



Llais North Wales Engagement Report

Llais Local Denbighshire

January – March 2026



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.

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ABOUT LLAIS



We believe in a healthier Wales where people get the health and social care services they need, in a way that works best for them

We are here to understand your views and experiences of health and social care, and to make sure your feedback is used by decision-makers to shape your services.

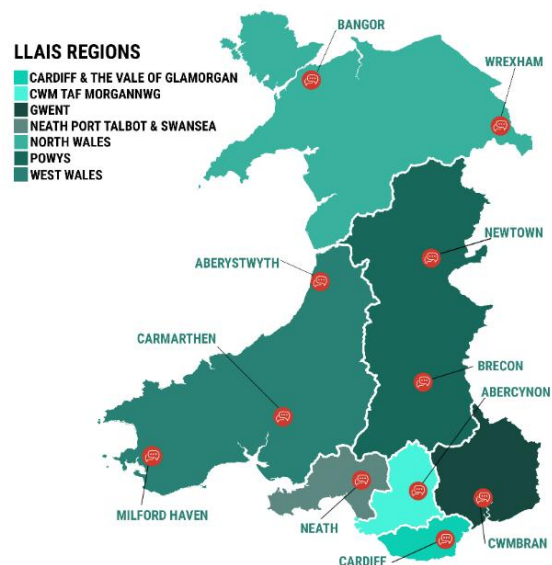
We seek out both good and bad stories so we understand what works well and how services may need to get better. And we look to particularly talk to those whose voices are not often heard.

We also talk to people about their views and experiences by holding events in your local communities or visiting you wherever you're receiving your health or social care service.

We also work with community and interested groups and in line with national initiatives to gather people's views.

And when things go wrong, we support you to make complaints.

There are 7 Llais Regions in Wales. Each one represents the “patient and public” voice in different parts of Wales.



BACKGROUND

As part of our work plan, Llais North Wales undertook to engage with citizens across Denbighshire. We did this work between 01 February and 30 March. Undertaking a Llais Local in Denbighshire would give us the opportunity to gather the views and experiences of health and social care service of the citizens of the county. Some areas in Denbighshire are highly deprived with Rhyl being among the ten most deprived areas in Wales.

We engaged with the citizens of the county of Denbighshire between January and March speaking to around 165 people, about their experiences of local health and social care.

A county wide approach would aid comparisons of the citizen experiences of health and social care across various socio-economic locations.

We wanted to hear local citizens' experiences of accessing health and social care services and to hear how their health and social care needs are met/unmet; to help identify any service inequalities.

WHAT WE DID



We approached various already established community groups in the area to see if we could attend to gather the views of the attendees about their personal experiences of health and social care services. Many of the attendees were service users as well as paid and unpaid carers. The groups we attended are shown below.

Older People's Forum Prestatyn
Craft and Chat Corwen
Older People's Forum St Asaph

Ysbyty Glan Clwyd Main Reception
LGBTQ+ Group, Rhyl
Older People's Forum Denbigh
Ruthin Hospital Main Reception
Older People's Forum Ruthin
Corwen Lunch Club
Denbigh Hospital Main Reception
Royal Alexandra Hospital Rhyl, Outpatients Reception
Farmers Mart Jones Peckover, St Asaph

In total we spoke to 165 people during the engagement events.

GATHERING EXPERIENCES

We didn't want people to fill in lots of tick boxes about the things we might have thought were relevant, instead we wanted to find out what people using the health and social care services in Denbighshire were experiencing during their care, in their own words.



WHAT WE HEARD

As with our previous Llais local events, we heard from people who had had both good and bad experiences of accessing health and social care services. It must be said that most of the feedback we received was regarding people's experiences of health care. Some people we spoke to were satisfied or very satisfied with their care; others were less so.





Some of the thematic feedback is very familiar and very difficult to solve quickly but is the cause of a great deal of frustration for patients as they try to navigate their health and social care needs.

Here are the themes arising from discussions.






- GP access can be difficult at some practices in the county.
- Car parking is a problem at the 3 DGH sites across North Wales, not only at Ysbyty Glan Clwyd, the DGH that serves the county of Denbighshire.
- Better post-procedure information is needed for patients attending ophthalmology appointments, e.g. that they are unable to drive after their procedure.
- Ophthalmology waiting times are lengthy.
- Not enough GPs to cover the area.
- ED long waits and delays in diagnosing.
- Positive experience with Denbigh Social Services
- Issues with PALS not contacting patients when they have raised a concern.
- Long waiting list for gastroenterology services.
- Signage, both internal and external needs to be improved at Hospital sites.
- A sign or poster explaining the meaning of the different scrubs / uniform colours would be useful at Hospitals.
- Trans surgery not offered by BCUHB

Positive vs Negative by Theme

Top POSITIVE themes

Theme	What works well
 Staff professionalism	Nurses, paramedics, district nurses consistently praised
 Community hospitals	Ruthin, Denbigh, MIUs seen as efficient and caring
 Responsive services	NHS 111, paramedic at-home care, IV access service
 Compassionate care	Cancer services, stroke care, end-of-life dignity

Top NEGATIVE themes

Theme	Key issues raised
 Long wait times	ED delays, cancelled appointments, long waits for surgery & diagnostics
 Car parking	Insufficient spaces at YGC, YG, Wrexham Maelor
 GP access	Inability to get through at 8am, shortages of GPs
 Digital access	Exclusion of older people, fear of apps, paperless systems
 Poor signage	Hospitals difficult to navigate

All comments received can be found in [Appendix 1](#)

REPRESENTATIONS RECOMMENDATIONS

As a result of the comments and feedback we have received during the course of the Llais Local in Denbighshire, representations will be made to

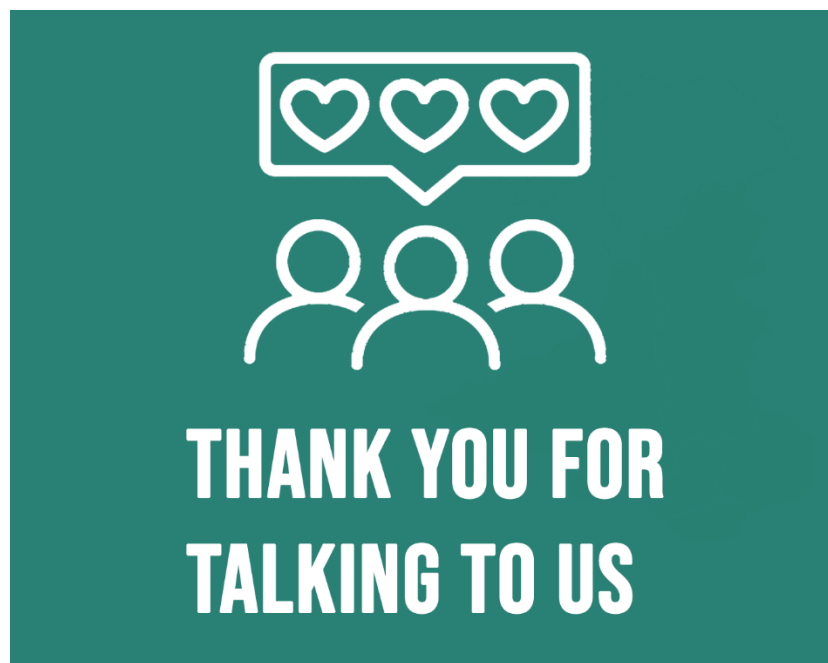
Betsi Cadwaladr University Health Board (BCUHB) and Denbighshire Social Services about some of the feedback we have received.

We will share the responses and actions taken once received with those groups and citizens we engaged with.

THANKS

We thank everyone who took the time to share their views and experiences with us about their health and social care services. We are grateful to the various community groups for allowing us to attend their events. We would also like to thank our volunteers and staff who attended the community groups across Denbighshire to gather the experiences.

We hope the feedback people have taken time to share influences health and social care services to recognise and value what they do well – and to take action where they need to as quickly as they can to make things better.



FEEDBACK

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

LLAIS NORTH WALES CONTACT DETAILS

UNIT 11 CHESTNUT COURT
FFORDD Y PARC
PARC MENAI
BANGOR, LL57 4FH

UNIT 1B A 1D WILKINSON BUSINESS PARK
SOUTH CLYWEDOG ROAD
WREXHAM INDUSTRIAL ESTATE
WREXHAM, LL13 9AE

TELEPHONE: 01248 679284

TELEPHONE: 01978 356178

EMAIL: NORTHWALESENQUIRIES@LLAISCYMRU.ORG

Appendix 1

Location	What we heard	Themes
Clwb Cinio Canolfan Ni Corwen	<ul style="list-style-type: none"> • I hate to think about having to phone the doctor (Corwen Surgery), difficulties getting an appointment. • No NHS dental provision in the area, private dentists charge a lot, too expensive for those on their pension. • Frightened of having to go into hospital. • The Nurse practitioner at Corwen Surgery is very good, takes time with patients. • Council needs to take more care of the elderly in the community. • Car parking in Wrexham Maelor is bad, they need to think about building a multi storey or having a barrier and put QR codes on letters for those with an appointment to open the barrier. Its stressful for those having to attend appointments. • NHS and Local Authorities need to work together. • District nurses are fantastic; I received excellent care from them following a procedure at hospital last year. • I had a fall at home last year, the paramedics attended and they were able to treat me at home as I didn't want to go into hospital. The service was very good. • All those in attendance praised Canolfan Ni in Corwen. They said it made a difference to their lives. • Denbighshire social services really excellent – no issues at all. I have carers coming in 3 times a day. Very helpful. • Gentleman having issue with his blue bin collection, carer going to contact the council. • Corwen pharmacist is very helpful, saves having to make a GP appointment. • Parking at Ysbyty Glan Clwyd is awful. I use Dial a Ride, I pay £21 for the year and then I can use it as many times as I like. So handy when I need to go to Wrexham Maelor, the most they charge you is £20, even if your there all day. • Cerrig Surgery the GP is very good. 	<ul style="list-style-type: none"> • GP access • Car parking at hospitals • Information for patients attending ophthalmology appointments. • Ophthalmology waiting times.

Location	What we heard	Themes
	<ul style="list-style-type: none"> • I pay £100 a week for my carer who comes in twice a day. They only help me with my hygiene needs, shower/bath etc. They don't help with cleaning or making something small to eat for me. • Attended an eye appointment at Colwyn Bay. They didn't mention in the letter that the consultation would involve drops being used and vision would be impaired. Lady had to pay for an escort to take her home. More explanation needed in appointment letter. • All the medical staff at Corwen Family Practice are very good. I can't fault the doctor, so good having continuity when seeing your doctor. • Currently in Llygadog sheltered accommodation following her recent Dementia diagnosis. The accommodation is awful and they don't even have an accommodation manager at present. • Lady has been waiting 2 years for a Glaucoma follow up appointment. • They have open days at the Canolfan where people will come in to take your blood pressure etc, so helpful. • Gentleman mentioned that a new NHS dentist is coming to the Health Centre. 	
Craft and Chat Canolfan Ni Corwen	<ul style="list-style-type: none"> • I only had to wait 4 hours for an ambulance when I was ill, I thought that was very good. • New helpline wrist band is not as good as it was previously. I used to be able to press a button on my wrist band and speak to someone through a speaker in my house, but now it's gone digital, it doesn't work like that. I'm deaf and can't hear when they call through the speaker in the other room. • I have recently been to Ysbyty Maelor when I was poorly, it was very good there. I then went to Ruthin hospital, and they were good there too. • My GP is in Corwen, if I need to see a doctor that day, when I phone at 8am, I can never get through, and they don't do callouts to the house. • My family told me I had to move into supported accommodation due to my dementia, and I am also not allowed to drive anymore. I have to get the bus to Corwen, it's really frustrating me that I can't drive. There is no housing officer at the accommodation, you could die there and no-one would know. I hate it there. 	<ul style="list-style-type: none"> • Canolfan Ni is an important hub for people to socialise, have a warm meal, go on trips and meet people. Some said that they would be lonely without it. • Not enough GPs to cover the area. • New digital help-line wrist band service is not as good as it used to be.

Location	What we heard	Themes
	<ul style="list-style-type: none"> • There are two doctors in Corwen, but they are not full time. It is not enough to cover the area. • I find the receptionists difficult at the Corwen surgery, but the nurse practitioners there are very good. • There is no autism support for my daughter, there's nothing for her (daughter lives in the Midlands). • There aren't really enough GPs. It's Locums at both Corwen and Cerrigydrudion. • I know someone who is 64 years of age with Dementia and had to stop working because of it. I'm really worried for his family, and how they will they cope financially. (suggested the family speak with the Citizens Advice Bureau). • Everyone at the group had positive comments about Canolfan Ni. The venue is their support network, with all the groups and activities that is arranged there. Some said that they would be lonely otherwise, but they enjoy attending to socialise and have a hot meal, there is also a lunch club, cawl a chan, shopping trips, crafts sessions and various trips. 	
Royal Alexandra Hospital, Rhyl	<ul style="list-style-type: none"> • Poor experience of ED at Ysbyty Glan Clwyd, friend with history of lung cancer with persistent cough was taken in by Ambulance. Stats were 54%, there was a delay with ABX treatment, died with sepsis the following day. • Poor experience of ED at Ysbyty Glan Clwyd, family member admitted with gall bladder problems, had to wait a long time in the ED to see a doctor. • Moved to the area 12 years ago, yet to find anything to complain about. Receives mental health care. • Moved to Kinmel Bay GP practice, they are not monitoring my diabetes but moving soon to Ruthin and have heard that the GP there is very good. • Elderly lady had a fall at home. Family took her to Ysbyty Glan Clwyd. Arrived at 7pm and left at 4am. • Elderly lady had a fall at home. Denbigh Social Services have been very pro-active in making adaptations to her home to help her. 	<ul style="list-style-type: none"> • Ysbyty Glan Clwyd ED long waits and delays in diagnosing. • Positive experience with Denbigh Social Services • Staff wellbeing

Location	What we heard	Themes
	<ul style="list-style-type: none"> Porters don't feel supported by their managers. Have had to wait weeks for new uniforms or boots. They don't feel supported in terms of their wellbeing. They have to deal with some upsetting situations in the remit of their work. 	
Ysbyty Glan Clwyd Main Reception	<ul style="list-style-type: none"> Dad is an inpatient after a stroke and he also has dementia. He is supposed to have antibiotics, but a dose was missed. It is recorded on his notes that the IV antibiotics were administered, but I was there the whole time, and the dose was not given. I have contacted PALS about it, but it has been 4 days and haven't heard back from them. The gastro service has gone to shot here; the waiting list is far too long. I am now being sent to the Countess of Chester to be seen. I have waited two years for my treatment; I now rely on using a walking stick – I didn't need a walking stick before. <i>(Llais literature and advocacy leaflet given, patient may get in touch)</i> o IVAS – a new service which is only available in Ysbyty Glan Clwyd, as there is currently no funding available to offer the service in the West and East. Their service: when patients leave hospital, the IVAS staff put in a cannula so that the patient can go home and get their IV at a community hospital, such as Denbigh Hospital. This prevents the need for patients to stay in hospital if they are ready and able to go home. There are issues with PALS. When patients contact them from the ward due to bad experiences before getting to the hospital, PALS don't seem to get back to them. There is a lack of car parking spaces at the hospital. Spoke to an officer from Carers Outreach who is based at the hospital and also visits community hospitals to support patients and carers. <i>Llais literature shared with them.</i> Staff want to share experiences with Llais, but they are worried about sharing those experiences. We gave the Physio staff some Llais stress-balls, they said that their patients would find them useful during their physio treatment. Volunteers are needed by the lift area to direct or take patients to where they need to go (volunteers do this at Liverpool and Manchester hospitals). The directions and signage are not good enough; people were not sure where they needed to go. A 'you are here' type map on the wall would be useful. 	<ul style="list-style-type: none"> Issues with PALS not getting back to patients. Not enough car parking spaces. Issues with gastro service – long waiting lists. Signage needs to be improved, especially at the lift area – patients were no sure where to go. A 'you are here sign' would be useful. A sign or poster explaining the meaning of the different scrubs / uniform colours would be useful.

Location	What we heard	Themes
	<ul style="list-style-type: none"> • A suggestion box would be useful at the hospital for patients, visitors and staff to give feedback and suggestions. • A sign on the wall showing the meaning of the different coloured scrubs / uniform would be useful. 	
Denbighshire Older People's Forum – Prestatyn	<ul style="list-style-type: none"> • There are only two part-time doctors at my GP practice in Prestatyn, it's impossible to get an appointment there. I recently burnt my finger quite badly and when I phoned the GP surgery, they said that they didn't have a free appointment for 6 weeks. • I have had fabulous service at the GP surgery in Denbigh – no problem getting an appointment. • I have no problems getting an appointment in the GP surgery in Abergele. • There are issues at Ty Nant GP surgery, Prestatyn - it's awful there. • Why are there differences in GP availability across the county – if it's good in Abergele and Denbigh, why can't it be good in Prestatyn also? • A friend who is quite elderly fell a few weeks ago, she was on the floor with a cut on her head. The Ambulance couldn't get to her until the following morning, so she was on the floor all night. • You (Llais) should speak with James Davies – he used to be a politician in Prestatyn, and he used to be a doctor – I'm sure he could tell you what the issues are here. • If you need a carer after coming home from hospital, you get 6 weeks for free, and then you must pay. • I've recently undertaken a 'needs assessment' for my mother, who has now needed to move into a nursing home. I wanted to know what finance we could have to help pay for her care. It's been three months since I've done the assessment and am still waiting to hear from the Council social services. In the meantime, my mother is paying for her care, but I'm sure she's entitled to some financial support. • Financial funding for care / nursing homes is a concern – people don't know what support is out there to help them with the costs. 	<ul style="list-style-type: none"> • GP access • Social care funding • Signage at Ysbyty Gwynedd car park needs improving

Location	What we heard	Themes
	<ul style="list-style-type: none"> • My wife had a stomach pain which lasted two days where she couldn't get out of bed. I phoned 111 and they were brilliant. I took her to the ED at YG (I prefer YG to YGC), we were there 2pm Friday and were still sitting in the ED waiting room at 2am on Saturday. Whilst there I was talking to a patient from Barmouth, an elderly lady who had phoned her GP, and told her she needed to go to the ED at YG. She couldn't drive so paid for a taxi to take her to YG from Barmouth and would need to pay for a taxi again to take her home. • I don't blame the staff; I blame the system. There are too many management staff. Where I work (private sector), there is one manager, and the rest are all staff – they have cut out all the middle managers, and they are making huge profits for the company. The NHS need to learn from the private sector about what management staff they really need / or don't need. • Betsi Cadwaladr is far too big, and they really need to open those cottage hospitals – there was no need to close them. This is why people are waiting in ED waiting rooms, if we had cottage hospitals, people would be discharged from hospital quicker into cottage hospitals for recovery, and there would be fewer waiting times in the ED waiting area. • Orthopaedic services are being moved from Abergele to Llandudno, what will happen to the beds at Llandudno Hospital? And what are the plans for the beds (that were for orthopaedic patients) at Abergele? • E-consult is not available everywhere, and not everyone wants to use apps. People have a fear mobile phones and apps; in case they get scammed. • Dial-a-ride can take people to their appointments for a small fee; they are good. • Signage isn't very good at Ysbyty Gwynedd carpark, especially when you park at the furthest car park, it's hard to navigate your way to where you need to go at the hospital. • What happened to Ysbyty Glan Clwyd park and ride, that was brilliant. Why can't they build multi-storey car parks at Ysbyty Gwynedd and Ysbyty Glan Clwyd? Parking is an issue at both the sites. • Holywell MIU is the nearest one to Prestatyn, it's brilliant. I was sent there for an x-ray, and I was seen so quickly. 	

Location	What we heard	Themes
Ruthin Hospital Information Stand	<ul style="list-style-type: none"> • Eye Clinic – really convenient, never have to wait very prompt. Plenty of spaces to park at the hospital. So much better than Ysbyty Glan Clwyd. • Dentist in Ruthin is very good, but expensive. Plan only includes 2 visits and 2 hygiene visits. • Attended Ysbyty Glan Clwyd A&E. Was there all night, hours on a hard chair. All for nothing, sent home in the morning. Heartbreaking experience. • Worse thing they did was get rid of the Cottage Hospitals. • Eye clinic staff are always very nice and professional. • Dentist in Denbigh is very good and around £10 cheaper than Ruthin. • Ysbyty Glan Clwyd parking is awful having to go an hour earlier just to make sure I'm not late to my appointment. • I must agree parking is beyond at Ysbyty Glan Clwyd. I was late for my appointment. I felt awful. • Physio department at Ysbyty Ruthin is very handy and no long waits. • Middle Lane Surgery Denbigh is fabulous. • Doctors' surgery based at the hospital, no problem at all. You phone and are seen promptly. • Ruthin hospital, more clinics are coming. It is a great hub for the community. • Parking at Glan Clwyd is awful. • There are Rats at Ysbyty Glan Clwyd. This is shocking. BCUHB need to get things sorted, it shouldn't be. • My NHS dentist in Rhyl has gone private. Phoned to change the date of her appointment and was questioned why she wanted to cancel several times, just for a date change! • Poor signage within the hospital, making it difficult for patients to find clinics, toilets etc. • Plas Meddyg Surgery, can't complain, very good. 	<ul style="list-style-type: none"> • Local GP's surgeries operating well • Delays in Ysbyty Glan Clwyd A&E • Parking issues, major problems at Ysbyty Glan Clwyd • Ruthin Hospital, strong praise for clinics and staff • Dentistry, Good care but expensive • Rats at Ysbyty Glan Clwyd
Denbigh Hospital Information stand	<ul style="list-style-type: none"> • Orthopaedics outpatients Glan Clwyd – Long, long wait time for the first appointment and still waiting 24 months since initial consultation. Appointment has been cancelled and rescheduled, but still not treated yet. Worried about the waiting time, as the situation is 	<ul style="list-style-type: none"> • Very long waiting time for orthopaedics at Glan Clwyd

Location	What we heard	Themes
	<p>getting worse will the treatment change. Had raised hopes for appointment but dashed and disappointed – in huge pain every day.</p> <ul style="list-style-type: none"> • Visited the nurse at the GP surgery for a blood pressure check. The service was very good, quick, efficient, friendly and courteous. • Fully support the NHS who are under enormous pressure. • Glan Clwyd Hospital – Recent appointment very efficient and the appointments were on time. The consultant explained everything to me. Overall, I was treated very well by all nurses, doctors and receptionists. • Visit to ulcer clinic at Denbigh Infirmary, excellent service. We are very lucky to have Denbigh Infirmary for these kinds of clinics. • The district nurses in Denbigh are wonderful. • Denbigh Community Hospital can't fault all the staff. They are very good. The NHS should be proud of the service that Denbigh staff give to patients. • Parking Ysbyty Glan Clwyd atrocious. • Hapus iawn hefo y 'system' cyfa. Pob dim yn wych. Cael fyn weld yn gyflym. Wedi cael atebion parod ir profion. Braf cael rhoi sylwebau yn y Gymraeg. [Very happy with the whole 'system'. Everything is great. Was seen quickly. Got answers to tests. Nice to be able to give comments in Welsh.] 	<ul style="list-style-type: none"> • Appreciates being able to give feedback in Welsh • Denbigh Community Hospital: staff highly praised and clinics • Strong support for NHS despite pressures • Ysbyty Glan Clwyd parking
St Asaph Farmers Mart	<p>This wasn't the best place to speak to people about their NHS / Social Care experiences, as the farmers were busy with their animals, and bidding for livestock. They had business to deal with and didn't have time to speak with us.</p> <p>We did use the opportunity however to promote Llais, by talking to the Jones Peckover mart staff, some farmers who asked what Llais was, and a couple who were raising money for a charity in memory of their daughter - NRAS. We also placed posters and leaflets on the café notice board, we left some leaflets on the tables in the café, and at the main mart reception desk where farmers register on arrival.</p>	
Denbighshire Older People's Forum – Denbigh	<ul style="list-style-type: none"> • Residents felt that there is a lack of clear, accessible information about what each hospital in the area provides. Many said they struggle to understand which services are 	<ul style="list-style-type: none"> • Better communication and transparency from hospitals

Location	What we heard	Themes
	<p>available where, and that this makes it difficult to make informed decisions about their care</p> <ul style="list-style-type: none"> • A recurring theme was frustration with how long it takes for services to begin once they have been requested. Several residents described processes as slow, confusing, and unnecessarily complicated. Systems such as the Blue Badge application were specifically mentioned as examples of how difficult it can be to access support that should be simple and straightforward. • One resident shared a particularly distressing experience in which her pension was stopped without warning or explanation. Despite following every official route to resolve the issue, she was left without income and forced to use her personal savings to pay for her sheltered accommodation. • Residents acknowledged that online systems for GP surgeries—such as ordering repeat prescriptions—can be efficient. However, they raised serious concerns about older people who cannot use digital tools. Many questioned what alternative arrangements are in place for those who are not confident with technology, and whether these alternatives are being properly maintained or phased out. • A practical issue was raised regarding the location of a post box at the end of the drive serving residents’ flats. This placement creates difficulties for those with mobility issues. The matter is currently being taken up with the council, as residents feel it directly affects their independence and safety. • Residents noted that Denbigh benefits from having several GP practices, which means appointments are generally easier to obtain. This was contrasted with the situation in the next town, approximately five miles away, where there is only one GP practice serving the entire area. Residents described it as a “nightmare” to get an appointment there, highlighting how access to primary care can vary dramatically between neighbouring communities. • There was deep concern about the current state of A&E departments. Residents described it as “terrible” that waiting times have become so long that people are 	<ul style="list-style-type: none"> • Faster, more responsive service provision • Reliable and compassionate support for pension and benefits issues • Non-digital alternatives for essential GP services • Improved local infrastructure that supports mobility and independence • Reduced A&E waiting times and improved patient dignity • Greater recognition of the experiences and needs of older residents • Overall, residents are seeking a more accessible, respectful, and joined-up approach to public services—one that supports them not only practically, but emotionally.

Location	What we heard	Themes
	<p>reportedly dying in corridors, sometimes alone. This was seen as a sign of a system under severe strain and failing to meet basic standards of dignity and care.</p> <ul style="list-style-type: none"> • One resident expressed a sentiment that resonated strongly with the group: • “When you get to my age, you feel you’re invisible.” • This comment captured a wider feeling that older people are being overlooked within healthcare and public services, and that their needs are not being prioritised or understood. 	
LGBTQIA + Group Rhyl	<ul style="list-style-type: none"> • Attended Ysbyty Glan Clwyd for 4 days due to Urology issues. The care and food received was good. The parking was awful unable to get a space. • Gentleman suffered a stroke 8 weeks ago, blockage in the neck. Has just come out of Ysbyty Glan Clwyd. The treatment and care he received by all staff was very good. The food was very good, and the staff always asked if anyone wanted more if there was spare food on the trolley. • The pharmacy keeps issuing the wrong brand of epilepsy medication. Family member is sensitive and can only tolerate one brand. If they receive the wrong brand, they end up having a seizure. They have it noted on their GP file, but it still happens. • The pharmacist in Bodelwyddan, Dennis is a super star, will take time with you and is able to source medication that other chemists are reluctant to. • There has been a shortage of aspirin in local Chemists, but since found out that they hold a stock under the counter for people in need. • Having the flu vaccination at the chemist is excellent, very good experience. • Madryn House Surgery has a new GP and is very reluctant to issue antibiotics. • BCUHB has stopped funding to Mind Groups. I find this very backward as these groups are a lifeline to people. We used to have walking groups etc Attending these groups can be better than any prescription by your doctor. • GP surgery doesn’t do blood tests, you must attend Ruthin hospital for that service, which can be a 3 week wait. • Poor care for Transpeople, due to severe lack of knowledge. 	<ul style="list-style-type: none"> • Trans surgery not offered by Betsi • Medication for Trans people • GP surgery issues • Ysbyty Glan Clwyd good treatment and care • BCUHB lack of specialist health care professionals

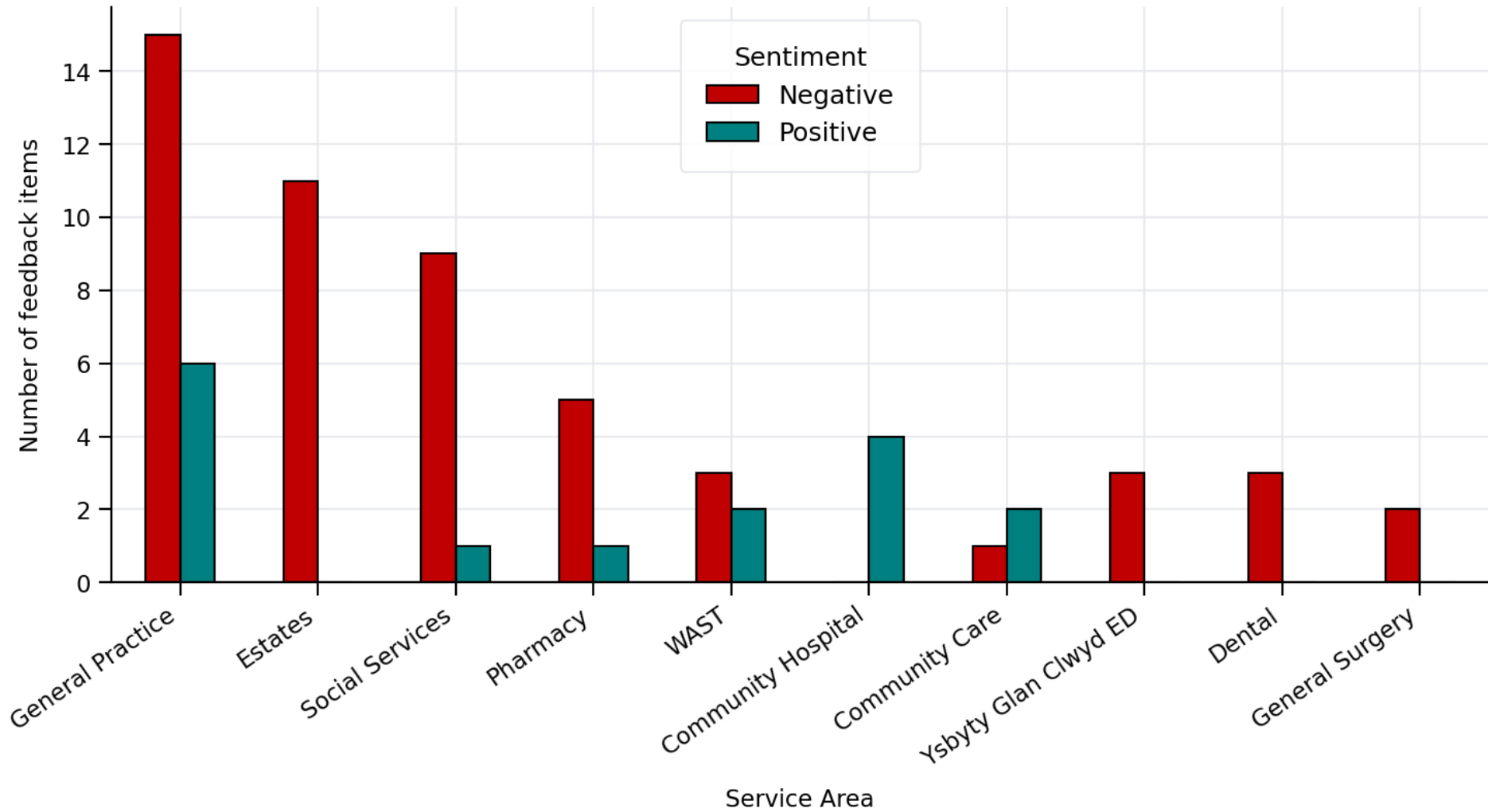
Location	What we heard	Themes
	<ul style="list-style-type: none"> • CPD (continuing professional development) training should be mandatory every year for staff to develop work-related skills, knowledge and competence throughout their career. • BCUHB has had an issue with their Specialist Prescribers over the last 2 years. 2 of the 3 Specialist Prescribers at Betsi have been off on sick leave. When key people are off, this causes a backlog. Surely Betsi should have a contingency plan or at least update the way they work. Causes a lot of strain and pressure on the staff left. • Ysbyty Glan Clwyd Cancer Centre is excellent. Have been having treatment there. All the staff are very kind and supportive. There was no negativity for being a trans lady. Due to my tremor, I am unable to eat soup, this was no issue and one of the team helped me eat and took their time with me. • Attended A&E at Ysbyty Glan Clwyd recently and they had volunteers who went round offering people food and drinks. They were talking and helping people, they are truly unsung heroes. • Long waiting list for Hernia op. This is affecting them mental and physically. • Specific HRT patches for trans ladies. GP offered no alternative when shortage, only use what you have every other day! Awful. GP's have a full list of substitute medication, when don't they use it? • The surgeon at the Yale Spire in Wrexham is amazing. He operated on me during my male to female transition. So very happy with the results. If I hadn't had the surgery at Wrexham I would have had to go to Brighton or London. • Menal Health services are horrendous at Betsi. Unable to see mental health professions, waiting years for medication reviews. • Female to Male surgery is undertaken at Kingston upon Thames. Why can't this be offered nearer to home. • Healthy Prestatyn Surgery. Has been waiting for test results for years, poor follow up care. Had been worried what was the matter with me, has now been diagnosed with a raised diaphragm. 	

Location	What we heard	Themes
	<ul style="list-style-type: none"> • It is so good to see checks being undertaken out in the community. The stroke team visiting groups, checking blood pressure etc. Have also heard that diabetic team do the same sort of thing. • The Sexual Health Clinic in Rhyl is generally regarded as providing a good service. However, one patient reported a negative experience during a recent health check. She felt that, after explaining her personal situation to the nurse, she was looked at in a judgemental manner and made to feel uncomfortable. The Women's in Liverpool is amazing and staff not judgement and very supportive. 	
Denbighshire Older People's Forum – Ruthin	<ul style="list-style-type: none"> • Concerns regarding waiting times for vascular investigations, memory clinic, and dermatology. Lack of communication from services. • Difficulties with transport for getting to hospital appointments. Public transport links poor – 2 buses to get to YGC. Taxis = £70 for the return journey to YGC. Red Cross transport service has now stopped. Voluntary Community Transport no longer available – initiatives often cover north Denbighshire and South Denbighshire, but central Denbighshire is missed. Eligibility criteria for ambulance transport is very limited. Ambulance transport is often over-booked or the service gets cancelled. There was also strong support for a Park and Ride service to be reinstated. • One member said they'd had super service from YGC but also mentioned concerns about a patient being discharged with Sepsis in December 2025. • Concerns raised about paramedics who did not assist a patient to mobilise to the toilet. Patient couldn't walk unaided and partner had to struggle to help with no assistance from the paramedics. • Members agreed in general that, with waiting times and transport difficulties, it can be a battle to get to the hospital but that, once they're seen, the care is generally good. Emphasised that the staff are not the problem but there is a lack of organisation and consideration of a patient's holistic needs. A comment was made that not all problems are medical. • Commented on staff shortages and that there seems to be a lack of staff. 	<ul style="list-style-type: none"> • Waiting times for secondary care appointments. • Transport to hospital and parking. • Lack of carers on duty in Llys Awelon.

Location	What we heard	Themes
	<ul style="list-style-type: none"> • Members commented that BCUHB has closed a lot of community hospitals but, in hindsight, they needed the beds. • One member referred to the professionalism of staff and described an appointment where he attended for a kidney scan and staff asked him if he knew the words to “I’m a Little Teapot” – the patient felt this was very unprofessional. • Members commented that access to dental services is very poor to non-existent. • They said that it’s difficult to get through to the GP (Plas Meddyg) on the phone but that they do come out for home visits when needed. They commented that the District Nurses are brilliant. • Some members felt that too much pressure is being put on pharmacists with things like the common ailments scheme. • An issue was raised regarding the GP practice that repeat prescriptions are issued even if the patient is not using the medication and they have to keep returning unused medication to the pharmacy. Also, that the GP does not follow the instructions when medication updates are provided by the hospital. • One member commented that the issues being raised are the same issues that have been raised for years and nothing has changed. • There were also issues raised that were specific to the care provision and Llys Awelon. Several members felt that there are not enough carers on duty – especially overnight when there is only 1 carer on site to support 57+ residents. The members highlighted that, if someone falls, they need more than one member of staff to help them up again. They also said that the carers won’t try to help someone up if they fall and, instead, will wait for an ambulance crew to come and help. Sometimes residents have to wait a very long time for anyone to come and help. One member gave an example of someone having to wait on the floor for 7 hours before anyone came to help. They also commented that not all the carers are qualified to distribute medications, especially those who are on duty overnight. They said that they’ve been told that the home could employ more carers but that this would result in the fees being increased. 	

Location	What we heard	Themes
	<ul style="list-style-type: none"> • They also commented that sometimes their care package allocates them a carer for 45mins, but the carer might only stay for less than 10mins. • The group also discussed that they feel there should be a defibrillator available on site. We explained that these are generally funded by community groups and are not provided by the health board. • There seemed to be concerns about the level of care provided and that, when they've tried to discuss this with the home manager, it has been emphasised that Llys Awelon is an "independent living" facility. • The members said that they would value the opportunity to discuss their concerns with Sion who seems to be a carer or manager employed by the local authority – although it was difficult to get clarity on who exactly he is. The members said that Sion "Runs the carers" but they didn't know his surname. 	

Llais Local Q4 Feedback - Service Areas (Positive vs Negative)



Top Themes - Positive vs Negative

