

February 2026 Insight & Intelligence

During February 2026, the Health Board's Engagement team visited **14** venues across Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen and spoke to a total of **178** people (**117** Females and **61** Males). The team interacted with residents across various settings, including community venues and groups, informational talks, and sheltered accommodation complexes.

What did we hear this month?

- Residents are continuing to ask for better access to dental care, particularly the availability of NHS dentists who are taking on new patients. The team signposted many people to the dental helpline .
- Visitors reported long waiting times at The Grange University Hospital's Emergency Department, though many emphasise that staff provide excellent care once they are seen.
- People have repeatedly told us that they are struggling to secure GP appointments across the Health Board area, many of which try for several days.
- Good awareness of bowel cancer screening and interest in the sample screening kits displayed at community engagement sessions.
- Queries about waiting lists were received, expressing concern about how long they are likely to remain on them and the uncertainty this creates for their treatment and overall well-being.
- We continue to receive mixed feedback about the Common Ailment Service; those who have used it often describe it as excellent, while many others tell us they are unaware of what the service is or how it works
- Frustrations were shared regarding the travel time to the Grange University Hospital being too long for those living in Caerphilly borough and Monmouthshire.
- Praise for the Vaccination Centre in Cwmban town centre



What next?

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

- How Gwent residents can access **Cancer Screening Services** and **Women's Health support for menstrual health, contraception and menopause services**
- Promotion of Mental Health Support Services including **111 Option 2** and **Melo**
- **Sepsis Awareness**

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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