

JULY

Cwm Taf Morgannwg Outreach

Where did we go?



Princess of Wales Hospital
Pont Newydd Medical Practice
Glyncoch Community Centre
Porth Library

How many people did we speak to?



We spoke to 58 people
across Cwm Taf
Morgannwg

58



What did we hear?



"Amazing service at Pont Newydd Medical Centre, always has been. I called this morning to get an appointment for my daughter, they offered me an 11am appointment straight away. My boyfriend moved here from Treorchy and he loves it here too"

"Ferndale Medical Centre and Tylorstown Surgery provide a good service. I am happy with mine and my partner's care. Tylorstown Surgery send appointment reminders which I think is great"

"I have been at Pont Newydd Medical Centre for two years. I used to live in England and I have a much better service here, more efficient and better care. I have also been to Royal Glamorgan Hospital in the past 12 months and was happy with my care there"

"I have been back and forth at the Royal Glamorgan Hospital for years and am due to have two operations on my hand there. I am always happy with the care I receive there and have no complaints"

"Very happy with my care at Princess of Wales Hospital after my mini stroke"

"My maternity experience at PCH was not very caring, I now come to POW because of this and have a much better service"

"There needs to be more awareness on advocates for people in care homes, specifically mental health services. There's an issue with staffing in care homes, patients are at risk because of this. Social Care Wales aren't pushing training in adult services like they do for children's services"

"I work and support adults with Autism and there is only one day service in Porth. The waiting lists are long and parents are getting older and have their own complex needs. There needs to be more services to support people"

"Terrible experience at RGH A&E, waiting days in a chair, there was seven of us in a room with drips, staff were rushed off their feet and I felt like this affected my care"

"I go to YCH for my maternity care. The staff and midwives are great but I find myself always waiting hours to see the consultant. I think they see too many people at once and can't keep up with the patients"

"Terrible waiting lists. As a result of this I have a detached retina. If I had my cataract done quicker this wouldn't be the result. The optician didn't pick this up when I was going for my check-ups"

"Not a good maternity service in PCH"



LLAIS

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