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# Engagement summary: November 2025 to January 2026 and future planned engagement

# Clinical Services Plan



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The consultation on the Clinical Services Plan concluded on 31 August 2025.

- More than 4,000 questionnaire responses were received, 100 engagement events and meeting held, thousands of members of the community engaged and 190 unique alternative ideas for service consideration submitted. Following the end of the consultation a series of options appraisal workshops were held to consider the alternative options. These included community representatives, campaigners and neighbouring Health Boards, as well as our Options Development Group, clinicians and task and finish groups.
- A period of conscientious consideration was undertaken from November 2025 through to January 2026 to ensure that the draft consultation report reflected what was heard during the consultation. The draft consultation report was shared directly with key stakeholders and sessions were held with Town and Community Councils, County Councils, Public Service Boards (PSBs) and a stakeholder session which included community representatives, campaigners and neighbouring Health Boards; as well as with our Options Development Group, Staff Partnership Forum, Healthcare Professionals Forum clinicians, and task and finish groups
- The finalised Clinical Services Plane Consultation Report has now been published - [Hywel Dda University Health Board Clinical Services Plan Consultation Report January 2026](#) and is in the process of being shared widely with stakeholders, including with patients who asked to be kept informed about the Clinical Services Plan, in advance of the extraordinary board meeting. More information about the CSP can be found at <https://hduhb.nhs.wales/clinical-services-plan>

**The decision on the future configuration of the nine services included within the Clinical Services Plan is due to take place at the public Board meeting on the 18 and 19 February 2026.**

# Strategic Refresh - Phase 2



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Phase 2 of the strategic refresh engagement built on the feedback that emerged from Phase 1 where we focused on one simple question: 'What is important for you to live a healthy life?'

Four key themes emerged: Social Model for Health and Wellbeing; Digital Healthcare Support; Balancing Hospital Care and Community Support; and Clinical Services and Hospital Redevelopment. The nine-week engagement started on the 29 September and ran until 28 November 2025.

- During this time members of the public, service users, Health Board staff, partner organisations, and other stakeholders were invited to give feedback on these four key themes. Engagement was tailored to suit their differences, circumstances and requirements, with an emphasis on targeted face-to-face group engagement in their community settings or specific group meetings, to engage in conversations.
- Throughout the engagement, stakeholders were provided with paper documentation and/or signposted by direct email or communication activities, such as press releases and social media advertising, to the dedicated online engagement platforms, Have your Say/Dweud eich Dweud.
- During Phase 2, we engaged with 2021 people at 121 varied activities and meetings.

**The summary engagement report and draft strategy will be presented to public board on 29 January 2026.**

# Proposal to change GP referral pathway



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- In March 2025, the decision was made to introduce an emergency temporary change to the way GPs refer patients to routine adult mental health services in Ceredigion. Patients who visited their GP needing non-urgent mental health support were asked to phone the NHS111 Wales option 2 service, rather than be referred directly to Community Mental Health services. The change was introduced to address pressures on the Community Mental Health Teams in the county.
- Targeted engagement was undertaken to understand how service users would be affected by this change via survey and meetings with mental health support groups. A survey was also developed for GPs to share their views, and representatives from the Mental Health and Learning Disabilities Team attended North and South Ceredigion GP Collaborative meetings to gather feedback on the temporary emergency pathway change.
- At its meeting in November 2025, the Board agreed to continue this temporary change in Ceredigion until March 2026 but also agreed a nine-week period of engagement to understand the possible impact of a proposal to make this change permanent across Carmarthenshire, Ceredigion and Pembrokeshire, and consider what mitigations may be needed.
  - The engagement period runs from 8 December 2025 to 9 February 2026. The approach involves:
    - Targeted engagement with service users; GPs; and Mental Health Team staff most affected
    - West Wales Action for Mental Health are supporting with opportunities to speak with people who have lived experience of mental health issues.

**The outputs of the engagement are due to be presented to public Board on 26 March 2026.**

# Community Development Outreach Team activities



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- Tyshia “Lanes” project litter pick - ongoing project with Pobl and Transforming Tyshia
- Gypsy and traveller well-being day in Monkton – 100 attendees
- Attendance at the Pembrokeshire Refugee and Asylum seeker Christmas party at Milford Mosque
- Tuberculosis (TB) and Blood Borne Virus (BBV) awareness event at Dunbia Llanybydder and wellness stand at Dunbia Cross Hands
- Engagement at Ty Gwyn ‘Life café’ and Wallich Coffee morning for homeless and vulnerably housed including Polish community and asylum seekers
- Continuation of Immunisation walkabouts and support for GILEAD BBV testing event
- Facilitated a conversation with Syrian women and Maternity Services
- Shared Strategy Refresh materials with diverse communities
- Regular visits to Mosques

# Further engagement activity updates



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- Engagement on Carmarthen Hwb and the impact of relocating services to the new site closed in December 2025 – engagement report being prepared
- Pentre Awel Wellbeing Event – shared information about GP referral pathway proposal and Siarad Iechyd/Talking Health scheme
- Continuous engagement activities – including engagement team attendance at:
  - Health and Social Care We Want Llais event - Narberth
  - Meeting with Llanelli Deaf Club and Diversity and Inclusion Team
  - HUTS (Help us to Survive) open day – Newcastle Emlyn
  - Pembrokeshire College Festive event
  - Winter warmth and wellness event – Aberporth Hall
  - Bandi Appeal Annual General Meeting (AGM)
  - Amroth Parish Hall open day

# Future planned engagement



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- **Meddygfa'r Sarn (9 February to 29 March 2026)** – engagement on the Vacant Practice Panel's recommendation to disperse patients to neighbouring GP practices subject to Board decision 29 January 2026
- **Pharmaceutical Needs Assessment (PNA) review (May 2026, to be confirmed)**
- **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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