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# Engagement summary: February 2026 to April 2026 and future planned engagement

## **The decision on the future configuration of the nine services included within the Clinical Services Plan took place at the public Board meeting on 18 and 19 February 2026**

- Decisions were taken on eight of the nine services, with nearly half of the future service models decided having come from alternative ideas shared during the consultation.
- Further information on the decisions taken will be shared later in the session and can also be found on our website.
- Stroke was the only service included within the Clinical Services Plan where a future service model is yet to be decided. The Board chose a preferred direction of travel, to merge two alternate options received during the consultation, to further assess and test with our communities.

### **Next steps:**

Subject to Board approval on 28 May 2026, an eight-week engagement period from 28 May to 26 July 2026 is proposed. This will use a blended approach to maximise reach and give people different ways to take part and share their views.

This will include, hospital site visits and walkarounds, all staff team meetings and staff briefings, public drop-in events, online public events, targeted group sessions, community outreach, Health Board and third party events.

A wide range of documents will be made available to staff, patients, the wider public and partners, to support their understanding of the scope of the phase 2 consultation and how they can share their views. Formats will include: a bilingual main consultation document, Easy Read version, a bilingual audio version and a British Sign Language video, as well as alternate languages and further information made available through supporting documents.

# Strategic Refresh



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- The refresh of our strategy 'A Healthier Mid and West Wales - Healthier lives, well lived', was presented and approved at public Board on 29 January 2026. Further information can be found on our website - [Board agenda and papers 29 January 2026 - Hywel Dda University Health Board](#)
- Since that time, work has been undertaken to translate it into different accessible formats, as well as design work to make it easier for staff, patients, our public and partners to read and understand.
- While we have been in the pre-election period we have not publicly shared documents or engaged on a wider basis, however initial staff walkarounds and document drops at our acute hospital and community sites began in late April 2026, to give our staff the first opportunity to hear about and read our refreshed Strategy.
- Following the end of the pre-election period we have begun sharing summary documents of our refreshed Strategy with key stakeholders
- As part of our commitment to continuous engagement with our communities, we will be attending local community group meetings, agricultural and cultural events over the summer and into autumn.

# Mental Health GP referral pathway



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- In March 2026, the decision was made to approve the proposal to make the temporary urgent referral pathway change in Ceredigion permanent. Furthermore, a decision was made to support the phased roll-out of the pathway across Pembrokeshire and Carmarthenshire, subject to ongoing monitoring of impact, workforce capacity, and service demand, to ensure a safe, equitable, and sustainable model across the Hywel Dda footprint
- A detailed engagement report was produced, which included feedback and comments from members of our community, GPs, members of the Community Mental Health Team, Crisis Resolution and Home Treatment and the 111 Option 2 teams. Support was provided by third sector partners including West Wales Action for Mental Health (WWAMH) alongside the Health Board's Community Development Outreach Team. This enabled the engagement to reach people with lived experience of mental health issues and users of the services provided by the Health Board's Mental Health Team.
- Engagement has identified a clear set of mitigations required to support wider implementation. These include improved communication about Hywel Dda's 111 Option 2 service, defined referral pathways, flexible access for vulnerable and seldom-heard groups, including non-telephone options. Strong safety-netting and follow-up to prevent delays or disengagement. Consistent prescribing and medication management across the pathway and improved links from 111 Option 2 to third sector mental health support.
- An initial meeting of the colleagues involved in the pathway rollout met on 7 May 2026. This included members of staff from Mental Health, Primary Care, Communications, Engagement, and Ceredigion County Council.

At the public Board meeting on the 29 January 2026, the Board agreed an 8-week period of engagement. The purpose of the engagement is to understand the impacts and mitigations of the Vacant Practice Panel's recommendation to disperse patients of Meddygfa's Sarn to neighbouring GP practices .

The engagement period was held from 9 February to 6 April 2026

Engagement approach:

- Bilinugal letters and questionnaires, were sent by post to all registered patients of the surgery
- In-person public engagement drop-in events were held in Pontyates on 24 February, Pontyberem on 3 March and Carway on 31 March 2026: in total 352 people, with some attending multiple events
- Over 950 questionnaire responses in total were received, eight of which were received in Welsh.
- More detailed summary of the engagement will be shared later in the meeting

**The outputs of the engagement and decision on next steps are due to be presented to public Board on 28 May 2026.**



- Continuation of immunisation walkabouts and support given for Blood Borne Viruses (BBV) Gilead testing days in all three counties (131+ contacts)
- Ongoing engagement with Gypsy and traveller community including launch event for Art Work created in April 2026
- Support for Diabetes UK in community events in Pembrokeshire
- Community café and homeless shelter visits with Immunisation Teams
- Gardening club with Ukrainian families
- Connecting the communities event
- Health and Wellbeing Events – attended in Pembrokeshire College (150+ engagements). Staff worked with Ceredigion County Council and the BArod Project, Cyfle Cymru to organise Health and Wellbeing events in Ceredigion – Borth, Lampeter and Tregaron with 133 exhibitors and 226 attendees.
- Regular visits to Mosques across the region
- Work done with a range of other groups including Irish travellers, Veterans, Llanelli Street Football (20+ engagements); Food Banks, Tylsha, Salvation Army, Dyfed Drug and Alcohol Service (DDAS), Carers Forum (some monthly, some ad hoc)
- Outreach to Dunbia factory, car washes
- Polish Wellbeing Day, with Health Board teams attending including sexual health and smoking cessation (30+ engagements)

# Future planned engagement



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- Pharmaceutical Needs Assessment (PNA) review (May 2026)
- Stroke Services, Phase 2, Clinical Services Plan consultation – subject to Board approval (28 May- 26 July 2026)
- BANDI/Children Centre – six week engagement period (summer 2026)
- Eisteddfod Genedlaethol – Y Garreg Las (August 2026) - various health teams to promote their services
- Pembrokeshire County Show (August 2026) – various health teams to promote their services



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