

April 2026 Insight & Intelligence

During April 2026, the Health Board's Engagement team visited **11** venues across Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen and spoke to a total of **360** people (**255** Females and **105** Males). The team interacted with residents across various settings, including community venues and groups, informational talks, and Coleg Gwent Health and Wellbeing Fairs.

What did we hear this month?

- People told us they were confused about how to access the right care. There is a lack of understanding of when to go to a MIU vs Emergency Department, particularly among older populations. Many still believe Grange University Hospital is the only option, with limited awareness of alternatives.
- Experiences of the Common Ailment Service were positive, with individuals reporting that they were able to access appropriate medication quickly through their pharmacy, without needing to book or attend a GP appointment.
- Patients expressed concerns about delays in receiving appointment letters. This issue was especially significant for members of the deaf community, who often cannot rely on telephone communication to follow up queries.
- Younger people at Coleg Gwent Campuses had good awareness of cervical screening importance, but limited understanding of HPV vaccine purpose.
- Several young men at Coleg Gwent campuses were surprised to learn that males can develop breast cancer, with comments such as **"I am really shocked that men can get breast cancer, I didn't know this!"** indicating a need for continued awareness-raising.
- Sun-safety messaging was effective, with young people reporting that they protect themselves by using sunscreen, seeking shade, or wearing hats. They also demonstrated good awareness of the risks associated with skin cancer.
- Reports of excellent care at the Breast Centre in Ysbyty Ystrad Fawr and the Royal Gwent, Grange University and St Woolos Hospitals.



What next?

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

- How Gwent residents can access **Cancer Screening Services** and **Women's Health support for menstrual health, contraception and menopause services**

Focus on Mental Health Awareness will continue through promotion of **Melo** and **111 Option 2**

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/



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