

# Do you have a story to tell?

Cwm Taf Morgannwg UHB would really like to hear your story about your experience and the health care that you received.



GIG  
CYMRU  
NHS  
WALES

Gwasanaeth Cyswllt Cyngor Cleifion  
Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board  
Patient Advice Liaison Service

**Telling your story can help us understand what works well and how we can improve care and people's experience. We want to hear about your personal experiences, whether positive or negative, so that we can share them with Health Board staff, our Board members, or with communities across Cwm Taf Morgannwg to help us identify ways we can continue to improve our services and share good practice.**



### **Why is it important we hear your story?**

We want to know what matters most to you, in your own words. By listening to your story, we can learn what we did well and what we need to do better.

### **Who can tell their story?**

Any service user or family member/carer who either lives in Cwm Taf Morgannwg or who has received their health care in Cwm Taf Morgannwg.

You can tell your story at any time, and it's a very simple process. We want to collect stories that reflect the broad range of people that use our services which reflect your lived experiences.

### **Will my story impact or affect my care/access to services?**

No, it won't affect your care if you tell us your story. We can share the story without your name or details if you prefer. The story is also kept separately from your hospital records. We do share your story with the team so they can understand from your perspective how their service is being provided and take the opportunity to learn.



## How can I tell my story?

If you consent to share your story, a mutually convenient place and time will be agreed to meet you. A member of staff ( a facilitator) from the People's Experience team will guide and support you to ensure you understand the process and what is expected of you.

We understand sharing your experience can be emotional, both for the person sharing and the people listening to the story. The facilitator will be trained to ensure they have good listening skills to support you.



You can choose how to tell your story. We can record your voice to write your story, we can help you to write your story, we can film you or you may prefer to use art or photographs. We will not share your story with anyone until you are happy with it.

There is the opportunity to attend in person if you wish to relay your story first hand or can remain anonymous if you choose. Identifiable personal details will not be shared with anyone unless any safeguarding issues are raised during the telling of the story. You can discuss this with the member of staff supporting you through this process.

When you have agreed upon the final recording, you will be asked to sign a written consent form to share the story. You will be able to withdraw this consent at any time.

## Where are my stories shared?

You will decide where you are happy to share your story. You can change your mind at any time about where your story is shared by letting us know.

There are a number of meetings these can be discussed at and this will be with your agreement:

- With staff across the organisation to learn from your experience
- With staff from other organisations who were involved in the care provided or who we work closely with.
- As part of meetings such as Trust Board/Quality & Safety (discussions take place here that inform the direction of our Trust, by reviewing how we are doing at the moment and making plans for the future).
- With patients and members of the public through our website, social media and annual report.
- Annual reports
- Patient Information leaflets
- Newsletters

**We will not share anything without your consent.**

## How to get in touch?

If you'd like to tell your story or would like to talk to us first, please get in touch:

- **Bridgend PALS:**  
CTM.BridgendPALS@wales.nhs.uk 01656 754194
- **Merthyr PALS:**  
CTM.MerthyrCynon.PALS@wales.nhs.uk 01685 724468
- **Rhondda PALS:**  
CTM.RhonddaTaffEly.PALS@wales.nhs.uk 01443 443039

