

# Cwm Taf Morgannwg Llais Visiting Report

## Fundamentals of Care - November 2024

### Where did we go?

Following our food and drink visits earlier this year, where we identified some concerns, we organised follow up visits to the Royal Glamorgan Hospital during the month of November 2024 to explore fundamentals of care.

### What did we do?



# 60

We spoke to 60 patients receiving care and treatment at Royal Glamorgan Hospital

### Positive feedback from patients



*'Lovely staff, good waiting times, kept warm during the cold weather, water filled regularly'*

*'Smooth visit, staff are great'*

*'Doctors brilliant, enjoyable food'*

*'Good staff, food okay, water filled regularly'*

*'Smooth visit, staff are great and always available, if I can't see anyone I'll pull my buzzer and someone will come straight away'*

*'Bed comfortable, food nice'*

*'All staff amazing'*

# LLAIS

Eich llais mewn iechyd | Your voice in health  
a gofal cymdeithasol | and social care

## Patient suggestions for improvement

*'Bed not comfortable'*

*'Long wait for medication'*

*'Waiting times are long, 6 days for scan results'*



*'Extra bed in ward, meaning no privacy, electric or furniture'*

*'Not enough info about treatment'*

*'A week wait for biopsy results'*

*'Contacting the hospital by phone is a nightmare' (switchboard)*

*'Updated equipment needed'*

*'Food edible'*

*Mixed feedback on parking*

## Additional feedback for Cwm Taf Morgannwg UHB

Overall, there were no major concerns and we saw and heard that there had been a great improvement on each of the 5 wards we visited.