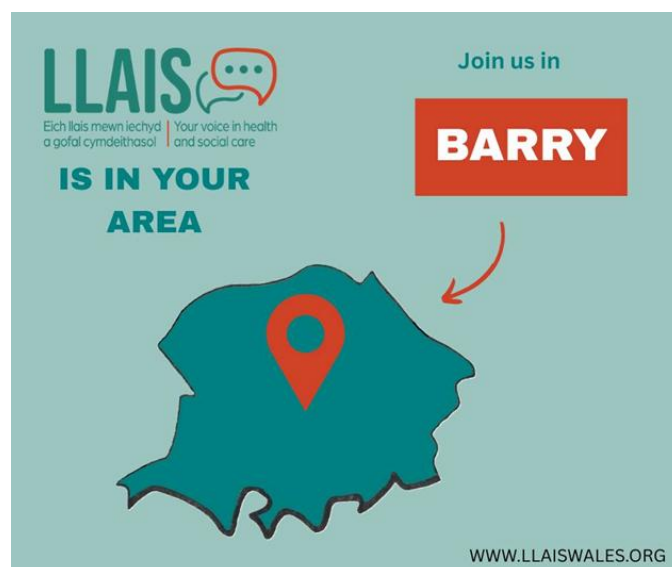


# LLAIS CARDIFF & VALE ENGAGEMENT REPORT

Engaging with people who live in Barry.

August 2025



## Introduction

During the summer (2025) Llais engaged with people who live in Barry to gather the views and experiences of people accessing local health and social care services. Llais took part in a range of activities, maintaining a local presence and giving residents different ways to engage with us. We used Llais' four lenses, which are; children and young people, deprivation, data quality, and ethnicity to plan and deliver all activities.

- Attended community spaces, local support groups and large local events.
- Visited GP practices, care homes, and day services.
- We shared an online feedback form on social media to gather views from people who couldn't meet us in person.

This report will highlight what we heard, the responses we received from services, and how our engagement led to positive change.

## What we heard

### Access to Primary Care (GP Practices)

- Access to GP services was mixed and often depended on the practice a person was registered with. Many facing difficulties due to long phone queues and "early morning rush" e.g. 8am and limited surgeries same-day appointments offering
- Court Road Surgery received the highest praise for its service and patient-centred staff.
- Praise for the Audiology drop-in service at West Quay Medical Centre.
- Mixed feedback for Waterfront Medical Centre; praise for services provided. Concerns regarding same-day appointments, being able to see a GP instead of other professionals, and staff attitude.

"I tried calling 50+ times in one morning."

- Individuals reflected on past experiences when they could walk into their GP surgery to book an appointment. In some cases, they still do this hoping to be seen for a repeat prescription.

- Young people welcomed the use of digital services, some elderly or vulnerable individuals “feel excluded” from digital services.
- Strong desire for in-person appointments over telephone consultations, especially when discussing complex or personal issues, or due to poor signal within the area.

“Signal around the area isn’t great, so if I have a telephone appointment, I have to stay home all day for a phone call, which I eventually get at 6.30pm, when all the pharmacies are closed.”

- Continuity of care by seeing the same GP, but often see different clinicians or health care professionals, which led to frustration.

### Prescription and pharmacy services

- Concerns regarding repeat prescriptions, electronic prescribing systems, and communication between GPs, care homes, and pharmacies. Including pharmacies being unable to deliver prescriptions, and scripts not being ready for collection by care home staff or patients.

“Repeat scripts are on a monthly 'rollover' and it is difficult to obtain prescriptions for new residents. Pharmacies do not deliver anymore; staff have to collect and sometimes the script is not there.”

### Dental care access

- People are waiting 2–2.5 years for NHS dental registration or appointments.
- Registered patients reported positive experiences, but there are concerns about proposed Welsh Government changes to NHS dental services.

### Hospital care

- Barry Hospital was praised for care and speed it’s delivered at.
- Cardiology department at University Hospital Wales was praised for care provided.
- Negative experiences shared regarding poor communication and disorganisation within University Hospital Wales, and while medical care was

good, it was felt that general care and attention is lacking.

### Communication and attitudes of healthcare staff

- Patients expect staff to be respectful, empathetic, and provide person-centred care, although this is not always the experience received.
- Privacy concerns within GP practices. Medical issues discussed aloud at reception where other patients can overhear.
- Adult autism services using outdated, non-inclusive language, leading to a loss of trust in the system.

### Mental health services

- Delayed follow-ups, lack of continuity, and consequences of insufficient care.
- Greater recognition and care for dyspraxia are needed within health care, rather than placing responsibility on social care and schools.

"If it was a school problem what about those who are not in school or education (ie adults). Conditions can also have a big impact on mental health which is also a health condition."

- Shortage of mental health and trauma practitioners for school-aged children in the NHS and charities to access support.
- Single mothers face discrimination when seeking support for potentially neurodiverse children.

### Social care and carer support

- Praise received for day services as it "gets people out the house," with carers highlighting the benefits as it allows them to "live their life".
- Families feel abandoned by the social care system and burdened by the assumption from health and social care staff to manage the care alone.

"I've done everything for my son, and as that is stated on his record, they say he doesn't need a care worker or social worker."

- Carers are unaware of Carers Champions in their own GP Practices.

- People can't get the support staff they need, or support is poorly matched to individual needs.

"My son has a brain, he wants to go to certain places, but the support worker won't take them as it's too hard for them."

- Families felt disadvantaged if they don't have a support worker to help secure supported accommodation.

### Access barriers due to transport or geography

- Concerns about having to travel to Cardiff for services like A&E and sexual health, especially when too unwell to travel, and felt more services should be available in Barry hospital.
- Travel and transport difficulties were commonly raised, referring to costly (£40–£50) and inaccessible journeys to Cardiff, especially outside working hours with limited public transport options.
- Individuals requiring patient transport [NEPTS] to Cardiff were unable to book this service if their appointment or surgery was after 4.30pm.

"I had to organise transport to get to UHW from Barry as I was told NEPTS don't pick up after 4.30pm – I had to pay £40 which I lost as the surgery didn't go ahead. I still don't know when I will have my operation."

- Suggestion to provide a nighttime bus from Barry to Cardiff for those needing to access emergency services in the evening or overnight.

### Delays in diagnosis and specialist care

- Long waits for autism assessments, dementia diagnoses, dental procedures, eye care, and general surgery.
- Delays in diagnosis and treatment are causing physical, emotional, and financial strain, particularly for those waiting years, and are preventing access to the social care support they need.

## Knowledge gaps around rights and services

- People unaware of their rights within health and social care services, such as mental health, interpreters, care services, and free support letters for social housing.
- Concerns around who qualifies for care, how to access it, and what's free vs chargeable.

"People don't know their rights to free letters for social housing to provide evidence for their health condition. When people call the service up, receptionists are charging them £25."

## Representations made


We shared what we heard with Cardiff & Vale University Health Board, the Welsh Ambulance Service Trust [WAST] and the Vale Local Authority, asking them to respond to some of the themes raised and to show how they have listened to the community. The themes of our Representations included.

### Vale of Glamorgan Local Authority

- Support available for service users and their families awaiting carers assessments.
- Promotion of the role of Carer Champions.
- Social care plans that are tailored to individual need.
- Current shortages in care provision within the Vale of Glamorgan.
- Provision of day services in the long term.
- Processes and measures in place for formal documentation to support applications for social housing.

### Cardiff & Vale University Health Board

- GP appointment access
- Digital inclusion and continuity of care
- Integrated care
- Service access and expansion in Barry
- Patient privacy and support for specific needs
- Mental health and young people

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- Carers and community champions
  - Transport and infrastructure
  - Diagnosis and awareness

### Welsh Ambulance Service Trust [WAST]

- Operating hours of the Non-Emergency Patient Transport Service [NEPTS].

### Impact and change

Our community engagement led to positive outcomes, including supporting an individual at Vision 21 to secure their annual learning disabilities health check.

#### **Local Authority:**

Reassurance was provided that key systems are working well: carers assessments have no delays, Carer Champion roles are already promoted, care plans are regularly audited, current care provision meets demand, day services will continue, and housing applications are supported through information-sharing between services.

#### **Health Board:**

Access to GP appointments has improved, with all practices meeting national standards and a new Urgent Primary Care Centre in Barry increasing same-day capacity. Support remains in place for non-digital users, and a new project will strengthen continuity of care. Communication between GPs, pharmacies and care homes has improved through digital tools, and weekly contact with care homes continues.

Access to wider services is expanding: the dental portal has connected over 2,000 patients with NHS dentists, under-18 sexual health clinics have moved to Barry Hospital, and community pharmacies continue to grow clinical services. Privacy and accessibility are supported through strong governance, inclusive communication, and tailored support for diverse groups. Mental health teams are well staffed, with trauma-informed practice embedded. Carer Champions continue to be promoted in primary care. Work with local transport authorities is ongoing, and diagnostic waiting times are being reduced through a recovery plan.



GP letters for housing remain outside NHS funding and may incur a fee.

## Welsh Ambulance Service Trust – Non-Emergency Transport:

NEPTS clarified operating hours and is working to reduce unmet transport requests within funding limits. They are exploring solutions with national commissioners and seeking more volunteer drivers to increase capacity.

- **Renal Dialysis & Oncology:** 06:00–19:00, Monday–Saturday
- **Outpatients:** 06:00–19:00, Monday–Friday
- **Discharge & Transfers:** 09:00–22:00, seven days a week

To read the full responses to our representations, 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 encourage people to continue to get involved in future engagement opportunities and welcome feedback year-round. The complaints advocacy service is also available should anyone need support through the health and social care complaints process.

## Staying connected

To stay connected with us, you can:

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