



‘So tell us what  
you think’ events,  
ABM CHC  
feedback report

July 2017

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## **Background:**

Staff and members of Abertawe Bro Morgannwg Community Health Council (ABM CHC) attended twelve of the thirteen events held. The role of the CHC was to collect views from members of the public attending on the process of engagement. Views were collected from all thirteen events.

## **What we did:**

Following the one to one and the common themes group session, we asked those attending:

1. Did you have the chance to say everything you wanted to say?
2. Do you think your views were listened to?

We also asked for any comments people would like to leave. **What people told us:**

We received 50 responses.

46 people told us that they had the chance to say everything they wanted to say and that their views were listened to.

1 person at the Pontarddulais event told us they weren't quite sure whether they had had the chance to say everything but they did think their views had been listened to.

1 person at the Richard Price Centre told us they didn't have enough time to say everything they wanted to say, but that was because they had been through a lot. They said they thought their views had been listened to.

1 person at the Bridgend Life Centre told us they didn't have enough time to say everything they wanted to say, as they kept thinking of more things to say. They told us that they would e-mail the health board with the other things. They said they thought their views had been listened to.

1 person at Reynoldston told us the event was not what they had hoped; they thought it was being held to gain access to support. They said they thought their views had been listened to.

Below are the comments received:

It was good to talk about everything

- Nice to talk about my experience
- Nice refreshing idea, it's the way forward
- Nice to know that people have been listened to and included in the next process event for outcomes
- Very helpful, listening is so important in designing future services
- Very good to be able to inform the Health Board of experiences in the community
- Very positive day, felt listened to. It was a very comfortable conversation with the listener, flowing. Everything I felt was discussed. I feel there will be a lot of positive progress in the near future. So glad I came to express different views. Fun day
- Think more people should help these events as it is us who help change things that need changing
- I got to speak about the concerns and experiences of mental health/learning difficulties in a rural setting. Listener took the time to listen and note all that I was saying
- I felt it was about time mental health came to the front and was openly discussed
- Allowed me to see I wasn't alone
- Let me know I am not alone and to meet others who can relate and offer support
- It was great to meet like-minded people and share experiences
- It allowed me to see that it is okay to speak up about mental health and to know I am not strange. It gave me the voice I needed to speak up
- It was good to feel someone cared  
I felt that the comments made and stories shared will help to improve mental health issues
- Very interesting morning, would like to attend again

- I can only hope that provision for funding improves for adults suffering from or developing the onset of mental health problems improves
- Could express views, less intimidating. Reaction from interviewer was positive.
- Happy with how everything went, would like to see positive results as have personal and work involvement
- Feedback was good, listener really engaged
- One to one session could have been a little longer. Opportunities to feedback via e-mail may have given more people opportunity to respond with a wider range of views
- Good to give ethnic minority groups a chance to speak up and access support
- Very pleased with what was said. I'd love to have more events
- Made to feel at ease and encouraged to talk openly about previous experiences, both positive and negative. I felt my views and opinions were valued and respected. Professional support was excellent but also fun and engaging. Thank you Ian
- You cannot improve perfection
- The lady that listened seemed very pleasant and friendly. She didn't interrupt and was professional. It was most beneficial to have the one to one, thank you
- A very interesting event and I'm looking forward to seeing what comes of it. I would certainly be interested in attending again
- Felt comfortable talking about my experiences. One to one was a good option and personal  
I'm looking forward to attending the feedback event
- Good event it was, nice to be listened to, thanks very much
- I thought that the event was excellent in all aspects, many thanks
- Good opportunity to get views across, hopefully things will now change

- It was good to get the chance to talk – hopefully they take notice
- Good event, it was lovely to be listened to, thank you
- Excellent idea – much appreciated
- Nothing good about the experience – felt today was very positive
- The Health Board seems to be beginning to listen

### **Summary:**

The feedback received was very positive. Members of the public were made to feel comfortable and at ease. People found the event beneficial, especially the one to one session.

The majority of people felt they had had the chance to say what they wanted. The few who didn't knew that they could e-mail the Health Board with further concerns or understood why they didn't get to say everything. It is hoped that the person attending to access support was guided in the right direction.

Everyone we spoke to felt their views had been listened to, and people were looking forward to attending the follow up events later in the year.

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