September 2026 Insight & Intelligence

During September 2026, the Health Board's Engagement team visited **12** venues across Blaenau Gwent, Caerphilly, Monmouthshire, Newport and Torfaen and spoke to a total of **465** people (**271** females and **194** males). The team interacted with people across various settings, including Coleg Gwent Freshers Fairs and at workplaces via large employers.

What did we hear this month?

- This years Coleg Gwent Freshers Fairs provided an excellent opportunity to promote sun safety, the Common Ailment Service, and mental health and wellbeing support amongst many other topics to young people and college staff.
  Key themes included:
  - The Sepsis Awareness campaign had strong interest, with many students learning about the signs and symptoms for the first time as well as sharing stories of their experience of Sepsis.
  - There was mixed awareness of sun safety, with some reluctance to use sunscreen despite understanding its importance.
  - Positive discussions around screening, highlighting the importance of attending appointments and encouraging family and friends to do the same when invited.
  - Smoking cessation and vaping discussions were held, enabling students to be signposted to the Help Me Quit smoking cessation service.
- Queries were raised regarding the eligibility criteria for the MenB vaccination, including how students commencing university can access the vaccine.
- Frustrations regarding NHS dental access continue to be shared. One resident reported having three fillings fall out but felt being uneasy to complain due to concerns about losing access to their NHS dentist.
- Experiences of people having problems obtaining GP appointments were shared with one gentleman saying he found it much easier to do so in England when he lived there. He told us the English NHS App is much better equipped for people to book appointments as his GP practice in Wales does not offer as many appointments via the app.
- Positive feedback was received on the range of information shared during engagement sessions, with residents describing Health Board materials and campaigns as informative, engaging, and easy to understand.



What next?

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

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

The team will also continue to engage 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/**