



LLAIS CARDIFF & VALE ENGAGEMENT REPORT

Engaging with people who live in Llantwit
Major

February 2026

Introduction

Between Monday 19th to Friday 30th January 2026, Llais engaged with people who live in Llantwit Major to gather their views and experiences of accessing local health and social care services in the area. Llais took part in a range of activities, including visits to GP Practices and attending community groups, to maintain a local presence and giving residents different ways to engage with us.

This report summarises what we learned, how services responded, and the positive changes that followed.

What we heard

Service provision

- Residents and local Councillors supported the idea of a new health facility for the growing population but noted that the town council's letter to the Health Board received no response.
- Services at Barry hospital, including Barry Out Of Hours and the X-ray department, and specialist services such as Dermatology, Urology and Cardiology received positive feedback.
- Some felt Barry hospital is 'underused' and more services should be put into the hospital to provide care closer to home.
- Some concerns were raised around limited funding and some treatments no longer being available on the NHS, such as Bunion removal.
- Several issues were raised over the cleanliness of University Hospital of Wales, including a report of infection during a relative's hospital stay.

My dad went to UHL for scheduled knee surgery – he was healthy...He was transferred to UHW where he was moved all over the hospital. During this time, he caught sepsis, covid and flu. He later died in intensive care. He was healthy and his death could have been prevented, had he gone to the Princess of Wales or went private. The cleanliness of UHW is terrible.

GP Practices

Llantwit Major & Coastal Vale Medical Practice:

- Most people we spoke to praise the Practice, particularly for the ability of getting a same day appointment, pre-bookable appointments and booking appointments in person.
- People did express frustration in having to call at 8am but were understanding that this cannot be helped.
- Individual concerns were raised around care received, particularly around communication and support following a diagnosis.

Western Vale Medical Practice:

- Whilst most patients praised the care received, one individual did express concerns around the attitude of some staff.
- Whilst patients are given the option to get an appointment at the other Practice sites, such as Cowbridge, some said they find it difficult to travel there.

NHS Dentist

- Concerns were raised about the quality of denture fittings, including frustration that denture issues are not treated as emergencies, which some felt had a negative impact on their wellbeing.
- Some individuals without an NHS dentist were not aware of the centralised waiting list.
- Adults and young people expressed concern around the cost of dental care being too expensive for people to afford.

Travel to care

- People have expressed struggles in travelling outside Llantwit Major for GP appointments, particularly if they do not have a car or access to reliable public transport.
- A concern was raised about long ambulance waiting times to reach the area, even in a serious incident.
- A concern was raised around parking at the University Hospital of Wales, particularly when the Park and Ride service ends.

- Some individuals said they prefer to travel to the Princess of Wales in Bridgend, as it is easier and quicker for them to reach.

Communication

- Adults and young people highlighted the importance of clear, accessible communication.
- People said it was difficult to reach their required service by phone as calls often went to an unmonitored voicemail and no alternative contact method was available. The Cardiology department was given as an example.
- Welsh-speaking patients raised concerns about the accuracy and quality of Welsh-language signage at University Hospital of Wales.

Mental health services

- People felt that mental health support is 'non-existent' and requires more funding.
- Young people said mental health services, including Children and Adolescent Mental Health Services [CAMHS], need to be improved.

Waiting times

- While some people reported timely appointments, others experienced long waits for services such as dental care, paediatrics, and surgery.
- Young people felt that waiting times need improvement.

Representations made

We shared these findings with Cardiff & Vale University Health Board, and Vale Local Authority, and asked for responses on:


- The opportunity to expand local services, including the potential development of a new health facility in Llantwit Major and increased services at Barry Hospital.
- Expanding the knowledge and information available around the Centralised Waiting List for NHS dental care.
- Assurances regarding hospital cleanliness.
- Challenges people face when travelling to access care.
- Communication methods, including the accuracy of Welsh-language signage

Impact and Change

Our work with the community helped bring about positive changes.

Cardiff and Vale University Health Board:

1. It was clarified the Health Board's 2019 plan to develop Wellbeing Hubs and Centres has been heavily delayed due to national capital funding constraints. The Western Vale Cluster Hub, originally in phase 3, never progressed beyond an early, high-level site search. While a former school site was suggested locally, the Health Board emphasised that a full options appraisal would be required. If the Western Vale Hub becomes a regional priority, a comprehensive appraisal will determine the most suitable site, including the former school site suggested.
2. The Health Board shared information that outlines the current charges and the exemptions available for free dental care - [NHS dental charges and exemptions | GOV.WALES](#). Information and posters have been sent to all dental practices in Cardiff and Vale and promoted through the Health Board's social media platforms. Individuals can also contact the Health Board on 02920 747747 if they cannot apply online.
3. The Health Board places a strong emphasis on hospital cleanliness, supported by a robust system of environmental audits carried out by housekeeping teams, nursing staff, and the Infection Prevention & Control (IP&C) team.
4. The Health Board noted they have strong processes to quickly identify infectious risks and ensure patients are placed safely to prevent transmission. This includes Clinical Risk Assessment and a Safe to Move (S2M) tool.
5. The concerns raised by Llais regarding travel difficulties are acknowledged and the Health Board will continue to inform ongoing service planning and engagement with local partners.
6. In January 2026, the Health Board met with Cardiff Council who confirmed the importance of maintaining a suitable Park and Ride for the hospital site, and they advised that they are actively progressing on an alternative option. Cardiff Council also indicated that the current Park and Ride site would remain open for at least 12 months, with a replacement expected to be in place before any closure.
7. The organisation recognises the ongoing challenges associated with accessibility to some services. The underlying issues have been identified as being linked to staffing pressures. The Patient Experience Team has undertaken actions on how the Health Board supports patients' communication needs. This includes requiring all correspondence to include multiple contact options, progressing the rollout of a Video Relay Service for



British Sign Language users, and updating staff guidance on interpretation and translation services through enhanced resources, training materials and practical support.

8. The Health Board has introduced a staff-facing reporting tool launched in February 2026 to help colleagues quickly highlight any incorrect, missing, or poor-quality Welsh-language signage across their sites.

Welsh Ambulance Service Trust:

9. The Trust recognised concerns that were raised, especially in a locality which is considered an isolated area. A new ambulance performance management framework was introduced by Welsh Government in July 2025, which includes a new “purple” category for the most immediately life-threatening calls, with the red category now described as “emergency”.

To view the full response received from these organisations, please contact the local Llais office.

Next steps

Share findings

We will share this report with key stakeholders and people within Cardiff and the Vale of Glamorgan to highlight the work we have undertaken.

Engagement & Advocacy

We will continue to gather views and experiences around health and care services, through both our engagement and advocacy function.

Staying connected

We encourage people to continue to get involved in future engagement opportunities and welcome feedback year-round through our website and regional team.

To stay connected with us, you can:

- Visit www.llaiswales.org for updates and reports.
- Follow us on social media @llaiscardiffandvale
- Contact your local Llais team at cardiffandvaleenquiries@llaiscymru.org
- Sign up for our newsletter – <https://www.llaiswales.org/insights>

