

Cwm Taf Morgannwg Llais Visiting Report

Maternity Services - January 2025

Where did we go?

We visited Maternity and Antenatal services at Prince Charles Hospital, Royal Glamorgan Hospital, Princess of Wales Hospital and Ysbyty Cwm Rhondda Hospital

What did we do?



30

We spoke to 30 patients receiving maternity care and treatment

Positive feedback from patients



Staff are friendly, information and communication is good, happy with all care'

'Staff can't do enough for you, they are very friendly and efficient'

Mothers told us they were nervous about giving birth at Prince Charles Hospital as they hadn't heard good things, but they had a lovely experience.

'Fantastic service from the very start, I can't thank the staff enough, thank you all.'

LLAIS

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

Patient suggestions for improvement

'More explanations of what is happening, feel some staff need to be more smiley / welcoming and waiting times are too long'



'I found it very difficult to get enough anti sickness tablets to help with my severe morning sickness throughout my pregnancy, this didn't help with my anxiety'

'Trouble getting medication, they only give so much at one time so had to come back and fore to the clinic which, is an inconvenience as I live further away'

Additional feedback for Cwm Taf Morgannwg UHB

During our visit to the early pregnancy department at Prince Charles Hospital we were advised that women who are experiencing a miscarriage have to walk through the Antenatal Clinic to get through to the early pregnancy department. This has been distressing for women who have experienced a miscarriage.

The department has received a lot of complaints about this issue.

Staff have highlighted that there is a separate entrance at the side of the early pregnancy department, but people don't know about it, due to a lack of signage.

Staff would like clear signage to be put up to advertise that there is another entrance available.