

June 2026 Insight & Intelligence

During June 2026, the Health Board's Engagement team visited **5** venues across Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen and spoke to a total of **80** people (**59** Females and **21** Males). The team interacted with residents across various settings, including community venues and delivering talks to groups.

What did we hear this month?

- Access to primary care is a recurring concern, with some residents reporting difficulties securing GP appointments and frustration with access routes, although positive feedback was also received about responsive GP practices and proactive patient communication.
- Travel and transport continue to impact patient experience, particularly for older people. Residents highlighted challenges travelling to appointments, concerns about services being located further from communities, and difficulties accessing transport support.
- Dental access remains an issue, with many people unaware of the Dental Access Portal and reporting that they do not have an NHS dentist. Information about the portal was widely welcomed.
- Waiting times and delayed treatment are a source of anxiety for some, including concerns about postponed surgery and access to specialist services.
- Positive feedback was received about several NHS services, including community pharmacies, speech and language therapy, vaccination services, sepsis awareness information, GP communication, and life-saving care provided by hospital teams.
- Public awareness and information needs remain high, with residents seeking guidance on urgent care pathways, screening programmes, hearing aid provision, community hospital plans, medication management, and available support services. Engagement sessions provided opportunities to signpost people to relevant services and support.



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**. 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/



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