



CWM TAF MORGANNWG

15 December 2021

Cwm Taf Morgannwg Community Health Council (CHC) response to the Health Inspectorate Wales (HIW) Report on Prince Charles Hospital Emergency Department and Clinical Decisions Unit

Any concerns raised about the quality and safety of emergency care services is worrying for people who may need to use these services in the future.

Cwm Taf Morgannwg Community Health Council (CTM CHC) has received concerning public feedback about the Emergency Department at Prince Charles Hospital over recent months. We shared these concerns with Cwm Taf Morgannwg University Health Board (UHB), who have acknowledged the public feedback we shared with them has proved instrumental in developing their improvement plans.

We also shared our concerns with HiW, prior to their unannounced visits in September 2021. Their report published today highlights similar findings to those we shared previously.

We have also recently undertaken a further patient experience survey to gather more up to date information. The initial analysis of our findings are similar to those received in the late summer. However, the public also shared their appreciation of staff, who were often working in challenging situations.

CTM CHC fully appreciates the potential impact of the HIW report on public confidence. We hope that the publication of the HIW report, which includes a copy of the improvement programme, offers assurances to our communities that their concerns have been acted upon, and the UHB has plans to further improve services.

CTM CHC will continue to monitor the UHB improvement programme as it develops and we also welcome further public feedback.

If anyone would like free, confidential and independent support to raise a concern about these or any other NHS services, they can contact Cwm Taf Morgannwg Community Health Council complaints advocacy service at Advocacy.ctmchc@waleschc.org.uk or call 01443 403590.