

## South Wales IA Newsletter

Dear Member,

As we continue to live with the Coronavirus impacting on all aspects of our life, it seemed an appropriate opportunity to be in contact with you.

It seems so long ago that we were able to meet up for a coffee morning at the Respond premises in Llanishen or at our AGM at the County Hall where we enjoyed a superb buffet lunch, a chance to catch up with long standing members and to welcome new members. As with most other organisations and support groups we are currently restricted in not being able to hold meetings or social events, and it seems unlikely that this will change anytime soon.

For most of us the way we access health services is also very different, although this may differ from area to area and GP to GP.

As a group we are interested to hear your experience, particularly over the last six months, good or bad, of managing your stoma requirements, or general access to specialist support for those members who have had ileostomy or pouch surgery.

This may be relating to delivery of appliances, access to a stoma nurse if required for advice or support, or any other aspect of your stoma / pouch management you experience affected by the changes to healthcare provision generally, or as a result of the impact of the virus. Some of you may be members who live alone, what has the impact of local lockdowns meant? We at IA are keen to hear your views opinions experiences.

In particular, during this difficult time of restrictions and changes in which we can access services you or members of your family may have concerns regarding other aspects of healthcare provision. I have therefore included some information regarding the Community Health Council, which explains their role as a patient voice. I am a member of this organisation so if you require more information please contact me.

The journal you receive quarterly hopefully keeps you updated on new products, general advice and other snippets of useful information. However, I doubt there will be as many adventure stories to report on of people achieving amazing challenges such as marathons following surgery due to restrictions in social distancing etc.!

I am seeking clarification from the College of Medicine as to if the annual SWIA student award will be happening this year. It seems many events are now being held “virtually” this also contributes to feelings of isolation for those who do not have access or wish to use technology.

During this time, the IA is still there to offer support, the team at Head Office are still answering queries and processing membership etc.

Although we are told Christmas this year may be very different, I hope you are able to celebrate in whatever way you can. I wish you all a new year that brings hope of better times.

With Best wishes to you all

Brenda (Chamberlain) and Phil (Howell) SWIA Tel 02920 750805



Ileostomy & Internal Pouch  
Association

Freephone: 0800 0184 724 | Email: [info@iasupport.org](mailto:info@iasupport.org) | Website: [www.iasupport.org](http://www.iasupport.org)

President: Professor Neil Mortensen MBChB MD MA FRCS Eng FRCS Glas FRCS Edin

Registered Charity: 1172338 (England and Wales) and SC048658 (Scotland)

## **Your Patient NHS Watchdog - South Glamorgan Community Health Council**

Firstly, I hope you have managed to navigate your way through this very strange period being safe and following the guidance issued.

This period has been a challenge on how we as an organisation can still represent the views of patients and the public back to the NHS at a time our volunteer members are unable to visit NHS premises to listen to patients' views, and unable to meet groups such as yourselves face to face.

What we are asking at this time is for you and your family and friends to be our eyes and ears in the community if you have accessed NHS over the past few months. We have received a lot of feedback which has been fed back to the NHS and Welsh Government which has effected changes for the benefit of patients and the wider community.

We are asking for your support in telling us about your experiences in your interactions with the NHS. Do you have any comments on how you now access services (e.g. Virtually, phone first etc.) we would be grateful for your feedback.

You can email [Southglam.chiefofficer@waleschc.org.uk](mailto:Southglam.chiefofficer@waleschc.org.uk)

Visit our website [www.southglamorganchc.wales](http://www.southglamorganchc.wales)

Or text us for free (text CAVOGCHC to 62277) with your comments

May I take this opportunity to wish you all the best for the rest of 2020.

Stephen Allen  
Chief Officer



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