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South Glamorgan Community Health Council

# Feedback on Mental Health Services in Cardiff & the Vale of Glamorgan

August 2022



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# About the Community Health Councils (CHCs)

CHCs are the independent watchdog of the National Health Service (NHS) within Wales. CHCs encourage and support people to have a voice in the design and delivery of NHS services.

CHCs work with the NHS, inspection and regulatory bodies. CHCs provide an important link between those who plan and deliver NHS services, those who inspect and regulate it and those who use it.

CHCs hear from the public in many different ways. Before the coronavirus pandemic, CHCs regularly visited NHS services to hear from people while they were receiving care and treatment. CHCs also heard from people at local community events, and through community representatives and groups.

Since the coronavirus pandemic, CHCs have focused on engaging with people in different ways.

This includes surveys, apps, videoconferencing and social media to hear from people directly about their views and experiences of NHS services as well as through community groups.

There are 7 CHCs in Wales. Each one represents the “patient and public” voice in a different part of Wales.

# Executive Summary

The CHC recognises that, due to the COVID-19 Pandemic, this may result in an increase in the number of people attempting to access Mental Health Services across Cardiff & Vale of Glamorgan, as well as a possible deterioration in the Mental Health of patients who are already accessing Mental Health Services.

It was agreed by all Community Health Councils in Wales that Mental Health Services was a key theme to look at on a national level. Therefore, the South Glamorgan CHC launched an online feedback form to gain feedback and insight from patients and the public across Cardiff & the Vale of Glamorgan, on their experiences of Mental Health Services.

The CHC received a total of 74 completed English feedback forms so far.

Overall, there is certainly mixed views on Mental Health Services, but unfortunately it tended to go towards negative experiences over positive experiences.

When asked about which service, they would like to share feedback about, the most notable areas reported by respondents were;

## **Child & Adolescent Mental Health Services (CAMHS)**

Many respondents commented on the length of waiting times and how this has impacted on their child and their families.

## **Community Mental Health Teams (CMHT)**

It appeared that more respondents praised services in Cardiff, whilst other respondents reported negative experiences of services in the Vale of Glamorgan. Respondents, whether they

commented positively or negatively, explained how this had impacted on their mental health as a result.

### **General Practices (GP)**

Many respondents commented on the lack of support provided by GPs, where on some occasions individuals had been told that unless they were suicidal they would not be able to help them in the current time. Respondents also commented on the lack of knowledge of mental health within GP's.

### **Hospital wards & Units**

Many respondents described what hospital settings were like, either as a patient or as relative of someone in hospital. Some commented on the lack of care and support provided, whilst others focused on the environment they were in.

### **Crisis Teams**

Whilst some respondents praised the service, other found this service lacked in support and communication, which is of concern given the nature of the service being provided.

As well as specific services, several common themes could also be identified.

### **Lack of service**

Almost all types of services noted in the Report received feedback from respondents where they felt they haven't been given enough help and support, and in some cases, this has resulted in patients seeking private healthcare in order to get the support they need.

## **Communication**

There is a particular concern around the lack of communication from mental health services, especially when they have already accessed the service, have been given a diagnosis, and/or have been discharged from the service. Other examples noted where there is lack of communication include;

- individuals who are made to feel 'like a nuisance'
- patients that had been discharged when the patient could not engage or speak about their problems
- lack of communication between Services

## **Waiting Times**

This was most notable within the CAMHS Service where some respondents were reporting waiting over 3 years to get an appointment, even after individuals have attempted to end their own life or self-harm.

## **Healthcare Staff**

The CHC also received feedback from a number of healthcare professionals either commenting on services on behalf of a family relative, or where they have accessed the Health Boards own mental health support service for staff.

Several recommendations have been identified to help improve Mental Health Services for people.

# Introduction & Background

The Covid-19 pandemic has placed unprecedented restrictions on the whole of society since March 2020. Government imposed lockdowns have meant that our normal way of life had drastically changed. Restrictions on work, movement and social interactions have prevented people from meeting friends, family and colleagues in the manner they are accustomed to under normal circumstances, which has resulted in increased social isolation and has affected the mental health of the majority of people to some degree or another. Now more than ever there is a large awareness of Mental Health, and the need for support networks either through family and friends, or through organisations and charities.

The CHC recognises that this may result in an increase in the number of people attempting to access Mental Health Services across Cardiff & Vale of Glamorgan, as well as a possible deterioration in the Mental Health of patients who are already accessing Mental Health Services.

The South Glamorgan Community Health Council strives to hear from patients and the public across all demographics, communities, and groups within Cardiff and the Vale of Glamorgan.





# What we did

It was agreed by all Community Health Councils in Wales that Mental Health Services was a key theme to look at on a national level. Therefore, the South Glamorgan CHC launched an online feedback form to gain feedback and insight from patients and the public across Cardiff & the Vale of Glamorgan, on their experiences of Mental Health Services.

The feedback form was listed on our website and publicised through our Facebook and Twitter social media channels.

The CHC have been running this feedback form since January 2022 and ended in August 2022. The aim of this Report is to highlight what feedback the CHC has received and some of the themes that have already emerged.

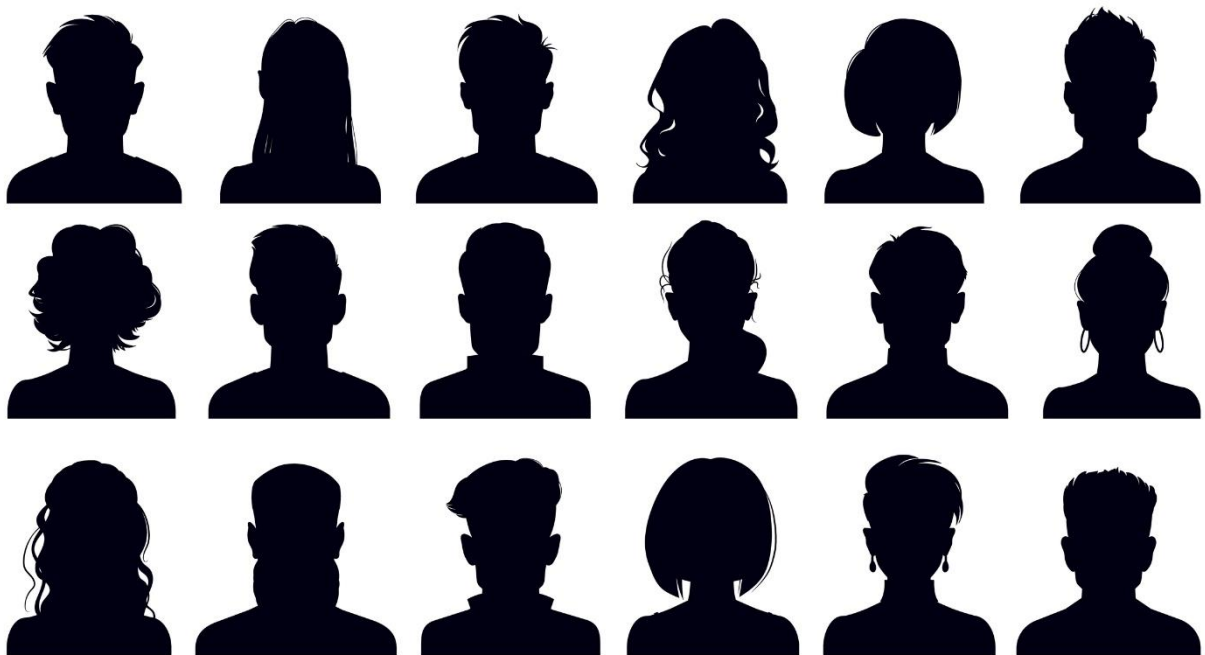
The feedback form asks two simple questions;

- The location/service that the respondent would like to leave feedback about
- The Feedback that the respondent would like to share

# Who we are hearing from

The CHC feedback form is open to patients who had any experience of interacting with Mental Health Services in Cardiff and the Vale of Glamorgan.

The CHC received a total of 74 completed English feedback forms so far.



# What we heard

***[Please be aware that some of the experiences shared and noted within this Report may be distressing to some readers.]***

Overall, there is certainly mixed views on Mental Health Services, but unfortunately it tended to go towards negative experiences over positive experiences.

When asked about which service, they would like to share feedback about, the most notable areas reported by respondents were;

- Child & Adolescent Mental Health Services (CAMHS)
- Community Mental Health Teams (CMHT)
- General Practices (GP)
- Hospital wards & Units
- Crisis Teams

Due to the number of responses received, it is possible to categorise experiences within each area. Where experiences shared could not be put into any of these service areas, these will be noted at the end of the Report.



### **Child & Adolescent Mental Health Service (CAMHS)**

Within the feedback received, there was only one positive response shared about the CAMHS Service.

We have a doctor at CAMHS who has worked with our adopted daughter for over 5 years. She recently assisted us with a high school transition meeting and goes above and beyond to support us.

The rest of the responses highlighted negative experiences of the service.

Our 11-year-old daughter became suicidal, and we were incredibly concerned. She had active and intrusive black thoughts and had tried to grab knives to kill herself. This meant myself and my wife both who are clinicians in the NHS had to take time off work to manage this. Our GP advocated for her to be seen (he was excellent and devoted to supporting us). After many, many calls and tears and frustration from us she was finally offered a telephone call to us. This contact felt to be set up to be brief and just to complete a risk assessment that put the risk of self-harm over to us to manage as parents and avoid CAMHS being liable for any risk. We were desperate so pleaded for her to be seen by someone that could possibly help. We have other children and the whole household was in crisis due to this. She stopped attending school. We were seen as a crisis appointment eventually, but this felt would have an agenda of being seen once only and only being offered as a favour! We were told she would be a good candidate for CBT and she would be placed on a list to be seen for this therapy. As the situation was desperate and she was not attending school we felt this to be urgently needed. At the end of the appointment, they confirmed they would not see her again. The crisis appointment was in October, and we have had no contact from anyone since. No questions of how she is? what's happened? has she killed herself? confirmation she is on list and an idea of how long? NOTHING. We are in the fortunate position to be able to afford and have the clinical skills to know what to ask for and have sought our own private consultations and therapy. Not that anyone in NHS Mental health services knows that...People say mental health is a Cinderella Service. It's not even that. So many who are not as educated, well off or informed must be desperate at home in critical positions.

The time to see someone is ridiculous even before covid. I've been waiting 3 years for an appointment and have received a letter saying 24 month wait. All you hear is how much mental health there is out there but when you really need it, there's none.

Very poor service. The waiting times are ridiculous. My daughter attempted suicide in April 2019. To this day (March 2022) she is still on a waiting list to be neurologically assessed. If I hadn't made sacrifices to pay for private counselling I hate to think where we'd be today.

"Re CAHMS, awful experience. Slow to respond. Once response had, the 'professional' doctor tried a measly twice to discuss issues with my daughter, but she's so traumatised from it, she can't speak or attend. He discharged her for non-engagement. Surely it is up to the professional to engage the patient. If I had a physical medical issue, they would try their darndest to get to the bottom of it even if I were 'out of it' with pain etc, so why not with mental health???"

Awful. Most stressful time and waiting 3 and a half years for an appointment hasn't helped (still waiting) Filled the same forms out over and over. Even before covid it was a nightmare getting an appointment. There's nowhere else to go so have to get wait for appointment.

The dr we saw was nice, but they couldn't wait to diagnose my son with Tourette's at the first appointment with that dr and discharge him with no further appointments. There is no ongoing therapy, appts or support for kids with Tourette's in Cardiff or Wales.

### Crisis Team

Although there was one positive experience shared, the remaining experiences of this service was negative.

The specialist I spoke to was helpful and able to make useful suggestions.



I feel that we've really been let down by both services. My son attempted suicide twice within a 2 week period. He discharged himself from the crisis team but I do not believe he was in the right frame of mind to be allowed to do so. No continuation of care, he was discharged from a&e after receiving treatment but was left with no medication and this is still the case. The responsibility has been left to me to organise and no one returns my calls. This is both deeply stressful on us both and also, in my mind, irresponsible and a risk to his safety.

## Community Mental Health Teams (CMHT)

“CMHTs provide care for working age adults (18-65 years) who have moderate to severe, unstable mental health problems.”

There is a CMHT's located in Cardiff, and another located in the Vale of Glamorgan.

When looking at the responses received about CMHT's it appears that almost all the positive experiences shared were about the CMHT in Pentwyn, Cardiff.

Amazing Team. Always on hand to help and support

That my CPN has been brilliant but I have been waiting over 2 years for OT support

Being referred to Ty Canna was invaluable and services like this should be expanded to be able to support more people suffering with their mental health in the community.

Since being referred to Pentwyn mental Health centre in 2019 I have had a range of experiences over the years. Once I built a relationship up with the staff at Pentwyn, I found it easier to become more open as I felt like they really took the time to understand me and my difficulties and most of all listen.

I have been going through the worse time of my life last year through to this year and without Pentwyn and the north crisis team I would not be alive today. They have given me the time, support, courage and hope needed to get me through and for that I will forever be thankful



Whilst the majority of the negative experiences were about the CMHT's in the Vale of Glamorgan, as well as some specific areas of Cardiff.

Firstly, I'd like to say how supportive a lot of people within the service have been including my CPN. However, it is so obvious that they are completely overwhelmed and understaffed. I was discharged on Monday, even after begging for more help. My CPN told me she has 40 patients, so it appears to be a case of 'who can we discharge next'. I wasn't ready, and I'm not better at all.

I've had no choice but to seek out private therapy which is leading to me being in a lot of debt, but I genuinely have no choice. It scares me a lot, that they continue to discharge vulnerable individuals with no help (or, with the offer of primary services which I have done every course and every counselling). I feel as though my needs have not been met at all, and to be honest I think a lot of the failings are due to managers and the psychiatrists. I've had two good psychiatrists before, however the one I've had for the past few months just had his heart set on discharging me with no care to what I said or how much I said I was struggling. I've written a really long letter that I sent to them in October, which was over 2 pages long, stating how I believe the service could help me further. However, it was all 'no sorry' 'no you don't meet the threshold'. I just wish that the staff would listen and take on board what I had to say. I've struggled for over ten years and only the past two years I was taken seriously. But even then, I've had very little beneficial support. Every week without fail I'm seeing a loss of life from somebody with my condition after failings from the NHS, and I see the same happening to me in the near future. Seems to be no way out sadly. Not sure what can be done about this as apparently, it's all to do with 'funding' or so I've been told. But surely this number of rising deaths should be a cause for concern?

Excellent support from psychiatrists. Mental Health nurses not very proactive

Since Hafan Dawel in Penarth closed and merged with the two other CMHTs in the Vale of Glamorgan in 2018, support available from the community mental health service in the VoG has deteriorated dramatically. My mental health has been severely impacted by the Covid-19 pandemic, as I am immune-suppressed due to treatment for an autoimmune condition, this has meant I've had to shield to avoid catching Covid for 28 months, and this has caused already existing depression and anxiety to severely worsen. Yet I have been offered no support from the Vale LMHT, apart from 3 - 4 monthly appointments with a psychiatrist, lasting 20 - 30 minutes, and an anti-depressant. I have asked many times to be referred to a psychologist for talking therapy yet have been denied a referral with no explanation given. I cannot work, and I am now very depressed and rarely leave my home, and I never go into any indoor public places. I also have a long-standing eating disorder that has been worsened by the Covid pandemic. When asking for support with this, again I was refused a referral and assessment.

Useless. Make you feel worthless and dismiss any thoughts and feelings. Impossible to get hold of and patient is blamed when things go wrong. I got in quickly after an emergency referral and I was hopeful but after a few weeks I was just a number to discharge asap. I left myself and now just stay in bed all day. Left education as I couldn't focus.

## Hospital Ward and/or Units



Praise was given to the Eating Disorder Specialist Outpatient Treatment Service.

Whilst it has taken 7 years to be taken seriously enough to be told I can get help because my BMI was wrong for the other ED service and the MH team at my GP service failed to remember this service was available.

The EDSOT support and treatment is like gold dust. Wholeheartedly feel like [name removed] saved my life and helped me realise I was worth living for. It's a really special clinic and I wish I could have been seen so many years ago instead of struggling.

I've tried CBT so much in the past but the way it's utilised alongside psychotherapy is so powerful. Having the treatment via video during a pandemic was actually a really inclusive way for things to be done and it felt like this was the only department not turning away people due to covid

I do wish there could be some kind of drop-in support clinics or something to check in with the specialists because I have had setbacks since being discharged however not necessarily severe enough for me to need to be back under treatment.

A positive experience was also shared about Hafan-y-Coed, University Hospital Llandough.

The experience I am going to share is not that of a professional but that of a desperately concerned relative. In November 2020, mid Covid crisis, the staff on duty that day did a thorough, competent and compassionate mental health assessment on my relative, correctly recommending his admission to services. Due to his active severe psychosis, subsequently diagnosed as paranoid schizophrenia, he had moved away from his family to escape his delusions and had been assessed in the preceding weeks by both Caerphilly and Newport teams who had failed to make a proper assessment, recognise the severity of his illness and make any reasonable plan for him. I therefore had to take him to my home to safeguard him, necessitating both myself and my husband taking time from work. When I was informed that he was to be admitted I was genuinely gobsmacked that there was any help out there for us. He was subsequently repatriated to his local team with a good outcome. I can't thank you enough.

However not everyone has had the same experience of receiving treatment at a hospital setting.

You [the NHS] are a disgrace. My father's slippers, radio, dressing gown, glasses were stolen due to lack of supervision on your wards. My father was made to feel like he was set up to FAIL. He was due ECT therapy and when the anthesis arrived he told my dad he was too obese to have the treatment. I removed my father from your wards and none of your staff even noticed. My mum and I battled with him and his mental health problems for 3 years with no support in the community. His so-called mental health nurse in the community for North Cardiff was also a disgrace to the NHS

Staff were amazing, understanding and helpful. My criticism is that higher management were less understanding, unwilling to take risk when necessary. For example, when patient was very depressed and suicidal, they would not facilitate them seeing family at times.

We never get contacted or feedback regarding our son. He gets admitted and/or discharged and we aren't notified.

Traumatic, added trauma on top of trauma. Agency staff who were lovely, but they didn't know us as patients. I now know there was no option but for me to be in hospital as I was having a sudden onset acute psychosis but having to deal with that on top of being locked away in an environment which isn't healthy or holistic it has added to my distress. There were no activities or groups I could attend and no talking therapies at all have ever been offered whilst in hospital and in the community

Shocking standard of care. Shower area pooling of water, poor drainage, floors filthy food & filth not cleaned up for days, toilets also filthy, furniture in state of disrepair, no light in toilets, no working buzzer no bedside light. Walls also filthy with food & tea/coffee stains & blood dried in blood stains. Filthy cot sides & lockers, notices on boards & walls that are not laminated which is breach of infection control. Bins overfilled & smelling due to used continence products being in there sometimes a day or so that's not acceptable under any circumstances. Recliner bedside armchair wheels not working, recliner not working & covering worn off arms & seat itself. Absolutely no padding more than 20mins sitting on the equivalent of boards becomes uncomfortable. If you want patients up & out of bed to aid recovery & reduce complications of being in bed for extended periods they should have arm chairs that are comfortable. The said ward has not improved since previous inspection still same issues. The standard of care is ok it's the repair that's shocking

### General Practices (GP's)

Local GP's can often be the first main point of contact into getting help about mental health support, therefore it is vital that these services are helping those who need it the best way possible.

Similar to other services, praise was provided.



GP- Excellent help when my daughter needed it for mental health during covid. Can't fault them.

However, the majority of responses were negative.

- *GP - unsupportive, unhelpful. No suggestions of support available.*
- *I don't feel I have had adequate care for my mental health at this surgery. It took me to take an overdose and diagnosis from a friend to get the help I needed. I am now an outpatient at Barry hospital mental health team. The appointments to see a Dr at Barry are sporadic, my Dr and the mental health Dr aren't communicating so not sure if I'm being helped. I haven't been out alone for 2 years haven't had a home for most of this time either. I did give court road surgery a letter of complaint, but the reply basically called me a liar. So, I really don't feel like I'm being helped to be able to be me again. I am just a number.*
- *I waited five days for a phone call. When the phone call finally came, I was told that if I wasn't actively trying to commit suicide that day I couldn't be helped. They offered to put me on a waiting list for what sounded like generic cognitive behaviour therapy. I felt like if I wanted to be taken seriously then I should then in fact harm myself. I am shocked at the lack of support I had especially since that particular day I was desperate for support.*
- *[Name Removed] Surgery in [East Cardiff] is absolutely appalling in the way it treats people with mental health issues.*
- *I have been desperately asking for talking therapy for years due to poor mental health. I am told a referral will be made but nothing ever comes of it. I've been given self-*

*guided mindfulness and links to websites, but I need more than that. I've desperately been trying to get access to someone who can help me for almost 15 years or more, but it has never happened. I haven't even been referred into the CMHS for as long as I can remember. It is incredibly lonely and frightening suffering with poor mental health alone in Cardiff*

- *Little to no knowledge of mental health illness such as anxiety and depression. No help when trying to follow up after starting any medication even with severe side effects. No follow up support or even any support when trying to get help and advice.*
  
- *I have been off work sick suffering with poor mental health for 11 months and am only now starting therapy. I have spoken to the mental health service on 3 or 4 occasions to express my despair. I was told to self-refer to Mind - which I did last autumn, and the MH nurse did on my behalf as well. I've heard nothing from them.*
  
- *It was suggested at a routine Diabetic appointment that I could ask for a MH nurse to ring me if I liked ... I did and was made to feel a real nuisance. The nurse insisted on telling me how full her clinic was having to ring others like me. Saying "Well we've had a little word, I'd better get through the long queue..." I asked when might we speak again and was told "Well when your next in crisis give us a buzz and we'll try n get back to you!"*
  
- *Incredibly poor service, it feels unless you have very mild depression and anxiety, they cannot do anything to accommodate you especially if you've done all the CBT/ courses they offer.*

*Have repeatedly gone in suicidal and in distress in the past. At one point I was told to just jump up and down until the thoughts go. I'm disabled. I was also recommended to try*



*DBT for emotional dysregulation however denied treatment because I was still self-harming at the time and needed to be 3 months free. It took 18 months and by the time I tried the service had folded.*

- *Tried to see the primary mental health team on more than one occasion and always denied access. I feel there is more going on than anxiety and depression and would just like to sit down with a psychiatrist and have my thoughts listened too.*

*I've felt so unsupported with my mental health I now no longer bother because they just think I'm exaggerating I'm sure*

- *Difficulties in changing anti-depressants after long term use. Dealing with Withdrawal symptoms and difficulties in distinguishing them from the efficacy and side effects of the new medication. GP not receptive to this and offered no support.*

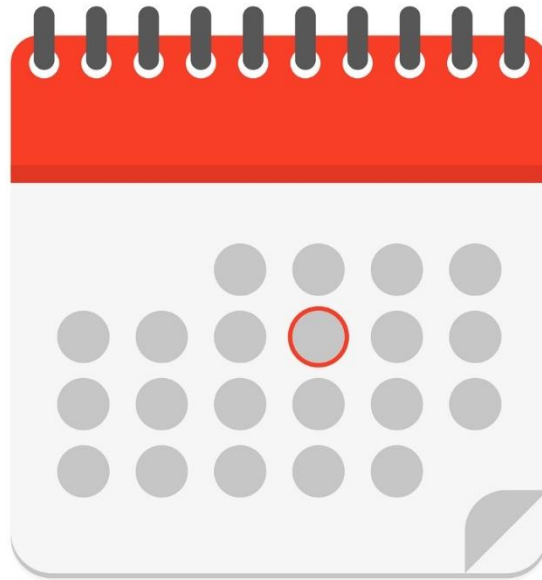
Part of this is due to the difficulty in getting a GP appointment in general.

- *The difficulty in trying to get an appointment, the system we have to use is call at 8am to either try and get a same day appointment or an appointment in two weeks. It's can take up to three weeks of calling daily to get an appointment which in essence is around a 5 week delay (including calling and getting an appointment for 2 weeks time)*

*My GP surgery is in Cardiff West. The e consult system used during Covid was so much easier and so was the walk-in procedure before that.*

- *Need able access face to face appointment again as still over telephone conversation appointment which not helpful*

*person with complexity needs. As the primary health staff talk about what they are doing and not focus on their client.*



# Learning from what we heard

As well as looking at the experiences shared of each Service, several themes can be identified to get an overall view of Mental Health Services in Cardiff & the Vale of Glamorgan.

## Lack of Services

The first main theme to come out of the feedback is the 'lack of' service being provided; whether it's the lack of Mental Health Services in general, lack of support, lack of staff or lack of contact with healthcare professionals. Almost all types of services noted in the Report received feedback from respondents where they felt they haven't been given enough help and support, and in some cases, this has resulted in patients seeking private healthcare in order to get the support they need.

In some instances, respondents have made reference to the fact that some healthcare professionals may not take them seriously until they did something that could potentially harm them. For example, in one of the experiences shared it was mentioned how one daughter actually started to harm herself before anyone would help her.

In some responses, people were understanding of the shortage of staff and emphasised the need to employ more healthcare staff in order to meet the needs of those coming into Mental Health Services and responding in time before anything bad happens to anyone.

On the other hand, the service provide by the CMHT in Pentwyn must be commended as, looking at the responses provided, this is a very positive service. In comparison, several concerns were

raised around the CMHT in the Vale of Glamorgan. It can be suggested that the UHB should look at applying the good Practice from Pentwyn to Vale of Glamorgan.

## Communication

There is a particular concern around the lack of communication from mental health services, especially when they have already accessed the service, have been given a diagnosis, and/or have been discharged from the service. For example, some respondents have not been told when their next appointment is or whether they are even on a waiting list.

Experiences have been shared whereby individuals are made to feel 'like a nuisance' for calling a service and being told that unless they are feeling suicidal not much could be done for them in the immediate time. Furthermore, as well as making them feel like a 'nuisance', some respondents felt they were only seen as a number or a 'tick-boxing exercise' rather than an individual.

Another example of lack of communication is within appointments themselves where experiences shared stated that patients had been discharged when the patient could not engage or speak about their problems. One respondent felt it should be down to the staff and their knowledge to be able to engage with the individual the best way possible.

And it is not just communication between the service and the patient, but also the lack of communication between Services. For example, respondents have explained how there is no communication between their GP and Mental Health Service, therefore not knowing what is going on with their care. This lack of communication would therefore cause added anxiety on top of what they are already feeling.

I've had a lot of experience I could feedback on, but the main feature has been a complete disconnect between each service. I've been bounced between my GP, the CMHT, PMHSS, Crisis Team and non-NHS Services, with each one saying somewhere/one else will be more appropriate. All the while my mental health deteriorates with no consistent help or plan.

### **Waiting Times**

Another big theme to come out of the feedback form is the length of waiting times to actually get an appointment for a service. This was most notable within the CAMHS Service where some respondents were reporting waiting over 3 years to get an appointment, even after individuals have attempted to end their own life or self-harm.

Individuals with mental health problems need solutions in the present moment, but these waiting times make it almost impossible to do so. Some people cannot wait years to be seen, meaning that they could get worse and potentially harm themselves or someone else whilst they wait. By the time they eventually get seen they may already be at crisis point.

### **Healthcare staff**

Interestingly, the CHC also received feedback from a number of healthcare professionals either commenting on services on behalf of a family relative, or where they have accessed the Health Boards own mental health support service for staff. Whilst we are unable to comment on services used by staff, it is particularly interesting to find that staff wanted to complete the feedback also, highlighting the fact that staff require these services just as much as patients do, and have their own views on what mental health services are like.

# Recommendations to the UHB

1. What plans are in place in order to meet the demands of Mental Health Services in Cardiff & the Vale of Glamorgan
2. How will the UHB address issues raised to improve CMHT Services in the Vale of Glamorgan. Consider applying the good practice from CMHT in Pentwyn, Cardiff in the Vale of Glamorgan.
3. Consider ways of improving communication with patients and those waiting to be seen for their first appointment, so that they know where they are in the process
4. What is the Health Board doing to reduce the waiting list for Mental Health Services, particularly the CAMHS Service
5. Develop a process of better communication between mental health services i.e. from GP's through to Hospital settings.



# Thanks

We thank everyone who took the time to share their views and experiences with us about their health and care services and to share their ideas.

We hope the feedback people have taken time to share influences healthcare services to recognise and value what they do well – and take action where they need to as quickly as they can to make things better.

Please note, where we have not identified a particular service within the Report, we have informed the NHS of the details to enable improvements to be considered.

# Feedback

We'd love to hear what you think about this publication, and any suggestions about how we could have improved it, so we can use this to make our future work better.

This report is available in Welsh and English.





## Contact details



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If you write to us in Welsh, we will answer in Welsh. This will not lead to a delay in responding to your correspondence.

We welcome telephone calls in Welsh.

**South Glamorgan Community Health Council**