



## People's experience of health and social care and GP provision in Pencoed

Llais Local February 2025

Throughout February 2025 we visited Bridgend College, Pencoed Comprehensive School, Glanffrwd Care Home, Baobab Bach Pantry, Sanna Coffee Shop, Pencoed Library, Pencoed Medical Practice and The New Surgery.

We spoke to people about their experiences of health and social care

**Over 150  
people shared  
their  
experiences**



### We heard about...

- experiences of accessing care and treatment
- difficulties people face when trying to make a doctor's appointment
- communication problems
- helpfulness of staff
- problems caused by lack of joined up care
- accessibility issues for people who are disabled
- issues with accessing mental health support
- missed diagnosis of complex conditions
- long waits for care and treatment
- the use of apps to support young people's wellbeing

## Feedback from patients of New Surgery

**We heard about the difficulties people have in accessing appointments at the Practice.**

**Patients/carers were required to phone the surgery to make appointments, other methods such as booking online or in-person did not appear to be an option or they were very limited.**



**Many patients praised the helpfulness of staff**

**Routine appointments were not available and patients who wanted to see a GP had to request an emergency appointment.**

**Lots of patients were limited to discussing one issue with their GP.**

**Requesting repeat prescriptions was straightforward, with few issues.**

**There is a digital check-in system at reception, privacy and dignity was generally good, however, there were some examples of patients wanting more privacy.**

**The ring at 8am system is ridiculous - it's a very busy time of morning for parents and not always possible to call up to 200 times and wait 45 mins to get through'**



**'Staff are always considerate, empathic and accommodating. I always feel listened to and feel like they will go the extra mile'.**

**'I rang 15 minutes ago and was told to come straight away, it's instant as I have learning difficulties. I can discuss anything with the GP they are very good'**

**'More flexibility for booking of and times of appointments for carers please'**



## Feedback from patients of Pencoeed Medical Centre

**We heard about the difficulties people have in accessing appointments at the Practice.**

**Most patients were required to phone the surgery to make appointments, other methods such as booking online or in-person did not appear to be an option or they were very limited.**



**Routine appointments were limited and patients who wanted to see a GP had to request an emergency appointment. This is problematic, especially for working people and for carers.**

**Requesting repeat prescriptions was straightforward, with few issues.**

**There was a digital check-in system in the waiting area, privacy and dignity was generally good, however, there were some issues with privacy at reception.**

## Feedback from patients of Pencoed Medical Centre

**Patients who lived in Llanharan were frustrated that they were unable to have an appointment at their nearest branch surgery. The distance to travel to Pencoed and car parking provision are problematic for some patients**



**Many patients praised the helpfulness of staff.**

**Some people, including young parents felt that their clinical concerns/issues had been ignored and reviews were not undertaken automatically.**

The telephone system cannot cope with the appointment demands, you can call and be 20 in the list and then not get an appointment



I have to take half day off work in the hope that I can get an appointment

The reception staff, nurses and GPs are amazing they show care and compassion and are extremely supportive of patient's needs

I'm having to buy my own treatment, and I don't think that is right. I've never been referred to a specialist



## Concerns that people raised with us

**People were unable to obtain NHS dental care, many were accessing treatment privately.**

**Some people, including young children had never seen a dentist.**

**The recent closures in Princess of Wales Hospital had an impact on patients. Patients were required to travel further to access care and treatment, this was challenging, stressful and frustrating for some.**

**Everyday challenges that people with disabilities face socialising and accessing amenities in their community**

**Concerns about access to mental health support**

**There are lengthy waits for ambulances and long waits for planned treatment and advice**

**Delays within the Princess of Wales Hospital's Emergency department**



## Concerns that people raised with us

We heard about difficulties obtaining medical records, diagnostic results and assessments to help inform care and treatment and to support plans

People with complex conditions met regularly with a wide range of health and social care professionals involved in their care and treatment. Appointments were often not co-ordinated, with patients having to attend numerous separate appointments

## Positive feedback about services

**'My community midwife, she's been amazing, really nice'**

**Princess of Wales Hospital are brilliant. Cancer was found quickly. Urology department was brilliant!**

## What happens next?

**We will share what we have heard with Cwm Taf Morgannwg University Health Board, Bridgend County Borough Council and service providers.**

**We will tell people what actions have been undertaken to address people's concerns (where applicable) and we will share feedback.**

## Our next Llais local event

**Our next Llais Local will take place in and around the village of Hirwaun, Rhondda Cynon Taf, in June 2025**

**Follow us on Facebook to find out more information  
[@www.facebook.com/llaiscwmtafmorgannwg](https://www.facebook.com/llaiscwmtafmorgannwg)**

## Thank you

**We would like to thank everyone who shared their views and experiences with us and the local organisations who helped us to engage with residents  
- we appreciate your support.**