

Cwm Taf Morgannwg Community Health Council

Public feedback about NHS services during the pandemic

National Survey

As your independent NHS watchdog, all CHCs across Wales want to continue to play a vital part in reflecting people's views and representing your interests in the NHS at this critical time.

What you told us across Cwm Taf Morgannwg in April 2022

14 people contacted us in total via our survey to share their views and recent experiences of a number of NHS services.

5 people provided us with feedback about A & E.

2 people provided us with feedback on primary care.

7 people provided us with feedback relating other services such as GPs, Dental and ambulance services.

This bulletin offers a snap shot of people's feedback. We'd like to thank everyone who wrote to us to share their Experiences, your comments will be shared with your local NHS service providers.

Useful links about the Coronavirus:

Cwm Taf Morgannwg University Health Board - guidance on service changes: <https://ctmuhb.nhs.wales/covid-19/latest-service-updates/>

Welsh Government – guidance: <https://gov.wales/coronavirus>

Positive feedback we have received



A patient said about their local pharmacy
"Excellent service from the local pharmacy
will order collect and deliver medications"

A patient said about their treatment in Royal Glamorgan Hospital, " They have been amazing throughout the lock down with a number of my ongoing health issues"

A patient said about their visit to A and E in Rhondda Cynon Taf "Arrived in department by car was seen immediately and discharged with medication within 1hr"

Website:

www.cwmtafmorgannwgchc.wales

Phone:

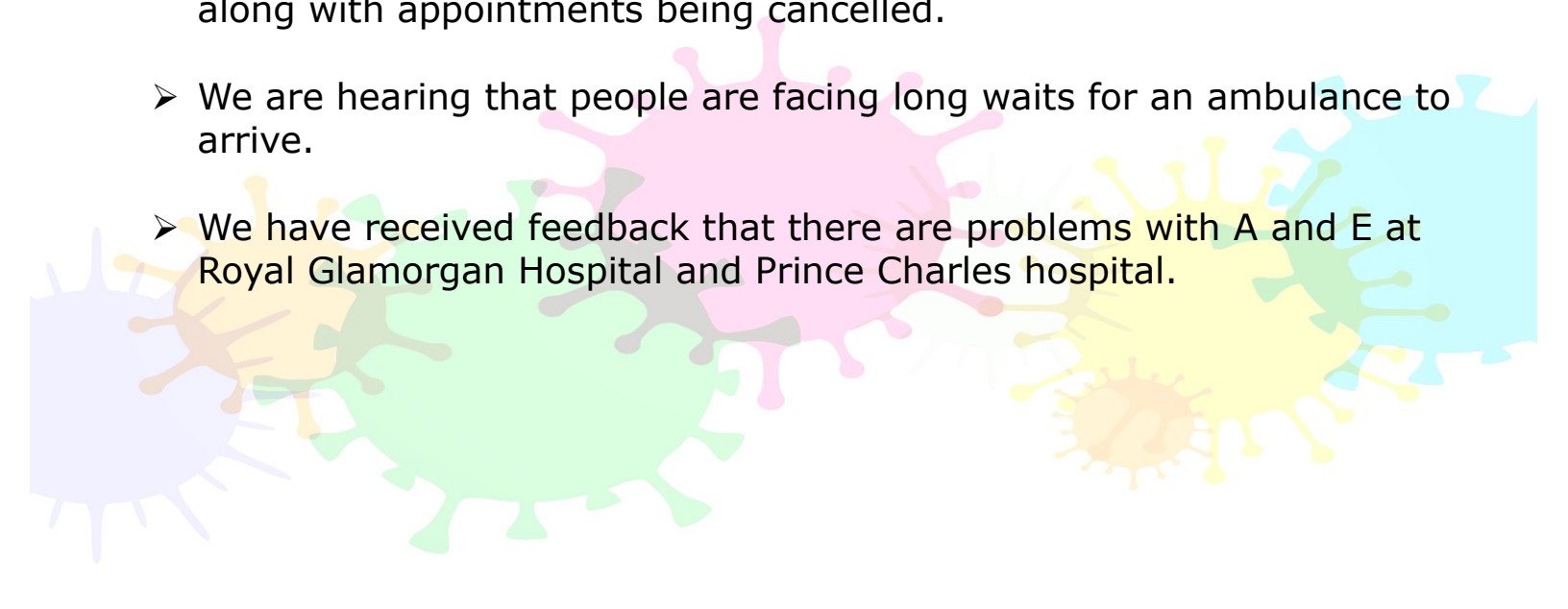
01443 405830

Email:

enquiries.ctmchc@waleschc.org.uk



Some of the less positive feedback we have received

- We are still hearing that members of the public are having difficulty in accessing their GP for face to face appointments. This includes confirming follow up appointments, and being unable to book to see a specific GP, or get appointments for repeat blood tests.
 - Members of the public are reporting long waits for dental treatment along with appointments being cancelled.
 - We are hearing that people are facing long waits for an ambulance to arrive.
 - We have received feedback that there are problems with A and E at Royal Glamorgan Hospital and Prince Charles hospital.
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In addition to sharing feedback via our national survey, some individuals may wish to make a complaint with their NHS provider. If anyone would like free, confidential and independent support to raise a concern, please contact:-

Website:

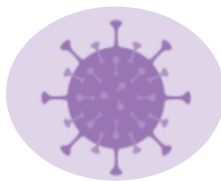
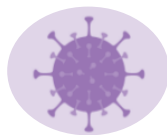
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"Some staff members are so rude and unhelpful at my local pharmacy. It makes me feel very uncomfortable to attend to request and collect repeat prescriptions."

Pharmacy – Rhondda Cynon Taf

"Total disgrace. Filthy, rubbish everywhere, on all windowsills and floor, no soap in toilets despite warnings everywhere to wash hands. Elderly disabled man treated with no care, empathy or dignity and spent 31 hours, yes 31 hours in A&E before being transferred to ward where he is now in a state of dehydration and confusion. Daughter took food and drink in for him to A&E and was told to go and they would see he was fed. However, staff just left it on floor with no thought as to how he would reach it and clearly didn't check on him for hours. GP refused to attend when he became ill and advised calling 999. Family did not put further strain on system but managed to get patient to A&E themselves. Absolute chaos."

A and E – Royal Glamorgan

Website:

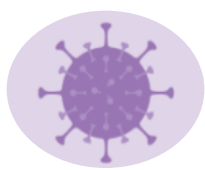
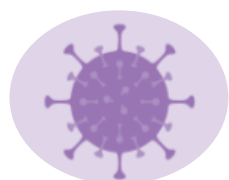
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"I have regular blood tests for my Rheumatoid Arthritis and find it very difficult to see a Doctor usually the appointments are cancelled. There is no contact number if I have a bad flare up to speak to someone. If I ring PCH they never transfer the call it just rings out. There's supposed to be a helpline for this department but no one knows what it is. I also have Glaucoma and was referred to Royal Glam hospital as PCH lost my records even though I had been attending the eye clinic for several years, these were intermittent and one time they didn't have a Consultant for a year, so then when they did he had to catch up on all the lost appointments in that time. The consequence being my eyesight is much worse than it should have been. I now have had a few procedures in Royal Glam, however, one operation was stopped due to a Microscope failure, then the rescheduled op was cancelled due to Dr's illness. At the moment I am still waiting for my op, as the Consultant is abroad at a clinic."

GP Practice and secondary care - Merthyr Tydfil

"Trying to get to see a doctor is impossible. It's heartbreaking that you can't see and explain a situation to a GP. How can a GP tell you that you don't need antibiotics for an infection without even seeing it. Ended up in A & E two days later as infection got so bad. Given the strongest antibiotics around as it was that bad and should have been treated earlier by a GP"

GP Practice - Merthyr Tydfil

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You can help make a difference!



We will share what people, and local communities are telling us with your local NHS. This will help them understand what people think is working really well, or not so well. This can help them improve services for the future.

Please share your feedback on NHS care during the Coronavirus pandemic by completing the following survey <http://ow.ly/ezy50ER6ZG>
An easy read version can be found here <http://ow.ly/vXkN50GcKjc>

If you would like to speak to a member of our team about your experience, please phone us on **01443 405830**

You can also contact us through social media



<https://twitter.com/CTMCHC>



https://www.instagram.com/cwmtafmorgannwg_chc



<https://facebook.com/CTMCHC>



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