August 2026 Insight & Intelligence

During August 2026, the Health Board's Engagement team visited **7** venues across Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen and spoke to a total of **168** people (**135** Females and **33** Males). The team interacted with people across various settings, including community venues, organised events and at their workplaces via large employers.

What did we hear this month?

- Conversations throughout August demonstrated continued public interest in preventative health initiatives, particularly sepsis awareness, women's health, vaccination programmes and screening services.
- Access to NHS dentistry remains a concern. Many people were unaware of the Dental Access Portal but showed a strong interest in registering once informed. Some individuals reported incurring substantial costs for private dental treatment due to difficulties accessing NHS dental services.
- Feedback regarding GP services was mixed. While concerns were raised about difficulties obtaining appointments and the limited duration of consultations, attendees also shared examples of positive experiences and good practice within individual GP surgeries.
- Increased awareness of alternatives to traditional GP appointments was evident. Positive feedback was received about GP practices routinely directing patients to community pharmacies where appropriate.
- Waiting times continue to be one of the most frequently raised concerns, particularly in relation to Orthopaedic, Cardiology and Audiology services. Some individuals also reported limited communication and updates while awaiting treatment or appointments.
- Frustration was expressed regarding changes to digital healthcare services, particularly the NHS App and repeat prescription processes. It was highlighted that digital systems can present challenges for some users and may create barriers to accessing services.
- Positive feedback was consistently received regarding NHS staff, with many people expressing appreciation for the care, professionalism and support they had experienced.
- Throughout August, the team supported residents by providing information, advice and signposting to a range of services, including Llais, the Patient Advice and Liaison Service (PALS) and Listening to People, helping individuals access appropriate support and guidance for their concerns.








What next?

Over the coming months, the team will continue to share information on:

- **Cancer Screening Services** and **Women's Health support for menstrual health, contraception and menopause services**
- Aslo **Sepsis Awareness, Vaccinations including Flu, RSV and MenB, and Mental health support**

The team will also be engaging with Health Board staff across our hospital sites.

All feedback received is logged and reviewed to identify key themes and trends. We share what we have heard with the teams responsible for those services and with senior leaders. The insights help shape service improvements, planning decisions and policies. We also aim to close the loop by sharing updates with communities so people can see how their feedback has helped influence change. For more information about community engagement please visit our website: **www.abuhb.nhs.wales/about-us/public-engagement-consultation/community-engagement/**