



GROWING OUR COMMUNITY VOICE

Llais Gwent 2024–25



OVERVIEW...

Llais is the national, independent body set up by the Welsh Government to give the people of Wales a stronger voice in their health and social care services.

OUR 3 MAIN ROLES:

- ① To engage with and listen to you about your experiences of health and social care. You might see us out in the community, at events, in drop-ins. We try to meet you in the places that matter, to give you a chance to have your say.
- ② To represent your views to decision makers in health and social care. By law, they now must let us know what they plan to do with your feedback. If they can't act on it, they need to tell us why.
- ③ To provide a complaints advocacy service in every area of Wales for complaints about health and social care.

GWENT PRIORITIES FOR 2024-25

- Community Services (health and social services)
- Mental Health Services
- Getting care quickly when you need it



OUR REACH

Advocacy

513

people supported by our Complaints Advocacy Service

Engagement

2100

people engaged with for their views on health and social care in Gwent

Representations

104

representations made to NHS bodies and Local Authorities, making sure people's feedback is used by decision makers to shape services

Service Change

30

Service Changes in relation to Health and Social Care Services were shared with Llais



COMMUNITY SERVICES

We have conducted various research and engagement activities to understand the availability of community services, and the experiences of people and communities accessing them.

Older People

Llais and Access conducted research to assess the integration of health and social care support within community services for older people (65+) in Gwent, and how these services focus on prevention.

The aim was to identify areas of good practice as well as service gaps, to inform improvements in integrating health and social care services for older people in Gwent. Key areas of focus include:

- 1) Communication and information
- 2) Community Support
- 3) Transport
- 4) Health Services
- 5) Housing

Summary of key challenges:

- Digital exclusion of older adults (75+) and dispersed information
- Challenges in accessing community support
- Issues with accessible transport
- Gaps in health services filled by third parties
- Lack of housing support and limited availability
- Lack of integration across Local Councils leading to fragmented provision across the region

This intelligence was shared with Gwent Regional Partnership Board.





Access to General Practices

In February 2025, Llais made a number of representations and conducted a series of on-site engagements at various GP Practices across Gwent, to gather feedback from the community regarding their experiences with accessing services

This initiative was driven by concerns raised by people and communities about access to GP services towards the end of 2024. Of particular concern were issues reported to us relating to practices managed by the GP Partnership of Dr Ahmed and Dr Allinson, and E-Harley Street Primary Care Solutions – a management company set up by the GP partners with responsibility for the administration of their practices.

So what?

Using people's voices, we collated the information received and made representations to the Primary Care Team about self-check-in machines, access to appointments and the NHS App.

You can read our full report and response from Aneurin Bevan University Health Board, [here](#)

- Pontypool Medical Centre (Main Surgery)
- Pontypool Medical Centre (New Inn)
- Pontypool Medical Centre (Goytre Surgery)
- Bevan Health & Wellebeing Centre (Tredegar Medical Practice)
- Blaenavon Medical Practice
- Lliswerry Medical Centre
- Rhymney Integrated Health & Social Care Centre (Meddygfa Cwm Rhymni Practice)
- Meddygfa Gelligaer Surgery
- Bryntirion Surgery
- Markham Medical Centre



GETTING CARE QUICKLY WHEN YOU NEED IT

Enough waiting: Llais wants urgent action on emergency care in Wales



During the past year, Llais has been hearing a lot about the challenges people face when needing emergency healthcare in Wales.

Over 5 weeks starting in late September 2024, our teams visited 42 hospitals across Wales, including Minor Injury Units, Medical Assessment Units and Emergency Departments, to gather people's experiences. We also conducted an online survey and focus groups. In total, we heard from over 700 people about their emergency health care experiences.

We have submitted our [position statement](#) and [full report](#) to health boards across Wales for response to representations including future service improvements.

MENTAL HEALTH SERVICES



The people and community voices of Gwent, alongside a “whole person, whole system” approach, highlighted Mental Health Services to be of a significant concern in Gwent and across Wales. Children and Young People’s access to mental health support drove the need for improvement which was highlighted in the joint report by the health, care and education inspectorates in Wales.

Llais want to ensure every voice is heard and valued, so made Mental Health a priority of focus in Gwent for 2024-25.

We carried out a mix of formal and informal engagement to capture voices of staff working within the field, people and communities:

- Mental Health Survey
- On-site engagement at inpatient mental health wards
- Transformation of the Community Mental Health Duty Desk with Health and Social Care
- Insights from our Complaints Advocacy Service
- Co-production with Aneurin Bevan University Health Board of the vision statement for mental health and learning disabilities strategy
- Llais early conversations and involvement with the Local Recovery College

You can read the full report [here](#)



LOOKING FORWARD...

As we conclude this year, we reflect on the invaluable insights and deeper understanding we have gathered from people and communities regarding health and social care services across Gwent.

We're here to make sure your views and experiences are used by decision-makers to plan and deliver better health and social care services.

We are driven to enhance and improve future services with people voices at the heart, ensuring that people and communities needs are met with compassion and effectiveness.



ACCESSIBLE FORMATS

This report is also available in Welsh.

If you would like this publication in an alternative format and/or language, please contact us.

You can download it from our website or ask for a copy by contacting our office.

Feedback

We'd love to hear what you think about this publication, and any suggestions about how we could improve it, so we can use this to make our future work better.

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