



Agenda Item

6.2

Quality, Safety & Experience Committee

**People's Experience Activity Report August –
September 2025**

Dyddiad y Cyfarfod / Date of Meeting	18/11/2025
Statws Cyhoeddi / Publication Status	Open/ Public Not Applicable
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Pwrpas yr Adroddiad / Report Purpose	For Noting
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Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)		
Committee / Group / Forum Individuals	Date	Outcome
(Insert Details)	Click or tap to enter a date.	

Acronyms / Glossary of Terms	
CTMU HB	Cwm Taf Morgannwg Health Board
PALS	Patient Advisory Liaison Service
BSL	British Sign Language

1. Situation / Background

The purpose of this report is to provide an overarching update on the work that has been undertaken by the People’s Experience Team and areas that fall within this remit.

2. Specific Matters for Consideration

Engagement Opportunities

As the demands of our communities change and develop, the People’s Experience Team continue to engage and explore opportunities to develop relationships within the community across CTM and third sector stakeholders. This enables a more person centred, cohesive approach to be adopted and the voice of the community fed back into the Health Board.

The table below gives an insight to the recent engagement activities attended by the PE Team.

Date	Event	Attendance
2 nd September 2025	Learning from Post Death Care Event	Clinical Bereavement Lead, Lead Chaplain
16 th September 2025	Falls prevention and Education workshop	PALS Team, Princess of Wales
17 th September 2025	Value Base Healthcare Showcase Event	Head of People’s Experience

Llais Cymru Partnership

Ongoing collaboration with Llais continues to ensure any feedback they gain through their engagement events is fed back to CTM and appropriate actions undertaken. Monthly meetings with Regional Director for Llais Cymru, Head of People’s Experience, Deputy Executive Director of Nursing support open and timely conversations.

Following a recent engagement event held in the community of Hirwaun a number of key themes were raised and shared with CTMUHB.

The key themes and actions being undertaken are below:

Event	Themes	Response and Actions
Community event held in Hirwaun – June 2025	Concerns raised surrounding patients experience of aftercare following surgery, especially when they have had surgery outside the HB.	Concern raised with the care group to ensure patients are aware of the surgical pathway and who to contact for support and advice post-surgery.
	Nutrition & Hydration:	Assessments undertaken on admission and recorded in Welsh Nursing Clinical



	<ul style="list-style-type: none">Concern around communication and recording of food allergies and availability of food for diverse cultures and faithsCatering	<p>record. Where indicated a red wrist band is placed on patients to highlight allergies.</p> <p>Specific allergies or dietary requirements are requested with the catering department to meet the needs of the patients.</p> <p>Allergens are recorded electronically onto a Catering Bed Plan by the Registered Nurse daily and as necessary throughout the day</p> <p>New catering model has been piloted through Health Board's Harm Free Agenda across Prince Charles and partly across Royal Glamorgan sites. Plans are in place to expand across further areas in Royal Glamorgan.</p>
	Guidance on Breastfeeding	Health Board has developed an infant feeding strategy and links shared with General Practitioners.
	Late cancellation of surgery	<p>Process in place to monitor this, theatre and day surgery units correspond regarding activity. Any complications that arise that may impact surgeries are communicated to patients as much as possible without breaching confidentiality.</p> <p>Patients due to be admitted for afternoon surgery may also be contacted to attend later to prevent unnecessary waiting.</p>



	Car parking at Prince Charles Hospital	Work has been undertaken and the site has increased spaces from 1178 to 1352. On completion of Phase 3 work this will increase to 1415 spaces.
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NHS Wales People’s Experience Framework and Toolkit

Work continues to promote the PE toolkit, and champions from each care group have been instrumental in populating an overview of the self-assessment tool with a robust action plan to follow evaluation

Ongoing Projects

Falls/Pressure Area review

Through collaboration with all care groups, a patient information leaflet has been created to support patients and carers with information on the prevention of deconditioning, falls and pressure damage. This is being taken through the relevant steering groups for approval and sign-off.

Toiletry/clothing for inpatients

People’s Experience Team have coordinated the procurement and distribution of essential toiletries and clothing for inpatient sites to be distributed to patients who have attended as an emergency admission or who do not have personal toiletries. Feedback on the impact this has on patient experience will be collated to understand the impact and sustainability.

Support for patients, families and carers

The People’s Experience are exploring several areas to extend their support to improve the experience of people accessing services in CTM, with a number of PALS and the Clinical Bereavement Lead having joined the course, as well as the Volunteer Manager completing the Level 2, BSL.

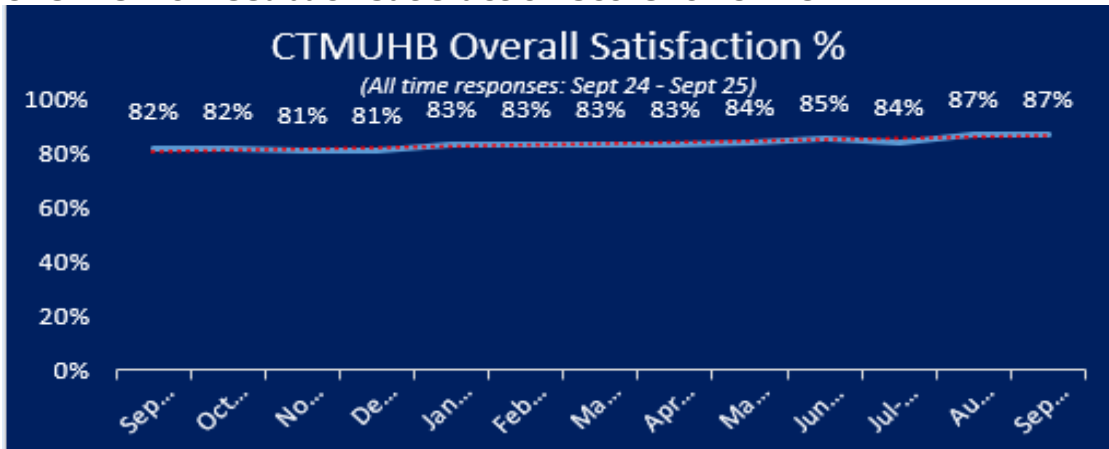
Patient Satisfaction Feedback

The Health Board is working towards changing the software platforms to facilitate the collection of service user feedback, moving from Civica to Promptly. A working group has been established to support this change, led by the Senior Project Manager, Value-Based Healthcare and representation across the Care Groups.

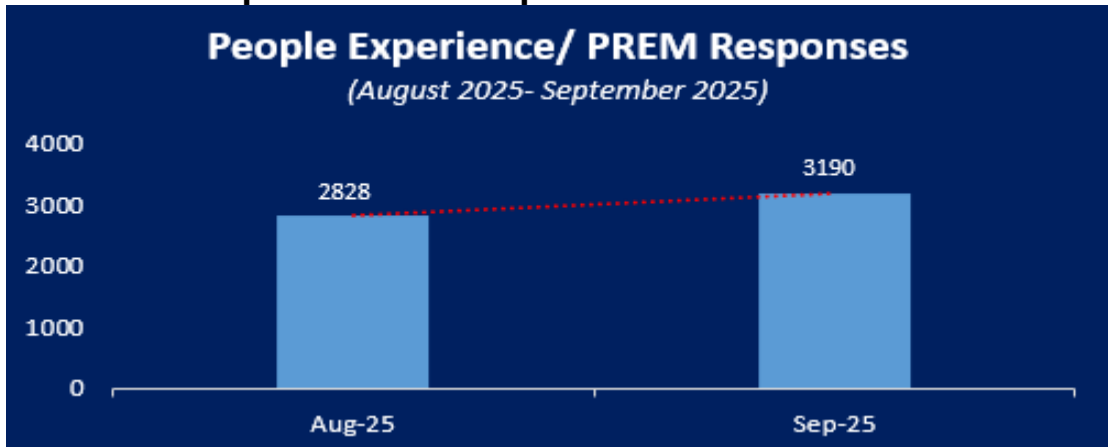
It is anticipated that the Promptly system will go live on 18th (for SMS)



Overview of feedback satisfaction score for CTMU HB



Number of responses from the public



Chaplaincy

The visibility and support the team provides is continuing to increase as evidenced by the figures provided in the table below.



Number of people supported with significant spiritual and pastoral care.	
Patients	724
Relative's/carers	224
Staff	242

The team are working proactively to explore how they can increase awareness of the service to support spirituality rather than solely through multifaith perspectives. Below is an extract from the lead chaplain, where this has proved to have a positive impact

"I met a patient who was in distress on a ward in RGH, and in chatting with her and one of the doctors, I discovered that her husband was also in hospital but on a ward in POW. She was anxious to know how he was. Initially, I referred the patient to my colleague in POW in order to establish some more details. My colleague followed this up and then had the brilliant idea that we might be able to facilitate a video call between them. Working with the Lead Chaplain, a standard operating procedure was put in place, including permission from the ward managers on each site and then another colleague and I followed the procedure and arrived at the beautiful moment when we could coordinate and establish the video connection between the husband and wife across sites. It was so joyful to witness the love and care between them and to see how important this act was for them both."

Bereavement

There are several key areas of work being led by the Clinical Bereavement Lead to support bereaved relatives, such as:

- Facilitated memory-making activities (e.g., fingerprints, dressing) for grieving families.
- Developed documentation for the Miscarriage Association to support pathway publication.
- Collaborated with chaplaincy and crematorium teams on memorial garden planning.
- Attended and facilitated Continuing Professional Development events for Health Care Support Workers focused on post-death care

Volunteers

There has been an increased focus on increasing the number of volunteers across CTM:

- Volunteer orientations held across multiple sites (Maternity, Chaplaincy PCH, Seren & St David's Wards, Royal Glamorgan Hospital, Wards B2/D2 Ysbyty Cwm Rhondda), supporting local engagement and integration.
- Volunteer inductions delivered at Royal Glamorgan and Glanrhyd Hospital, enhancing the onboarding experience.
- Ongoing dementia awareness training offered to volunteers:

55 volunteers completed Level 1, with some advancing to Levels 2 and 3

- Updated volunteer induction training to include Level 1 safeguarding, improving volunteer preparedness and safety awareness.

Armed Forces/Veterans

Following the Health and Wellbeing Event held in June 2025 a highlight report is currently being produced that captures feedback from all the stakeholders involved. A partnership has been established that meets on a regular basis to take forward actions that have been formulated from the feedback received.

- Lead Chaplain is exploring support for Valley Veterans for a volunteer Padre to provide holistic support for those who access this Hub.
- Working partnership with a representative from Primary Care who has already undertaken teaching sessions with GP trainees to provide support and insight in this area.
- People’s Experience Team have linked with the Information team to agree the creation and usage of a poppy symbol across the Health Board’s Electronic whiteboards. The team will now work with veterans/armed forces family to create an information package around this to inform discussions with inpatients and their families when they come across this symbol.
- An information leaflet has been created following the health/wellbeing event that is now available to the public containing details of all the stakeholders that attended the event.

PALS (Patient Advice Liaison Service)

The PALS team continue to raise the profile of their service internally and externally with staff, public and third sector stakeholders.

Number of PALS contacts across CTM	
August	311
September	332

Top Three Themes
Communication Issues
Clinical treatment/Assessment
Patient Care

- The team will be presenting to the University of South Wales Students to provide an insight into their role and the types of situations they deal with regarding the above subjects.

Unpaid Carers

Corporate Unpaid Carers Lead continues to foster relationships with various stakeholders internal/external to the Health Board to ensure the voice of the unpaid carers is central to changes and demands in services.

- Supported the development of Falls and Pressure Ulcer leaflets to improve patient awareness and self-management.
- Represented patient and carer voice at the Carers Trust Wales Round Table and Carers in Primary Care Meeting, ensuring carers' needs are embedded in service planning.
- Contributed to workforce development via the Band 7 Development Day, enhancing leadership capacity in community services.
- Coordinated a Champions Meeting to empower staff as advocates for safer care and better patient outcomes

3. Key Risks / Matters for Escalation

The Volunteer Team continue to carry a vacancy and is waiting for the outcome of a review being undertaken by the Health Board. This will impact the ability to support areas across the Health Board, but work is continuing in this area.

During transition from Civica to Promptly, this will result in the two systems running side by side until 30th November to help services transition. Once the Promptly system goes live on the 18th (for SMS) the Value Based Healthcare (VBHC) team will manually push the SMS out to patients through Promptly. This is a massive pull on VBHC resources, but it reduces the risk of disturbing the pathway timeline within the system and doesn't increase digital resources.

4. Assessment

Objectives / Strategy	
Dolen i Nod (au) Strategol BIP CTM /Link to CTMUHB Strategic Goal(s)	Improving Care
	If more than one applies please list below:
Dolen i Feysydd Strategol BIP CTM /Link to CTMUHB Strategic Areas	Living Well
	If more than one applies please list below:
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A Healthier Wales
	If more than one applies please list below:
Dolen i Hwyluswyr Ansawdd (Canllawiau Statudol Dyletswydd Ansawdd (Ilyw.cymru)) / Link to Enablers of Quality (Duty of Quality Statutory Guidance (gov.wales))	Culture and Valuing People
	If more than one applies please list below:
Dolen i Feysydd Ansawdd	Person Centred



(Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / Link to Domains of Quality (Duty of Quality Statutory Guidance (gov.wales))	
	If more than one applies please list below:
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable
	If more than one applies please list below:

Impact Assessment		
Ansawdd Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? / Quality Have you undertaken a Quality Impact Assessment Screening?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below:
Cydraddoldeb a'r Gymraeg Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb a'r Gymraeg? / Equality and Welsh Language Have you undertaken an Equality and Welsh Language Impact Assessment Screening?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome for Equality (delete as appropriate): Outcome for Welsh Language (delete as appropriate): POSITIVE/NEUTRAL NEGATIVE	If no, please include rationale below:
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	
Enw da / Reputational	Yes (Include further detail below)	
	Development of services aligned to communities is crucial ensuring their contribution to ensure their needs are met.	
Effaith Adnoddau (Pobl /Ariannol) / Resource Impact (People / Financial)	There is no direct impact on resources as a result of the activity outlined in this report.	

5. Recommendation

5.1 The Committee are being asked to **NOTE** this report.

6. Next Steps

- 6.1 **Patient Stories** - work to promote patient stories as a feedback mechanism from a community aspect continues. Head of People's Experience is working with the communications team to look at the engagement aspect and event calendar to explore further opportunities in this area.
- 6.2 **Armed Forces/Veterans** – a working group has been established and there is discussion around the areas the group are looking to work towards to improve veteran/armed forces identification in primary care settings.