

THE FEEDBACK YOU TOLD US

WOMEN'S HUB ABERYSTWYTH

VISIT TO GYNAECOLOGY DAY CLINIC

JULY 2026

As part of **Llais West Wales** 'Llais Local North Ceredigion Programme' we spent two weeks speaking with local people about their experiences of health and social care services. Speaking with people offered us valuable insights and a wide range of experiences, helping us better understand what matters most to people accessing health and social care services in the community.

This is an overview of what women told us at our visit to Aberystwyth's women's hub, gynaecology day clinic.



INTRODUCTION

Gynaecology Clinic is based at :

Integrated Health Building
Penglais Road
Aberystwyth SY23 3DU

Services provided at the clinic include :

- **Menstrual Health:** Support and investigation for heavy menstrual bleeding, severe period pain, and pre-menstrual dysphoric disorder (PMDD).
- **Menopause Care:** Holistic consultations, symptom management, and guidance.
- **Contraception:** Fitting and management of Long-Acting Reversible Contraception (LARC).
- **Pelvic & Specialized Care:** Management for pelvic pain, vulval dermatology, Polycystic Ovary Syndrome (PCOS), and bladder/bowel support.
- **Advanced Diagnostics:** Access to community-based advanced ultrasound scanning to reduce hospital wait times.

What could be done better?

There's definitely a need for clearer, accessible information provided by primary care services; especially on patient pathways

Young person raised their concerns about communication between the GP and clinic, need for better communication from the health board in general.

What's working well?

Husband of patient : like the idea of having a men's hub, I see that my wife gets excellent service here. Staff are lovely

I think the service here is excellent! Everyone is super helpful I couldn't ask for anything more! If I have any concerns, I can call in and make an appointment.

Never a problem with finding somewhere to park

Appointments come through pretty quickly. I feel people here listen to me, they explain everything in a way I understand and in nonclinical terms.



POSITIVE FEEDBACK

Patients spoke highly of the staff and treatment and of their experiences at the women's hub.

Everyone we engaged with praised the way staff arranged appointments when needed.

OUR FINDINGS

The people we spoke with were very happy with the services they receive

The women we spoke with described the service as excellent and said staff are always helpful and supportive. They felt appointments were easy to access and appreciated that staff listened to their concerns and took the time to respond.

Information was explained clearly in everyday language, helping them understand their care and feel confident about accessing support when needed. The feedback highlighted several strengths, including quick access to appointments, efficient prescription services, good communication, and a caring, patient-focused approach from staff.

WHAT HAPPENS NEXT

Llais will share our feedback by:

- Posting updates in our newsletter
- Publishing information on our website
- Sharing with Hywel Dda Health Board

Thank you to everyone who shared their views: your input matters!

LLAIS WEST WALES

Covering health and social care services for people living in:

- Carmarthenshire
- Ceredigion
- Pembrokeshire



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