

January 2026 Insight & Intelligence

During January 2026, the Health Board's Engagement team visited **15** venues across Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen and spoke to a total of **183** people (**144** Females and **39** 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?

- Many people praised their local pharmacy for support and access to medicines from the Common Ailments Service
- The Vaccination Centre in Cwmbran continues to receive strong praise, with many people highlighting positive and reassuring experiences during their visits.
- Patients expressed ongoing frustration with the difficulty of booking GP appointments by telephone and shared their dismay of the '8am rush'.
- Visitors report long waiting times at The Grange University Hospital's Emergency Department, though many emphasise that staff provide excellent care once they are seen.
- Cataract services continue to receive strong positive feedback, particularly from those who have travelled to Gloucester for their procedures.
- Queries were received for dental services and the team signposted many people to the dental helpline



What next?

- The team will continue to focus on a host of topics to help people stay well for the remainder of the **Winter** months. These include: Flu, COVID-19 and RSV vaccinations information and signposting; keeping well before treatment and surgery; the Gwent Health Guide and the Common Ailments Service
- We 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/