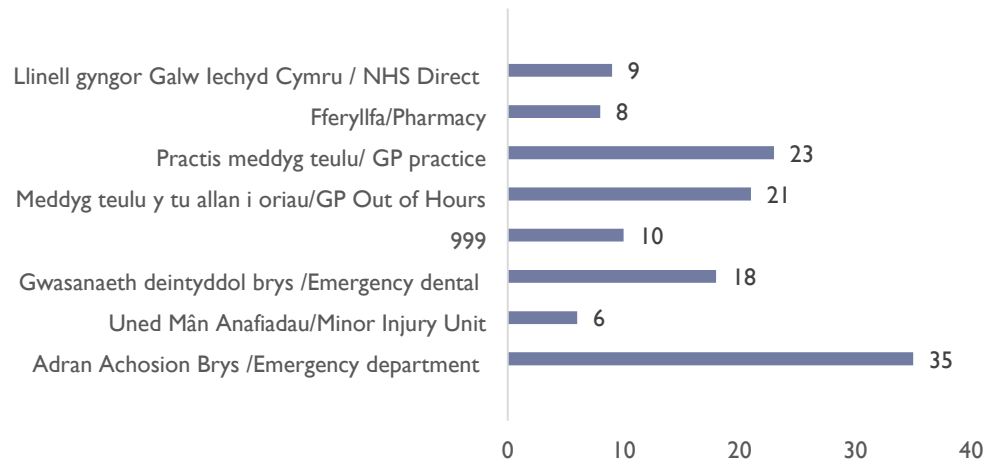
The subject of access to pharmacies generated a lot of comments illustrating a mix of positive and negative experiences.

“I had to queue outside the shop for 2 hours before receiving the prescription.”

“Excellent service from pharmacy. GP emailed them the prescription and all sorted & ready really quickly.”

- Dywedodd nifer fach o ymatebwyr **(80)** eu bod wedi defnyddio'r gwasanaethau brys yn ystod y cyfnod hwn
- Er y gallai pobl fod wedi defnyddio nifer o wahanol wasanaethau, y prif rai oedd adrannau brys ysbytai, meddyg teulu, meddyg teulu y tu allan i oriau a deintyddol brys
- A small number of respondents **(80)** said that they used emergency services during this period
- Although people may have used a number of different services, the main ones accessed were hospital emergency departments, GP, GP out of hours and emergency dental

Gwasanaethau/Services



Creodd Covid -19 lefel uchel o bryder a phoeni i lawer o bobl.

- Nododd **140** fod angen cefnogaeth arnynt yn ystod y pandemig

Pan ofynnwyd pa gymorth yr oedd pobl wedi'i ddefnyddio, teulu oedd yr ymateb mwyaf ac yna ffrindiau a chymdogion.

“Cyn cloi i lawr galwodd cymdogion i mewn i wneud paned i mi, ond ar ôl wythnos ni allent fel y cyhoeddwyd y cloi lawr felly roedd yn eithaf called.”

“Roedd yn rhaid i mi gymryd pythefnos i ffwrdd o'r gwaith oherwydd Pryder. Siaradais â'r meddyg teulu a buom yn trafod opsiynau lles i gynorthwyo fy ngwellhad gan nad oedd y ddau ohonom yn teimlo bod angen meddyginiaeth. Wrth i'r cyfyngiadau godi, roeddwn i'n gallu cysylltu â phobl wyneb yn wyneb a defnyddiais apiau ymwybyddiaeth ofalgar, ymarfer corff rheolaidd a seibiant o'r gwaith i helpu i ail-gydbwysu.”

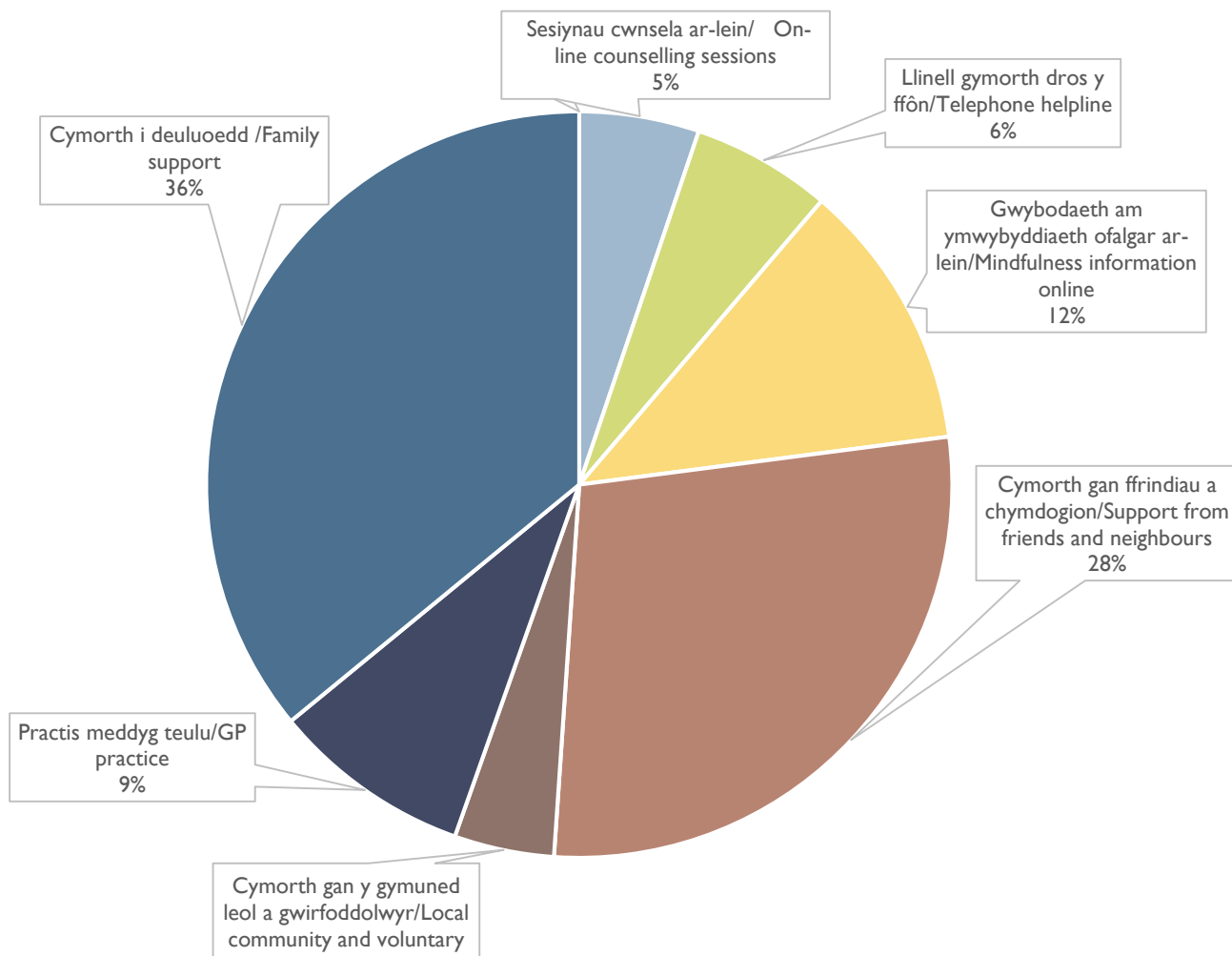
Covid -19 created a high level of anxiety and worry for many people.

- **140** stated that they needed support during the pandemic

When asked what support people had used, family was the top response, followed by friends and neighbours.

“Before lockdown neighbours called in to make me a cup of tea, but after a week they couldn't as lockdown was announced so it was pretty hard.”

“I had to take two weeks off work due to Anxiety. I spoke with the GP and we discussed wellbeing options to aid my recovery as we both didn't feel that medication was necessary. As the restrictions lifted I was able to connect with people face to face and I used mindfulness apps, regular exercise and a break from work to help re-balance.”



Yn ystod y cyfnod cloi i lawr roedd mynediad at wybodaeth amserol yn bwysig. Gofynnodd yr arolwg pa ffynonellau gwybodaeth a oedd wedi bod yn ddefnyddiol yn ystod y cyfnod hwn. Y pum ffynhonnell wybodaeth orau a nodwyd oedd:

- Iechyd Cyhoeddus Cymru (296)
- Llywodraeth Cymru (260)
- Teledu (255)
- Cyfryngau cymdeithasol (239)
- Gwefannau (169)

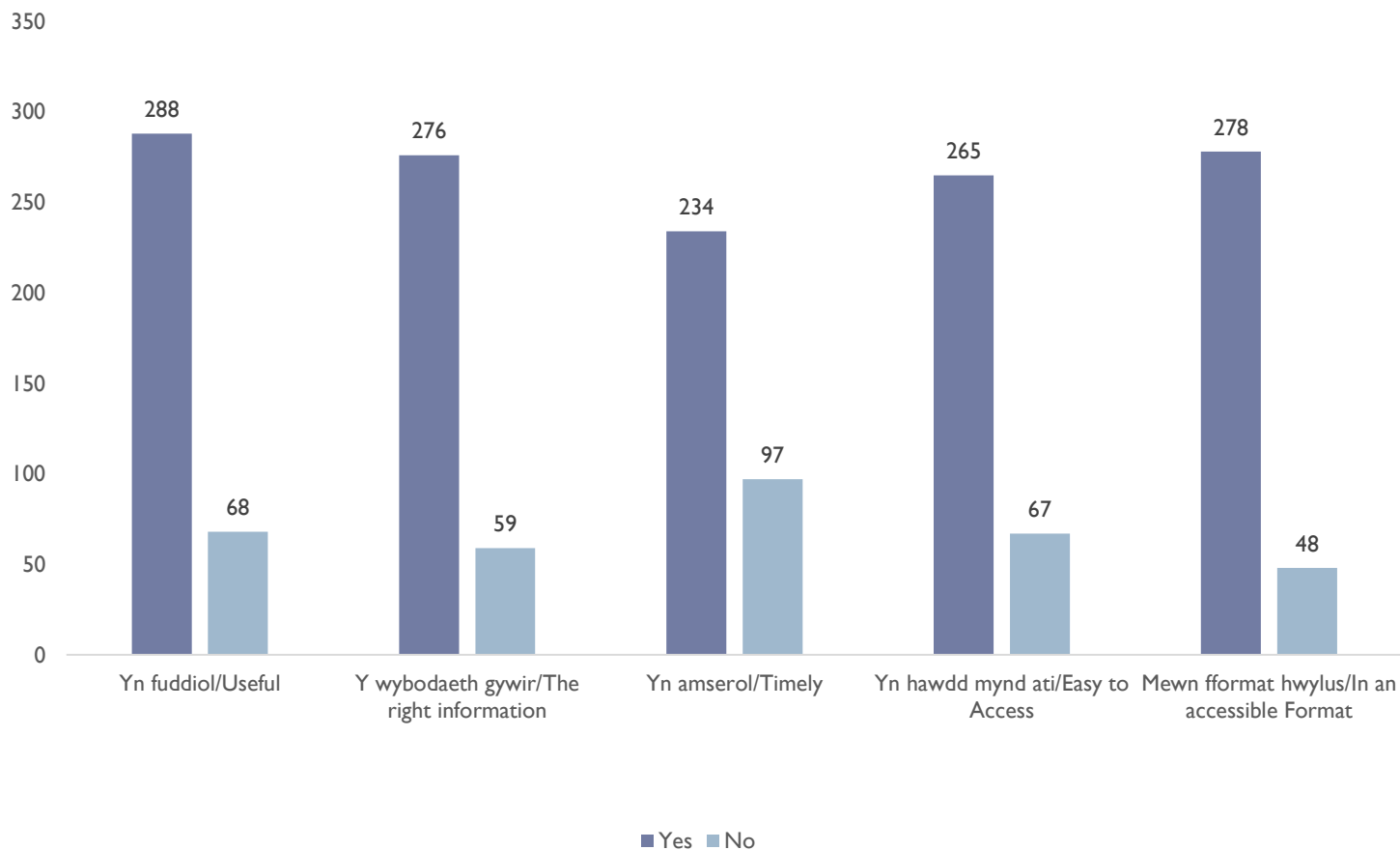
Pan ofynnwyd iddynt am wybodaeth a dderbyniwyd gan y Bwrdd Iechyd, roedd yr ymatebion, ar y cyfan, yn dangos bod hyn yn ddefnyddiol, yn hawdd ei gyrchu ac mewn fformat hygyrch. Fodd bynnag, amlygodd rhai sylwadau anawsterau wrth ddod o hyd i'r wybodaeth yr oedd ei hangen arnynt neu oedi wrth dderbyn gwybodaeth.

During the lockdown access to timely information was important. The survey asked what sources of information had been useful during this period. The top five sources of information identified were:

- ▶ Public Health Wales (296)
- ▶ Welsh Government (260)
- ▶ Television (255)
- ▶ Social media (239)
- ▶ Websites (169)

When asked about information received from the Health Board responses generally indicate that this was useful, easy to access and in an accessible format. Some comments however highlighted difficulties finding the information they needed or delays in receiving information.

Mynediad at wybodaeth y Bwrdd Iechyd Access to Health Board information



- Er bod llawer o apwyntiadau nad oeddent yn rhai brys wedi eu canslo a bod gwasanaethau wedi stopio gweithredu mae canfyddiadau'r arolwg yn dangos bod pobl wedi addasu i'r newidiadau ac wedi adrodd am lawer o brofiadau cadarnhaol
- Mae'r ymatebion i newid i ymgynghoriadau ffôn, cefnogaeth fferyllfeydd lleol, gwasanaethau brys, gwerthfawrogiad o waith staff rheng flaen a'r ystod o wybodaeth yn amlwg o fewn yr ymatebion
- Mae canslo neu ohirio apwyntiadau a gweithrediadau wedi'u cynllunio wedi arwain at waethygu'r cyflwr iechyd rai pobl
- Fe wnaeth cyfyngiadau wrth ymweld â theulu yn yr ysbyty a mynediad corfforol i wasanaethau fel deintyddion neu feddygon teulu greu pryder a straen i lawer o bobl
- Although many non-urgent appointments were cancelled and services stopped operating the survey findings show that people adapted to the changes and reported many positive experiences
- The switch to telephone consultations, the support of local pharmacies, emergency services, the appreciation of the work of frontline staff and range of information come across in the responses
- The cancellation or postponement of appointments and planned operations has resulted in the worsening of conditions for some people
- Restrictions in visiting family in hospital and physical access to services such as dentists or GPs did create anxiety and stress for many people

Unprepared Heriol Lazy care Fast Appropriate Helpful
Understandable Proportionate Important
Disappointing Unacceptable Frustrating Haphazard Acceptable
Unavoidable Uncertain Delays Expected
Responsive Frustration Rapid GP Good information
Supportive Changing Effective re Inconvenient Gofeidus
Transparent Health Needed Compassionate Friendly Late Disorganised Anger
Continuity Reasonable Essential Realistic Accessible Shambolic
Isolating Manageable Necessary Waiting Difficult Isolation
Emotional Timely CAREFUL Distancing Slow Efficient
Positive Communication Caring Poor Safety Safe support Sensible
Anxious Gofalgar Reassuring Organised Covid Practical Cancelled
Challenging General Unclear appointment contact Terrible Delayed
Informative Worrying Fair Confusing New Professional
Clear Amserol Anxiety Grateful Unhelpful
Informed Lack Reactive Useful Uncertainty Stressful
Patience best