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CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Patient Experience Team
Tîm Profiad Y Claf

IMPROVING PEOPLE EXPERIENCE REPORT

July 2025



Introduction



Service user feedback is important to monitor the experience of those who access our services and the quality of care that they receive. This allows us to identify areas for improvement, to share good practice and learn from positive experiences.



It is our priority to act on all feedback received as part of our culture of improvement and to demonstrate that we are fulfilling our pledges as set out in the Charter. The Listening and Learning Sub-Committee will oversee the communication and implementation plan for the Charter. The Committee receives feedback from across concerns, compliments and experience.



The following information demonstrates how we are capturing service user feedback by encouraging our service users and providing different ways in which this can be provided. Most importantly, service users should feel that there has been a valuable purpose to them providing their feedback.

A Charter for People and Community Experience - your healthcare, your expectations, our pledge

WE WILL ALWAYS:

Treat you with dignity, respect and kindness.

Communicate with you in a way which meets your individual, language and communication needs.

Keep you informed and involved in decisions about your health and care services, and take into account your wishes and needs.

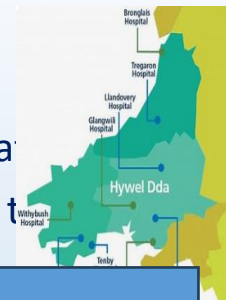
Provide safe and effective care, in the most appropriate and clean environment.

Ensure that your information is kept secure and confidential.

Support and encourage you to share your experiences of health care, both good and bad, to help us improve the way we do things.

Service User Feedback 'at a Glance' April 2025 - May 2025

We continue to receive many positive stories and comments about the services provided by our caring and compassionate staff. We are continually sharing and celebrating these achievements across the organisation. We will share information relating to the figures later in the report.



NHS People's Experience Framework

40935 individuals were sent our new NHS Wales People's Experience Friends and Family Test Survey, in the format required by the People's Experience Framework.

6354 responded representing a **15 %** response rate. **86.2% gave a Very Good or Good response** to the How would you rate your overall experience? Question

1549 were sent the NHS Wales People Experience Survey (PES).

Concerns related to waiting times and care provided in corridors in A&E. A higher number of service users completed the survey during this period, and more were satisfied with the care received.

203 compliments were received direct to wards, departments or Chief Executive/ Chair's Office. These frequently highlight the professionalism and compassionate care provided by healthcare teams. Example received about Bronglais Hospital, Endoscopy Team - *"Excellent team, very professional and caring. A big thank you to all concerned. As a healthcare professional myself, I found the whole experience reassuring"*.

Public Services Ombudsman

- In the period April/ May 2025 there has been one new investigation. This will look at the medical management of a patient with pancreatitis and whether a cancer diagnosis should have been made earlier.
- There were 9 instances where the Ombudsman decided not to investigate.
- There were 2 complaints made to the Ombudsman prematurely.
- In the same period, there were 4 early resolution agreements made between the Health Board and the Ombudsman.
- There have been no final reports received in April/ May 2025.

Complaints and enquires: 981 new cases were received into Patient Support Services. Of these, **538** were received as **new complaints and 443 as enquiries**. The main reasons for enquiries/early resolutions related to appointments / waiting list queries, attitude and behaviour and communication inefficiencies.

During the period a total of **263 complaints were closed**. **160** were responded to **within 5 working days** through the early resolution process.

1307 calls were made to the 0300 0200 159 Patient support number of which 53 were via the medium of Welsh.

Patient feedback - Demographics



Gender Distribution

Female respondents gave the most feedback, with a strong lean toward positive sentiment. Male feedback was more balanced but slightly more negative. Responses from non-binary or undisclosed genders were fewer and evenly spread across sentiment types.

Age Group Trends

Older age groups, particularly those aged 55 and above, are more prominently represented in both positive and negative feedback. Notably, the 55–64 age group shows a higher proportion of negative comments. In contrast, younger age groups (16–34) are less represented overall but tend to report more positive experiences. The 45–54 age group presents a balanced sentiment distribution, while the 35–44 group shows a slight preference for positive feedback.

Disability Status and Sentiment

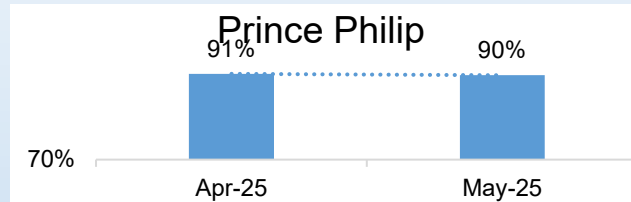
Respondents without disabilities were more likely to give positive feedback. Those with limitations (“Yes, a little” or “Yes, a lot”) tended to share mixed or negative experiences, highlighting potential gaps in accessibility and service adequacy. A few who didn’t disclose their status leaned positive, though the sample was small.

Ethnic Group Representation

Most feedback came from Welsh, English, or British respondents, who generally reported positive experiences. In contrast, responses from minority ethnic groups were more varied—particularly those identifying as “Any other Asian background,” who expressed more negative sentiment, suggesting possible disparities for further exploration.

Patient feedback - May - June 2025

Each graph represents this period's performance for different sites. The differences in the data can be attributed to various factors such as operational changes, seasonal variations, patient feedback, and external influences.



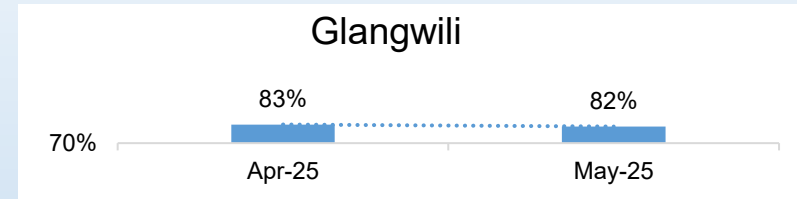
The most represented age groups were the 55–64 years, 65–74 years and 75+ years. Very few responses from younger age groups (e.g., 16–24 years: 4 responses). Higher percentage of female responses with a higher percentage of Welsh to English and British.

Acute Medical Assessment Unit (AMU) Staff were described as informative, caring, and efficient. Patients appreciated quick assessments and professional care. However, difficulty reaching the ward by phone, long waiting times and lack of updates during the stay.

Cardio-Respiratory Department Patients felt that Staff were pleasant, efficient, and knowledgeable with timely appointments and clear communication. However, patients felt rushed in their consultations and, also comment about parking issues and lack of follow up.

Cardiology Department patients felt that they had clear explanations and respectful interactions, convenient phone consultations appreciated. However, some patients preferred in-person consultations due to complex conditions.

Chemotherapy Unit patients feedback that the staff were efficient, caring, and well organised. Staff friendly and supportive throughout treatment. No significant negative feedback: patients expressed high satisfaction.



Most responses came from the 55–64, 65–74 and 75+ age group with few responses from younger age groups The majority were female respondents. A majority identified themselves as Welsh and English and Welsh , English and British.

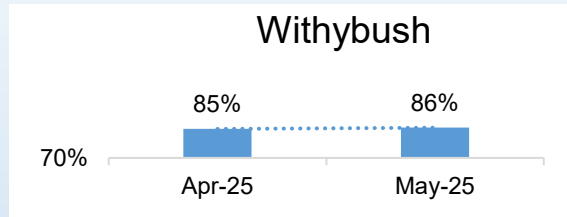
The hospital is highly rated for staff professionalism and care, but issues like waiting times, overcrowding, and communication gaps are affecting patient experience. Older adults are the primary respondents, suggesting a need to engage younger demographics more effectively.

A&E Staff described as caring, attentive, and professional, specific praise for individual clinicians and quick triage. However long waiting times, overcrowding, lack of beds, poor communication including conditions (e.g., seating, cleanliness, noise).

Ambulatory Care Unit -Staff were kind, helpful, and efficient. However Long waits ,lack of updates and discomfort due to inadequate facilities.

Aberglasney Suite efficient service and clear communication, Staff were friendly and reassuring. However occasional delays and communication issues.

Patient feedback - Overall feedback March 2024 - May2025



WGH primarily serves an older, Welsh-identifying population, with a strong presence of Christian and non-religious individuals. Younger age groups are less represented, likely due to paediatric services being provided at Glangwili Hospital.

A&E Feedback was generally positive, with praise for quick triage and friendly staff. However, concerns were raised about long waits, poor communication, overcrowding.

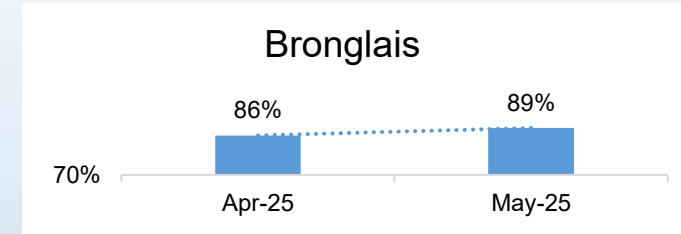
Inpatient Wards, particularly Ward 4, received favourable feedback for caring staff and cleanliness. Issues included noise, lack of privacy, and discharge delays.

Outpatient Services were mostly satisfied, citing efficient appointments and clear communication. Common complaints involved waiting times, parking, and follow-up.

Same Day Emergency Care Unit (SDEC) was commended for thorough assessments and kind staff, though some patients experienced delays in results and limited bed availability.

Specialist Clinics such as **Rheumatology, Physiotherapy, Cardio-Respiratory, Gynaecology, and Colposcopy** were praised for compassionate care and clear explanations. Delays and communication gaps were noted.

Day Surgery & Medical Day Unit feedback was mostly positive with smooth procedures and friendly staff, with occasional feedback on delays and lack of refreshments.



A strong representation in the 65–74 and 55–64 age brackets. The population of responses came from is predominantly Welsh, English and British There is some ethnic diversity, including African, Indian, Chinese, and mixed ethnic backgrounds.

A&E had positive feedback regarding staff, clear communication and efficient and timely care. However, long waiting times, occasional communication breakdowns, bed shortages and inconsistent follow-up care were of concern.

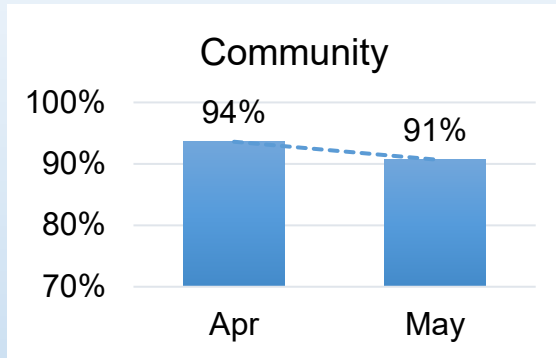
Angharad Ward excellent maternity care, supportive staff, and a child-friendly environment. However, concerns regarding feeling unheard or being passed between staff members.

Cardiac Monitoring Unit Quick access to care and overall efficiency, however limited hygiene facilities.

Cardio-Respiratory Department Feedback showed Friendly and professional staff, timely appointments but concerns regarding difficulty with navigation and parking.

Day Surgery Unit patients felt that staff were Friendly, there was clear communication, and smooth procedural experiences. However, hygiene practices and prolonged pre-operative waiting times.

Patient feedback - Overall feedback March 2024 - May2025



A wide range of feedback, with a strong representation of older female respondents English as the preferred language, though some Welsh speakers are present. A mix of Christian denominations, non-religious individuals, and a few from other faiths or who prefer not to say. Many patients praised staff for being kind, professional, and attentive, even under pressure. Some departments, especially MIUs, were noted for quick service and clear communication where patients appreciated being kept informed and having things explained clearly. However; though many comments reflect an understanding of NHS pressures, comments also call for better resourcing and coordination.

Overview

Patient sentiment across services remained broadly stable this period, with a consistent mix of positive, neutral, and negative responses. Commonly cited themes included staff, waiting, care, and nursing, reflecting both appreciation and ongoing concerns around service delivery and delays.

Cardigan Integrated Care Centre and Withybush General Hospital received the highest number of positive responses, indicating strong satisfaction. However, overall community sentiment declined slightly, suggesting a need for continued engagement and improvement. Glangwili General Hospital showed a more polarised response, with a notable volume of both positive and negative feedback. Prince Philip Hospital and Bronglais General Hospital demonstrated a more balanced sentiment, leaning slightly positive.

While the overall trend in patient experience remains positive, recurring trends particularly around waiting times and communication continue to be highlighted. Further detail on communication related feedback is provided later in this report and will be reviewed by the Listening and Learning Sub-Committee at the next meeting in July.



Responses to the Childrens Survey

The Service continue to review the current surveys with a view to substantially shorten the number of questions; however, as these are set at an all-Wales level, revisions are outside the direct control of the Health Board.

The service continue to share their feedback on 'you said - we did' boards so that families know the staff are listening and learning from their experiences.

Parents and carers expressed deep appreciation for the kindness, support, and professionalism demonstrated by staff. They also provided positive feedback regarding the calm atmosphere, cleanliness of the environment, and the quality of communication throughout their stay. However, some respondents highlighted areas for improvement, particularly in enhancing support within the A&E department and improving the quality of food provided.

Children aged 4- 11 Children aged 4- 11 provided positive feedback around the play-room and the games and the friendly staff. However, they responded that they did not like needles and the taste of the medicine

Children aged 11+ praised the food, care and the staff attention. They felt well informed and respected.

Primary Care Patient Experience Survey Feedback – Reflections and Actions

The General Medical Services Unified Contract includes an Access Commitment. This allows GP Practices under the Quality Improvement Framework (QIF) to engage in activities that report on patient access experiences. Patient experience surveys were conducted from November 2024 within the practices. Last report presented in May 2025, highlighted the feedback and actions to be taken in respect of managed practices. The information below is the summary from the independent GP practices, organised by cluster areas:

Amman Gwendraeth Cluster Summary

Category	Details
Common Issues	<ol style="list-style-type: none">1) More Face to face appointments2) Regular GPs for continuity of care3) Call wait times
Positive Feedback	<ol style="list-style-type: none">1) Positive comments about Staff, Nursing team & Clinicians2) Patients always feel listened to and heard3) Patients were impressed with access4) Positive comments around E-consult5) Positive comments around the service, particularly the efficiency of teams and ease of use.
Actions Taken	<ol style="list-style-type: none">1) Open up more face to face appointments so there is an even mix with tele consults.2) Preferred GP to be added to the patient warning pop up on screen when making an appointment. Staff to be made aware and patients advised that they can request a GP of choice3) All admin staff present in the mornings to answer the phones until the morning demand has decreased phone provider to provide call back facility.

Llanelli Cluster Summary

Category	Details
Common Issues	<ul style="list-style-type: none">• Phone bottleneck at 8:30• Out of hours arrangements• Care navigation by receptionists
Positives	<ul style="list-style-type: none">• Feeling Listened to and being cared for well.• Positive comments relating to reception staff.
Actions Taken	<ul style="list-style-type: none">• Introduce a 'You said, we did' section (or similar) on website to show areas heard and to provide further education and information to patients• Find ways to divert pressure off the phones and to ensure resource is prioritised during the morning until the queue is cleared. Increase the number of digital forms provided and implementation of 'self-booking' appointments for routine procedures such as smears and chronic disease appointments.• Post the responsibilities and roles of a GP receptionist on our website and socials if applicable, explaining why questions are asked. Undertake campaign to promote the importance of a GP Receptionist.• Regular and useful training for the reception team so they can handle difficult situations and have confidence in doing so.• Improve pro active communication on common issues/frustrations such as the wait times for prescriptions and pharmacy arrangements• Reinforce policy that Clinicians can book their own follow up patients rather than divert them to reception to call back.• Moving more appointments to face to face rather than phone consultations..

North Ceredigion Cluster Summary

Category	Details
Common Issues	<ul style="list-style-type: none">• Provisions of services bilingually was raised as an issue.
Positive Feedback	<ul style="list-style-type: none">• Patients gave positive feedback around their involvement in decisions around their care.
Actions Taken	<ul style="list-style-type: none">• Ensure all communications, social media posts, posters, signs etc. are displayed bilingually.• Re-record the answer phone message bilingually to make it less complicated and shorter.

South Ceredigion Cluster Summary

Category	Details
Common Issues	<ul style="list-style-type: none">• Issues raised around car parking access at the practice.
Positive Feedback	<ul style="list-style-type: none">• Positive feedback on kindness and helpfulness of both clinical and admin staff.• Patients mainly felt they were waiting a fair amount of time.
Actions Taken	<ul style="list-style-type: none">• Improving communications with patients, improvements / updates page added to website.• A salaried GP has also been appointed to increase the available appointments on offer.• Receptionist to monitor car park for cars which don't belong to patients.

North Pembrokeshire Cluster Summary

Category	Details
Common Issues	<ul style="list-style-type: none"> • Access via telephone • Not being able to get an appointment • Issues with secondary care
Positive Feedback	<ul style="list-style-type: none"> • Staff are helpful • Good communication • Feel listened to • Staff are polite and easy to talk to
Actions Taken	<ul style="list-style-type: none"> • Increase the number of routine appointments available to patients • Review staffing levels in reception. Additional staff employed. • Review working patterns at reception to take account of busier times to assist with call answering during the busy periods of 8.30 – 10am & 2-3pm.

South Pembrokeshire Cluster Summary

Category	Details
Common Issues	<ul style="list-style-type: none"> • Larger Car Park • Fewer Locum GP,s • More appointments later in the day for working patients • Greater accessibility in appointment times for blood tests. • Improvement on the building and the inside decor.
Positive Feedback	<ul style="list-style-type: none"> • Friendly and helpful with staff being pleasant and polite. • Not feeling rushed during appointments • Shorter waiting times • Appreciation of the increase in appointments and the number GP's.
Actions Taken	<ul style="list-style-type: none"> • Increase in appointments for working patients between 4.45pm and 5.30pm. • Strengthened recruitment efforts. • car parking congestion during 8am to 10.30am due to sample collections schedules, contributing peak time parking pressure. Proposal to acquire equipment that would allow blood tests to be conducted throughout the day. This would not only ease parking but also increase the flexibility of appointment for the patients. • Improvements for our communication systems including patient check in screens and the calling

Tywi/Taf (2Ts) Cluster Summary

Category	Details
Common Issues	<ul style="list-style-type: none">• Should have left the old system (patient feedback)• Delays to get prescriptions from practice & pharmacy• Better parking and access
Positive Feedback	<ul style="list-style-type: none">• Staff are polite and caring• Doctors and staff are always pleasant and caring, with special mentions to the nurses who are kind, understanding with a gentle and tolerant nature. Quick service, very friendly atmosphere.
Actions Taken	<ul style="list-style-type: none">• Share positive / negative feedback from patient responses with all staff members• Evaluate the appointment system to ensure a balanced allocation of both pre-bookable face-to-face and telephone consultants.• Enhance communication with patients by taking a more transparent approach, such as publishing GP activity data on the website.• Continue to adjust the admin rota to ensure sufficient staff coverage for phone lines starting at 8:00am, aiming to meet the goal of answering 90% of appointment-related calls within 2 minutes, based on our phone system reports.

Compliments

The Patient Experience team continue to visit services to provide teams with certificates of appreciation. Teams provide feedback on how great it feels to receive this recognition and look forward to seeing this every week via the “Feel Good Friday” posts on Viva Engage. **203 compliments** were received for this period, with many sharing thanks regarding to the themes below.



Acute Frailty Unit, Withybush Hospital –

The staff were always asking if they could do anything, being gentle and kind to my mum, doing the extras like brushing her hair. I’ve heard them being so kind and patient with dementia patients even when they were busy. Also looking after me (cups of tea, checking in on me, comfy chair). Medical treatment has also been brilliant, always explaining and asking if what they wanted to do was ok with us too. I can’t speak highly enough of all of them.

Specialist Lung Team –

From the first meeting with them when given terminal lung cancer diagnosis, they have given 110%. On each and every appointment they make me feel like I’m their only patient. They have helped sort out issues with other departments when I wasn’t able to sort it myself. They not only support myself but are there for my family too. Both Beth and Kirsten always have a smile on their faces and I look forward to going to appointments. More people like this are needed in the NHS.

If patients were pleased with their treatment or care they can share their appreciation to an individual staff member or team, by giving them a big thank you by completing our 'Big Thank You' online form which can be located on <https://hduhb.nhs.wales/healthcare/services-and-teams/patient-support-services-complaints-feedback/> or they can look out for the poster in our hospitals.

Communication for this period



Among respondents aged 16–24, 49% reported not always feeling listened to. Similarly, 27.6% of those aged 25–34 expressed comparable concerns. These issues declined significantly with age, with only 6.6% of respondents aged 75 and over reporting similar experiences. Additionally, 7.2% of Welsh-speaking respondents indicated difficulty communicating in their preferred language. Despite these concerns, most respondents rated their overall experience as “Very Good” or “Good”

Negative themes

- Confusing or dismissive communication from clinical staff.
- Unhelpful reception staff interactions.
- Long waiting times, particularly in A&E and for follow-up care. This were a major concern for younger adults and individuals with disabilities.
- Appointment issues, including scheduling difficulties and cancellations.
- Poor inter-departmental communication and unclear explanations between departments, patients felt confused and frustrated. Information gaps due to poor handover
- Facility concerns, such as parking, uncomfortable waiting areas, and lack of privacy. This was more frequently mentioned by older adults
- Staff behaviour, including reports of rudeness or lack of empathy, particularly noted by female respondents.

Positive Themes

- Clear, respectful, and informative communication from staff. This was valued by patients with disabilities who appreciated thorough communication
- Professionalism and kindness, with specific praise for individual staff and departments this was praised across all demographics
- Clean and well-maintained facilities this was shared across all demographics

Communication examples for this period



Positive communication feedback	Negative communication feedback
<i>The doctor took time to explain my condition in a way I could understand. I felt reassured and informed.”</i>	<i>I felt like the doctor wasn’t really listening to me. My concerns were brushed off.”</i>
<i>All staff were polite and respectful. They listened carefully and answered all my questions.”</i>	<i>“I waited hours without any information. No one told me what was happening or how long it would take.”</i>
<i>The nurse was incredibly kind and made me feel at ease during a stressful time.”</i>	<i>“I was told to wait, but no one explained what for or how long. It was very confusing.”</i>
<i>Everyone I spoke to—from reception to the consultant—was on the same page. It made the process smooth.”</i>	<i>“I had to repeat my story multiple times because the departments didn’t seem to communicate with each other.”</i>
<i>I was offered the option to speak in Welsh, which made me feel more comfortable and understood.”</i>	<i>I asked to speak in Welsh, but no one was available. I struggled to explain my symptoms properly.”</i>

Communication overview for this period



Most common positive words

Staff, helpful, friendly, quickly, efficient, kind, professional. This reflects the appreciation for person centered care and timely service.

Most common negative words

Waiting, time, hours, pain, rude, clean, long, seen. This highlights concerns around delays, communication, and environmental conditions.

Accident and Emergency received the highest volume of both positive and negative feedback, this is due to the amount of footfall within the department indicating high engagement but also room for improvement.

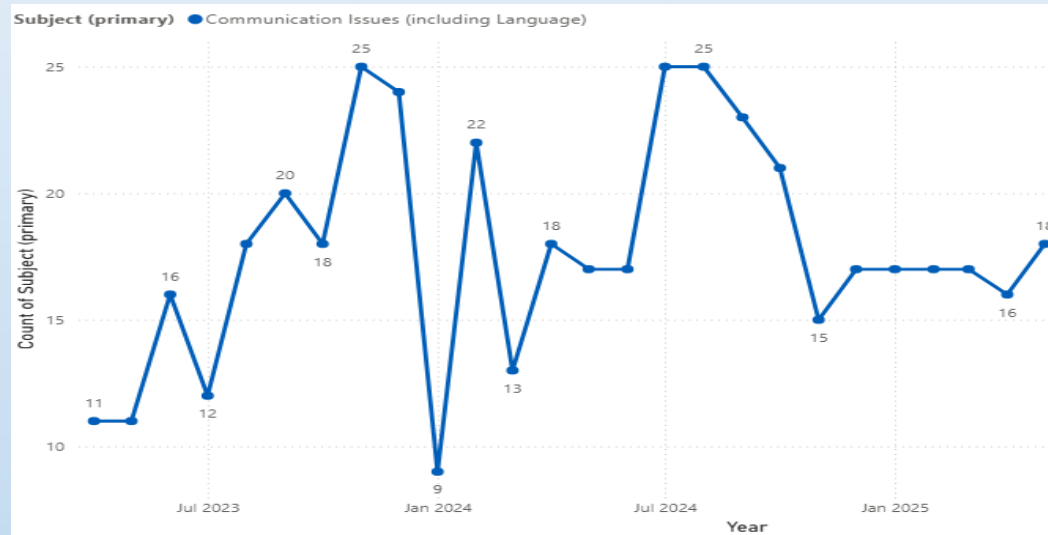
Minor Injuries Unit and Trauma and Orthopaedics also show strong positive feedback, though they still receive notable negative responses.

Services like Cardiology and Gynaecology maintain a high ratio of positive to negative feedback, suggesting relatively strong communication practices.

Feedback on communication was mixed, with some patients reporting positive experiences and others expressing dissatisfaction. As outlined earlier in the report, demographic factors appear to significantly influence these perceptions, and services should take this into account when planning improvements.

Spotlight on Complaints Theme: Communication

The theme of communication within complaints is a significant feature and is an element in almost all of the concerns received. A deeper analysis of the themes and reasons for the communication failures is being undertaken and will be presented to the Listening and Learning Sub-Committee during July. For this reporting period: there were **34** complaints raised in the period where communication was the main issue – **16** in April and **18** in May 2025. The average (mean) amount in the past two years is 18 per month:



There were a further **22** complaints where communication was part of the complaint, although not the primary issue being reported.

Most communication complaints are about communication with the patient or family, with a small percentage being about communication generally (administrative, for example), or communication between teams and departments.

In the last rolling twelve-month period, 75% of all communication complaints are about issues in the general hospital sites. Nearly 40% are attributed to Glangwili General Hospital.

The service area receiving most communication complaints in Glangwili is A&E, although even this only equates to approximately one complaint per month – relatively low, given the number of patients the Emergency Department treats each day and the extent of communication. Evidence from data suggests that, whilst communication issues remain a main contributor to patient dissatisfaction, it remains widespread across all services rather than being notably attributed to specific teams or services. In the last 12 months, nearly seventy services have received at least one complaint where communication has been the main issue.

Services receiving most communication complaints in last rolling 12-month period

Accident & Emergency	25
Medicine	25
Rheumatology	24
Ophthalmology	20
Urology	16
Gynaecology	15
Trauma & Orthopaedic Specialists	14
Health Records	13
Orthopaedics	11

Complaint regarding communication - administrative oversights and scheduling issues

The patient complained that their scheduled telephone appointment did not run as planned and received a letter the next day to say that it had been cancelled and a new date given. When the date of the new appointment arrived, there was again no telephone call as scheduled, and the patient was later told by the secretary that the doctor had forgotten to call.

Complaint regarding communication during end-of-life care and receiving timely support

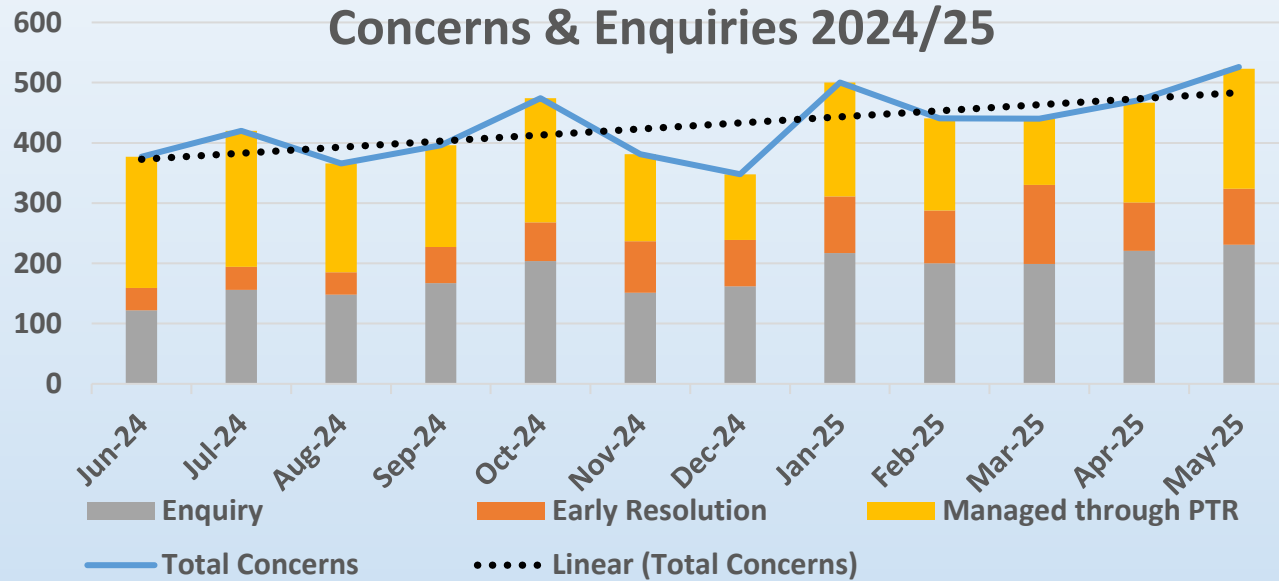
The family reported issues with communication during the patient's end of life care. They were concerned that the patient had been unaware of his prognosis after being diagnosed with cancer. The family had also not been told how to best provide care for the patient and found that explanations from the nursing staff were unclear. Advice and support from Macmillan nurses was difficult to access as the family could not reach them easily.

Complaint regarding communication affecting treatment

The Health Board acknowledged that there was no evidence to show that the patient had been correctly counselled or advised about the potential for a poor outcome from surgery. Additionally, communication about the risks and benefits of non-operative treatment could not be evidenced either. In this case, the Health Board considered that communication oversights may have impacted upon the patient's treatment.

Summary of Complaints and Concerns - Received April/ May 25

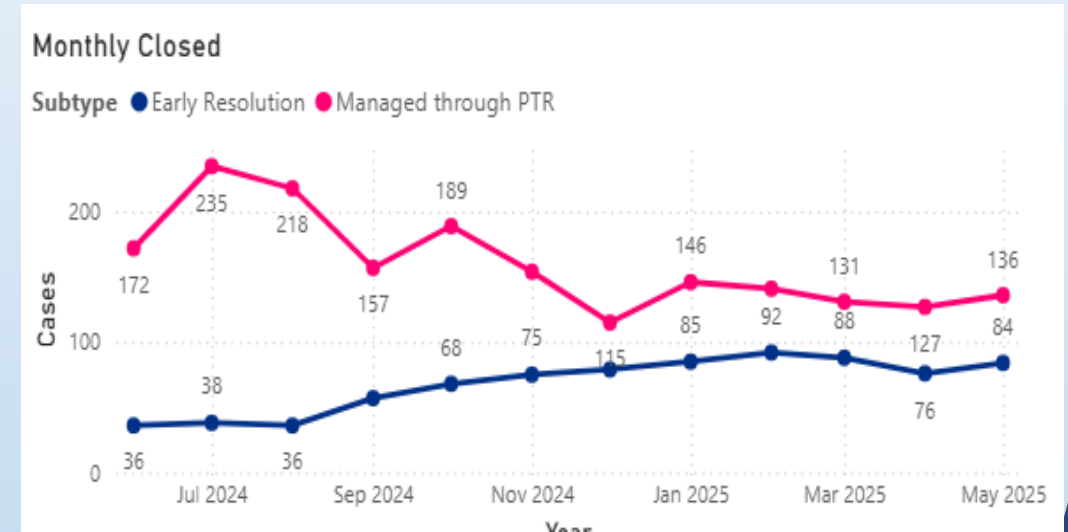
In the reporting period April/May 2025, **538** new concerns and complaints were received by the Health Board in total. Overall, the volume of enquiries, concerns and complaints from patients or their families/carers are increasing



173 of complaints received in the period were managed as early resolution cases, with the aim of being resolved within five working days. The trend towards early resolution is continuing, with a 134% increase this period compared to the comparable period last year.

53% of complaints closed in the period achieved the 30-working day timescale under the formal Complaints and Redress Regulations. The target set by Welsh Government is 75%. The Health Board’s performance in this respect has been adversely affected by the increase in cases managed under early resolution. Despite this, it is to the advantage of both Health Board and patients to resolve issues quickly and, where appropriate, without recourse to a formal complaint process.

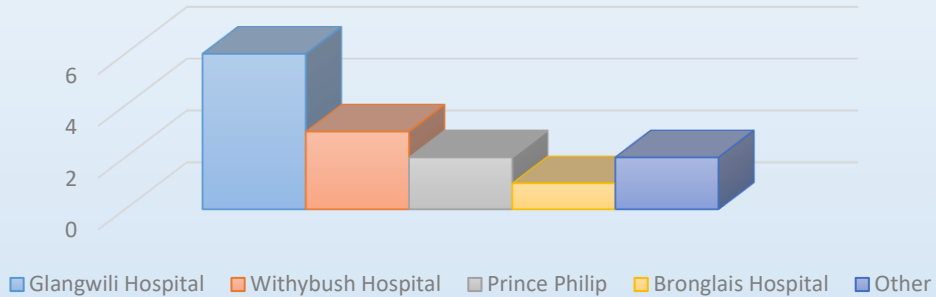
423 concerns and complaints were closed in the period April-May 2025. Of these, **263** were managed as formal complaints and investigated under the Putting Things Right Regulations. The remainder (48%) were resolved through the early resolution process.



Summary of Outcomes from Complaints: April/ May 2025

14 cases were escalated to Redress in the reporting period, because failings have, or may have, caused harm to patients. These have occurred at the following sites:

Cases escalated to Redress – April-May 2025

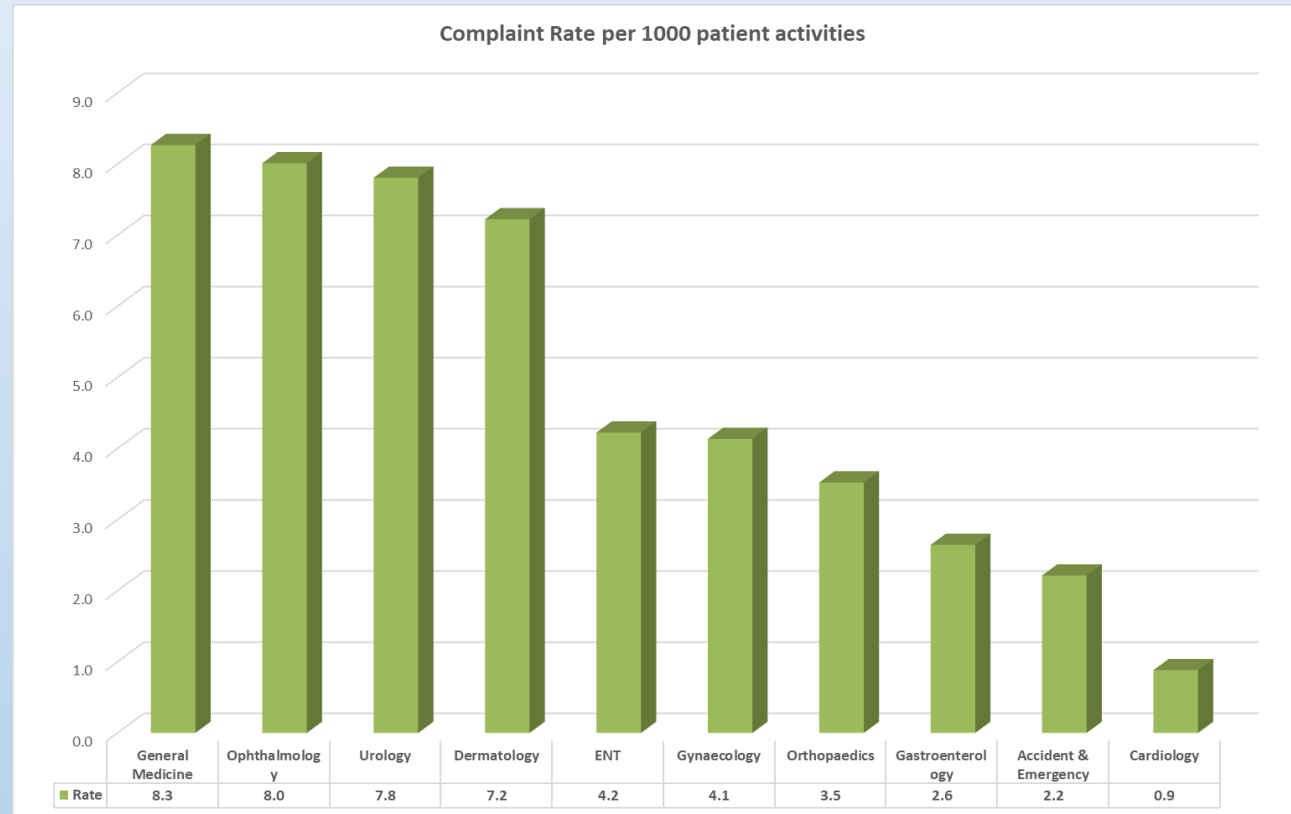


In the same period, **11** complaints were upheld because of errors or omissions in care, but were not found to have caused harm.

The significant failings in care identified in the April/ May 2025 period have centred mostly on Emergency Care, Trauma and Orthopaedics and Obstetrics/ Midwifery. The investigations have identified a delay to surgery, lack of follow-up appointment and a medication error. They have also found issues with surgical/ clinical procedures – with the incorrect treatment of a spinal injury, contact lens replacement and use of forceps during birth. Communication issues were also noted as a reason for upholding complaints.

The top three services receiving most formal (investigated) complaints individually in April/ May 2025 in relation to volume are A&E; Gynaecology; and Ophthalmology.

Work has commenced on agreeing the measurement of activity within services, to provide context around the volume of complaints received. This is currently presented as rate of complaints per 1000 activities. A consistent measurement of activity will need to be agreed prior to embedding this approach further; however, the initial work has returned the following results:



Learning from the Ombudsman

In the period April/ May 2025 there has been one new investigation started by the Public Services Ombudsman for Wales. This will look at the medical management of a patient with pancreatitis and whether a cancer diagnosis should have been made earlier.

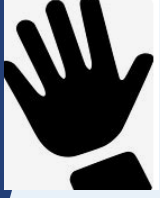
There were 9 instances recorded where complainants escalated their concerns to the Ombudsman and, following review, the Ombudsman decided not to investigate.

There were 2 complaints made to the Ombudsman prematurely.

In the same period, there were 4 early resolution agreements made between the Health Board and the Ombudsman.

There have been no final reports received in April/ May 2025.

You Said...



'There was a lack of communication around discharge planning, and no one seemed to be aware of the plans for our relative. We were getting extremely frustrated with having to repeat his pre-admission situation to staff. We just want good communication and to know that there is a safe plan in place for our relative.'



'When visiting A&E at Glangwili, the floor had clearly not been cleaned for some time, there were stains on the walls and I was concerned about infection control measures, given that I was there with an elderly relative.'

...We Did



In line with our Health Board's 'Hospital Discharge Toolkit', we work on the principle that planning for hospital discharge or transfer of care should start early in the patient's admission.

Discharge planning is a complex process involving a range of people, and early planning and communication gives us a better opportunity to understand the range of factors we may need to consider for a patient to be discharged home safely. Our 'toolkit' for staff provides a range of resources to make this as safe and effective as possible.



Whilst still a very busy area, our Accident & Emergency Department in Glangwili Hospital has recently undergone a refurbishment, with new flooring, ceiling and paintwork making it a more pleasant area in which to wait.

The relatives' room has been refurbished with the help of the 'Wish upon a Star' charity, and the paediatrics room refurbished. Our 'majors' area has new wall murals of Carmarthenshire, adding a pleasant aesthetic touch.