



Eich llais mewn iechyd | Your voice in health  
a gofal cymdeithasol | and social care

**We've had a very busy and successful engagement campaign that launched in April 2023.**

**We have spoken to over **470** people at various engagement events we held across Gwent.**

**We have also given out volunteer packs to interested members of the public as well as advocacy literature for people looking for support to raise concerns.**



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**RHOWCH EICH BARN CHI.  
HAVE YOUR SAY.**



Since April 2023

we attended these  
engagement events

Usk Show

Cwmbran's Big Event

Monmouth Raft Race

Caerphilly Pride

VivaFest

Pontypool in the  
Park

Newport Carer's Event

Brynmawr Volunteer Event





## Staff Outreach Week

Each quarter our staff are attending a library in each of the boroughs in Gwent to engage with the public about what Llais is about and what we can do for them!

In August we attended the following libraries:

*Rogerstone Library*

*Brynmawr Library*

*Newbridge Library*

*Chepstow Library*

*Cwmbran Library*

We spoke to over 30 people  
gaining vital public feedback!

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# People gave us the following feedback:

*“Emergency care in Gwent need improving with more capacity of acute care and better/closer A&E.”*

*“More access to social services for over 18 year olds”*

*“Great staff doing the best they can on the limited support they get”*

*“Private homes are more interested in profit than care”*

*“GP surgery to open more hours eg later and weekends”*

*“Waiting times in A&E really need improving and response times after test results need improving and shouldn't have to be chased”*

*“The gaps in stepdown care by lack of investment in this sector is being filled by voluntary carers - friends and family who largely remains under supported. The system is broken”*

*“Since an Alzheimer's diagnosis my mother has received excellent care from the inhouse team at care home. The district nurse has recently attended and is sorting out incontinence pants”*

*“Better CAHMS services for teenagers”*

*“More access to adult neurodiversity services i.e. autism and ADHD assessments. I'm facing a multi year wait after already going years with no service available at all”*

*“Better pay for carers”*

*“Faster, more local services and a better community infrastructure”*

*“Social home staff need better training”*

*“Make it easier for the elderly to access services - too much bureaucracy”*

*“All praises for my recent stay at the grange hospital Cardiac ward. Well done nhs. Looked after on nhs.”*

*“Social home staff need better training”*

***“We had excellent support from our social worker”***

***“Poor service trying to get mental health help for my teenage daughter.”***

***“Bed blocking should be dealt with. Happy NHS/Social care being matched together”***

***“Accessibility of hospitals. The Gwent in particular is a nightmare and stressful to find spaces”***

***“Diagnosis for adults with ADHD, dyslexia, dyspraxia and visual stress etc ne to be provided and available on NHS”***

***“Private homes are more interested in profit than care”***

***“Could do with more funding. Staff excellent and amazing through pandemic and looked after me. Waiting list for orthopaedics long.”***

***“I lived in Newport for 7 years still cant find a dentists on nhs with any spaces available“***

***“More consideration of communications between England and Wales where people are on the border“***

***“Waiting lists are dreadful - get it sorted”***

***“Clinical Futures - lied to. Opa's in RGH 50 mile round trip. No/limited parking”***

***“Single point of contact for hospital”***

***“More doctors in the Grange A&E”***

***“Under educated social workers with no experience on life time skills”***

***“Hospital access from Caerphilly. Foot care/podiatry needs to be in Caerphilly.”***



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